

**Social Advocates for Youth
Infant-Toddler Program
PARENT INFORMATION, POLICIES AND PROCEDURES
2019-2020**

A project of SAY, San Diego
Phone: 858-565-4148 Mailing address: 4755 Viewridge Ave, San Diego, CA 92123.

Days: The Infant-Toddler Program will be open Monday-Friday. The program will be closed on holidays and staff development days.

Hours of Operation: Monday-Friday 8:00am-4:00pm

Ages Served: The Infant-Toddler Program serves 6 ½ weeks-24 months old.

Enrollment is open to all 6 ½ weeks-24 month old children, without regard to race, sex, national origin, religion, physical handicap or disability, on a space-available basis. Enrollment forms must be completed and returned with appropriate fees paid prior to a child's first day in the program. Forms must be updated as changes occur.

The following provides information about the program and should be read carefully. The enrollment documents you sign includes an agreement to read, understand and adhere to these policies. If you have any questions, please contact SAY's Administrative/Main Office.

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I. PROGRAM PURPOSES AND GOALS

A. Program Purpose

SAY, San Diego (Social Advocates for Youth) is a non-profit agency dedicated to supporting the positive development of young people, their families and communities. The Infant-Toddler Program is provided as a community service to address the need for quality child care programs.

Philosophy

SAY Infant-Toddler Programs exist for the purpose of promoting, nurturing, and enhancing all areas of children's development. Basic to the purpose is the assumption that all children are individuals that develop at different rates and have different interests. We recognize that children bring with them a unique mixture of family background, language, culture, personality and learning style. The programs we create must serve all children and families, and we must constantly seek ways to accommodate the unique needs of the populations served by the programs. SAY Infant-Toddler programs serve as a bridge between home and school. They provide a balance of creative, educational, social, and physical opportunities in an atmosphere conducive to promoting healthy life styles. Children need many opportunities to make their own choices through programs that are well organized and equipped with age-appropriate material. Above all children need to have fun being children. SAY Programs provide a safe, secure, flexible and stimulating environment supported by warm and caring staff that is responsive to the children's emerging needs and interests encouraging growth and self-esteem. SAY programs foster partnerships with families, schools and communities to meet the needs of the whole child.

B. Program Overview

SAY's high quality, Infant-Toddler program offers a balance of routine and activities designed to develop, build and foster their overall development.

Focus areas for our Infant and Toddlers:

* Building **emotional security, self-esteem and personal awareness**, by encouraging nurturing and close personal contact with teachers, using positive verbal messages, allowing freedom of play, giving children age-appropriate activities and treating children with dignity and respect

* Developing **communication skills**, by talking with children throughout the day (including during routines such as diaper changing), and by asking questions, providing information, telling stories, singing songs, naming objects and describing activities, and by encouraging children to communicate through facial expressions, gestures and language

* Fostering **social development** between children and teachers by providing loving, respectful interactions that help children to establish a sense of trust and wellbeing, and fostering relationships with peers through teacher-facilitated physical contact, interaction during play and activities in small groups

* Cultivating **gross and fine motor skills**, by providing age-appropriate physical challenges, such as opportunities for grasping and manipulating objects, climbing, using push toys, and exploring the outdoor environment

At SAYSD ECC, teachers assess children's learning and development to monitor how well they accomplish their goals by using the Desired Results Development Profile (DRDP) system. Developed by the California Department of Education, Child Development Division, the DRDP Infant/Toddler assessment system is designed to improve the quality of programs and services provided to children who are enrolled in early childhood education and their families. Desired Results are defined as conditions of well-being for children and their families. Each Desired Result defines an overall outcome. The system was developed based on the following six Desired Results:

For the child...

1. Children are personally and socially competent
2. Children are effective learners
3. Children show physical and motor competence
4. Children are safe and healthy

And for the family...

1. Families support their child's learning and development
2. Families achieve their goals

The DRDP system is a comprehensive approach that facilitates the achievement of the Desired Results identified for children and families. The system is aligned to both the California Preschool Learning Foundations and the Common Core State Standards (CCSS) for kindergarten.

DRDP is an assessment that documents the level of development on a continuum separately for each individual child. The teacher can use the DRDP to identify the level of development of each child and to plan curriculum to support individual children's learning.

SAYSD ECC also implements the Early Childhood Environment Rating Scale (ECERS-3) and Infant/toddler Environment Rating Scale (ITERS-R) to self-assess the quality of its program. Through the implementation of ECERS and ITERS, we can evaluate the program's environment, including those spatial, programmatic, and interpersonal features that directly affect the children and adults in an early childhood setting.

ECERS is designed specifically for preschool, kindergarten, and child care classrooms serving children 2 ½ through 5 years of age. ITERS is designed specifically for birth through 30 months of age. They are widely used program quality assessment instruments and their established reliability and validity make them particularly useful for research and program evaluation.

The Infant-Toddler Program is licensed by the State Department of Social Services and adheres to regulations set forth by the Department to insure the safety and wellbeing of your child(ren). Staff is professionally prepared in the fields of child development. Religious instruction or worship will not be provided.

The parent is a partner in insuring the well-being of her/his child(ren). Program staff rely on the parent for emergency and other relevant information about the child and the family. Open communication and documentation are required for this purpose. It is the parent's responsibility to insure that information provided is correct and updated as changes occur.

The Infant-Toddler Program maintains a ratio of 1 staff for every 4 infant/toddlers, not to exceed the capacity set forth by the license. Individual care cannot be provided. Staff will seek out additional resources and/or referrals for children who require further support beyond what can be provided within the program. Staff cannot provide care outside of program hours.

C. Goals

1. To provide licensed quality children's centers in the workplace.
2. To provide an environment that is safe and well supervised by qualified staff.
3. To provide a balance of educational and enrichment activities to meet children's needs and interests including but not limited to a STEAM (Science/Technology/Engineering/Art/Math) model that is essential to encouraging creative and critical thinking.
4. To offer services at competitive rates.
5. To maintain enrollment according to admission policies and wait list priorities, and to clearly inform families about program policies, due process, and personal rights.
6. To maintain staff policies which promote staff development and program effectiveness.
7. To meet requirements set forth by the State Department of Social Services.
8. To provide developmentally appropriate curriculum which encourages growth and positive self-esteem through the Desired Results Developmental Profiles.
9. To provide opportunities for parent involvement and education.
10. To inform the community about our programs, encourage community involvement, and utilize community resources.
11. To annually involve parents, schools, staff, and children in evaluating our success in meeting these goals.

II. PROGRAM

A. Family Information Profile

SAY's Infant-Toddler Program offers a culturally and developmentally appropriate curriculum, with a balance of activities designed to foster creativity, independent thought, and a positive self-concept. Each parent will be required to complete a Family Information Profile as part of the annual enrollment process. In addition, staff will complete a bi-annual developmental profile for each child. Parent Conferences to discuss your child's progress happen twice per school year. These documents will enable staff to access and provide services to meet the needs of each child and family.

B. Feeding Plan /Lunch/Snack

Parents will be required to provide a nutritious lunch for their child. Parents are asked to plan lunches that do not require reheating or warming.

There shall be an individual feeding plan for each infant.

The plan shall be completed and available for use prior to the infant's first day at the center.

The director and the infant's authorized representative and/or physician, shall develop the plan.

The authorized representative shall sign the plan to verify that he/she has participated in developing and updating it.

The plan shall include the following items:

- (A) Instructions from the infant's physician relating to special diet or feeding.
- (B) Feeding schedule.
- (C) Breast milk or kind of formula.
- (D) Schedule for introduction of solid and new foods.
- (E) Food consistency.
- (F) Food likes and dislikes.
- (G) Food allergies.
- (H) Schedule for introduction of cups and utensils.

The infant's authorized representative may provide formula or breast/mother's milk.

Such formula or milk shall be bottled before being accepted by the center.

Bottles shall be labeled with infants name and current date.

At no time shall a bottle be propped for an infant. An infant shall not be allowed to carry a bottle while ambulatory. A bottle given to an infant able to hold his/her own bottle shall be unbreakable.

Bottles, dishes and containers of food brought by the infant's authorized representative shall be labeled with the infant's name and the current date.

- (1) Formula in a partially consumed bottle shall be discarded at the end of each day.
- (2) Food shall be discarded if not consumed within 72 hours of the date on the container label.

(3) Bottles and dishes provided by the authorized representative shall be rinsed and returned to the authorized representative for sanitizing at the end of each day.

Commercially prepared baby food in jars shall be transferred to a dish before being fed to the infant.

(4) Any food left over in the dish at the end of the meal shall be discarded.

Snack will be served every morning and afternoon and will include nutritious foods from two basic food groups. If your child has any dietary restrictions, be sure to indicate them on the health form and tell staff. Candy and gum should not be brought to the program.

(5) Mother or Family may make arrangements with center for privacy to nurse infant. SAY ECC is a breastfeeding friendly program. A lactation room is available onsite.

C. Field Trips

Walking field trips may be provided periodically as part of the Infant-Toddler program. Parents are encouraged to attend whenever possible. Parents who do not wish their children to participate must make other arrangements for the day. No credit will be given for the day missed. Should a child seriously misbehave during a field trip, a parent or guardian may be required to attend subsequent field trips. We have multi-child strollers for taking infants on regular “nature rides” outdoors (weather permitting).

D. Transportation

Transportation to and from the Program is not available.

E. Clothing and toys

Children will participate in a variety of activities, some of which may soil clothing. Please encourage your child to dress in comfortable clothing that allows for active play. A change of clothing, marked with the child’s name, can be left at the program for use as needed. Sandals, flip flops, boots, or dress shoes limit your child’s safety. Please send a pair of appropriate play shoes.

Individual storage is provided for each child and children will be encouraged to take responsibility for storing their own belongings. Program staff cannot be responsible for lost articles, but will make every effort to protect the children’s belongings within the confines of program space. Toys should not be brought from home unless prior arrangements are made. Toy weapons are not allowed.

F. Entertainment

The only films which will occasionally be shown during program hours are those which are considered educational and/or instruction-based. Staff will pre-screen all films to ensure their appropriateness. Parents will be notified in advance.

G. Napping/rest period/Safe Sleep Environment

The Infant-Toddler program includes a nap/rest period time. Cribs and Napping mats are provided for each child and stored at the center. Parents are required to bring a cover for the Nap mat or a fitted sheet for the

crib from home. Parents are required to bring home, wash and return clean sheets to the center on a weekly basis. It is recommended that a comfort item such as a blanket or stuffed animal be left at the center. All items must fit in your child's cubby.

Safe Sleep Environment

1. Infants must not be swaddled
2. Infants' heads and face will not be covered during sleep
3. Infants must be placed on their back when first laid down to sleep; in the event the infant changes position they may remain in the position that suits them if the Sleeping plan is completed appropriately (Please refer to "Needs and Services Plan")
4. No loose articles and soft objects in the crib
5. Toys and stuffed animals will be removed from the crib when the infant is sleeping. When indicated on the *Infant and Toddler Feeding and Care Plan* or with written parent consent, pacifiers will be allowed in infants' cribs while they sleep. The pacifier cannot have cords or attaching mechanisms.
6. Only one infant may occupy a crib at one time.

H. Primary Caregivers

To develop trusting relationships, we use a primary caregiving approach. All teachers interact with all the children in the room, but one or two teachers have primary responsibility for each child. (Generally, caregiving groups are divided into teams, with each child being paired with one or two teachers on their team). These same teachers feed the child, change diapers, help with naps, etc. Infants learn to depend on the same teachers for comfort, support, and encouragement. Parents depend on them to stay informed about their child's well-being and development.

I. Needs and Services Plan

Prior to the infant's first day at the center a needs and services plan for the infant must be completed and kept on file.

This plan must be signed by the infant's authorized representative. Modifications to the Infants Services plan shall be updated quarterly or as often as necessary.

The needs and services plan shall be in writing and shall include the following:

(1) An individual Feeding plan. (Please refer to "Lunch and Snack" under Program for details)

(2) An individual Toilet-training plan, if applicable and any services needed different from those provided by the center.

There shall be a written toilet-training plan for each infant being toilet trained.

The plan shall include the following:

Methods of toilet training;

Introduction and use of appropriate training equipment; and

Introduction and use of appropriate clothing.

(3) An individual Sleeping plan. The Plan shall include the following:

Usual Sleeping Times

Equipment the infant sleeps in

Length of time that is usual for them to sleep

Pacifier use

Infant's ability to roll over and back on their own

Medical Exemption documentation

(4) Any services needed by the infant that are different from those provided by the center's normal program. Such items shall include but not be limited to:

(A) Any special exercises for infants with physical disabilities.

The written infant needs and services plans shall be updated at least quarterly, or as often as necessary to assure its accuracy.

III. GUIDANCE

A. Policy

SAY practices a positive approach to discipline. The environment is designed to be child-centered and adult-child interactions are stated in a positive rather than a negative way. Please see the Center Supervisor for more information on our guidance policy, which is also available for review by parents.

The staff will attempt to work with the child and parent to resolve any behavior concerns. The ECC Behavior Specialist may be asked by the Center Supervisor to observe and/or assess the child for the purpose of making recommendations to improve the situation. Recommendations may include a meeting with parent(s), Center Supervisor, and the Behavior Specialist to help determine the best course of action.

B. Rules and Consequences

Specific rules that children are expected to follow are posted at the program site.

Rules include:

1. Stay where a teacher can see you.
2. Use appropriate words and actions
3. Respect people and property.
4. Follow directions.

If a behavior problem should occur which cannot be handled by redirection or talking in a positive manner to a child, a "cool off" method may be employed to temporarily remove the child from the area of concern. After a cooling-off period the child is free to rejoin activities. If a child is deemed out of control, the parent will be called to pick up the child for the remainder of the day.

It is the intent of the program to provide a safe environment for all children enrolled. If a child cannot adhere to program rules and thereby threatens the safety of herself/himself, a staff person or other children,

the Center Supervisor may decide that a child be removed from the program either temporarily (suspension) or permanently (disenrollment). Immediate suspension will occur if a child physically attacks another child or a staff person or is deemed to be out of control. A refund will not be issued if a child must be removed from the program.

Any corporal punishment (such as spanking, striking, jerking, shaking) or any other humiliating or frightening experiences (sitting in a corner, leaving him/her alone, shaming in front of other children) are strictly prohibited. No infant shall be confined to a crib, high chair, play pen or any other furniture or equipment as a form of discipline. In addition, discipline can never be associated with food, rest, isolation for illness, or toileting.

C. Biting

Biting is a very common behavior among children birth to three years of age. Biting is a form of communication and is almost always a response to coping with a challenge or stressor. At SAYSD ECC we believe by understanding the developmental stages of the children in our care and their individual needs, we can proactively prevent many biting behaviors by the environment which we create for the children. However, biting can occur without warning, can be difficult to defend against, and provokes strong emotional responses in the biter, the victim, the families, and the caregivers involved.

When a child is bitten:

For the biter:

1. The biter is immediately removed with no emotion, using words such as “biting hurts.”

We will avoid any immediate response that reinforces the biting or calls attention to the biter. Caring attention will be focused on the child who was bitten.

2. The biter will not be allowed to return to work/play and will be talked to on a level which he/she can understand. “I can see that you want that truck, but do you see that your friend is hurt? We bite food, not people.”

3. The child will be redirected to other work/play.

4. Staff will complete an incident report* and notify the family of the biter when the child is picked up for the day.

For the victim:

1. Staff will separate the child who was bitten from the biter.

2. Special attention will be given to comfort the child.

3. Staff will administer appropriate first aid.

4. Should the wound require immediate medical attention, appropriate action will be taken and parents will be notified immediately.

5. Staff will then complete an incident report* to notify family of the victim that the child has been bitten.

*An incident report is a confidential, standardized form that all staff use to document incidents that happen at school such as first aid notification, child wellness reports, etc. in which pertinent information must be recorded for school records as well as a way to communicate with parents.

IV. ENROLLMENT

A. Registration

Each family must complete the enrollment process on-line. Program fees for first month of enrollment and registration processing fees are due before

services begin.

An annual nonrefundable Instructional Fee is also charged upon enrolling.

One designated Parent/Legal guardian must sign the enrollment agreement as the “enrolling parent.” The “enrolling parent” is responsible for payment of fees. Legal documentation defining the “other” parent’s (not living in the same household) custodial and parental rights must be provided before services begin.

SAY reserves the right to request a Pre-Admission Interview if needed to assess a child’s needs in case accommodations are needed.

Each child is required to have a medical assessment by the child’s physician. A Physician’s Report (Lic 701 form) must be completed within 30 days of admission or child may not attend preschool until form is completed. Assessment must not be dated over a year old when obtained by the center.

Prior to admission to a Child Care Center, children shall be immunized against diseases as required by the California Code of Regulations, Title 17. (See page 15 **F. Immunizations** section for more information.)

B. Required Licensing Forms to be filled out by enrolling Parent

- Personal Rights (LIC 613A)
- Consent for Medical Treatment (LIC 627)
- Identification & Emergency Information (LIC 700)
- Child’s Physicians Report (LIC 701- must be signed by the physician)
- Child’s Pre-Admission Health History (LIC 702)
- Parent’s Rights (LIC 995)
- Admission Agreement
- Child’s Immunization Card
- The needs and services plan- Individual Feeding, Toileting and Sleeping Plans

In addition to the forms above a SAY Enrollment and Parent Policy Agreement Packet must be completed.

C. Changes in Enrollment

A 30 day notice is required for any change in enrollment, including withdrawal from the program. Please notify your Child Care Enrollment Specialist at SAY’s Administrative office by phone or email, 858-565-4148 or sayextendeddayprogram@saysandiego.org if you are changing your schedule and/or withdrawing from the program.

If the date of your schedule change falls in the first half of the days of service in the month, you will be charged the entire month at the new schedule rate. If the date of your schedule change falls in the last half of the month, you will be charged 50% (1/2) of the monthly fee at your old schedule rate and 50% (1/2) of the monthly fee at your new schedule rate.

Leaves

Requests for emergency leaves of more than 14 days must be put in writing to the enrollment department. 50% of the monthly fee will be charged to hold your child's placement in the program. Parents may withdraw from the program (see section B under Enrollment) and reenroll if space is available.

Family Vacations

We do not prorate fees for family vacations. Parents may withdraw from the program (see section B under Enrollment) and reenroll if space is available.

D. Termination of Services

SAY desires to work with the parents in every way possible to prevent termination of services. However, at times, a child may be asked to leave the program. Some of the reasons a child or family's services may be terminated are:

- Failure to pay fees on time.
- Failure to pick up your child(ren) before the end of the program three times in one school year.
- Failure to notify SAY of changes (including address, telephone, and emergency contacts) or complete required forms.
- Failure to observe program procedures and policies.
- Behavioral difficulties, which the program is not staffed to address. In these instances, staff will work with the parent to try to find assistance for the problem as well as other child care resources for the family.
- Giving false information
- Failure to observe contracted hours (for example, late pick-up).
- Failure to sign in and out.
- Child leaving the grounds (or area supervised by staff) without permission.
- Inappropriate behavior by the parent, guardian, or other individuals designated by the enrolling parent(s) to pick child(ren) up. This includes disruptive, abrasive, or abusive behavior or behavior that makes staff less efficient in performing their jobs. It is not our intent to prevent the parent from expressing his/her views, positive or negative, but we must prevent situations which frighten the children, disrupt our activities, or damage the relationship between children and staff.

V. ATTENDANCE

A. Signing Children In and Out of the Center

Before school: Parents or other authorized persons are required to sign children in each day. **Full signatures (first and last name) and times of day are required.**

The person who signs the child in/out must use his/her **full legal signature (first and last name is required) and must record the time of day.** A child will not be released to anyone other than the enrolling parent(s) unless there is written authorization on file. Parents must advise the staff in advance and in writing, if a person not listed on the emergency card is to pick up the child. Identification is required.

If a child is picked up after contracted hours, a late pick-up fee will apply (see fees). If a child is picked up late three times in one school year, the child may be disenrolled from the program. If a child has not been picked up within 30 minutes after closing time and emergency contacts are not reachable, the police will be notified by site staff.

PLEASE be sure your emergency numbers are current and that we have at least four phone numbers other than those of the parent's home and work place to call if a parent can't be reached.

B. Absences

You must CONTACT the Infant-Toddler Center BY PHONE OR EMAIL to report all absences. Credit cannot be given for days missed. When you enroll your child, you are reserving time, space, staff, and supplies for your child whether or not the child attends.

VI. FEES

A. Payments

Tuition is established to cover the cost of operating the program. Monthly tuition guarantees your child/ren retain his/her placement. A discount is available for additional siblings enrolled by the same parent. The discount is applied toward the lesser amount of monthly tuition charged, and will not apply to other fees. Financial assistance is available for families who qualify. To apply, please contact Accounts Receivable at SAY's Administrative office. See page 16 for contact information.

Credit can only be issued when parents provide a minimum of 30 days notice of a schedule change or withdrawal from the program. Credit is not given for the child's absence, illness, holidays, suspension or emergency closure of the program. Credit will not be given if a child is withdrawn from the program without notice.

A 30 day notice is required to change your child's schedule and/or withdraw from the program. If you do not provide a 30 day written notice, your full month tuition is due. If your 30 day notice of withdrawal date falls during the first half of the days of service in the month, you will be charged 50% (1/2) of the monthly fee. If your 30 day notice of withdrawal date during the last 50% of the month falls you will be charged the full monthly fee.

Billing cannot be split between two parties. The designated parent from the enrollment form will be responsible for all fees. The designated parent will also be responsible for all fees due if other funding sources that have agreed to pay for child care fail to pay (employer, YMCA, County, etc.)

Fees will be due on the 1st of each month and will be considered late if not received by the third business day of the month. Payments will not be accepted at the child care sites.

SAY will provide a year-end statement to be used for tax purposes, in January, to the enrolling parent and to the address on file. Requests for additional copies are subject to a \$25.00 per copy fee; due at the time of the request. SAY's Tax ID # is 23-7107958.

If you have a question or disagreement about the amount due, please contact the Accounting Supervisor at SAY's Administrative/Main Office prior to the payment due date. If you still cannot resolve the matter, please see our complaint resolution policy. When fees are being disputed, the total due needs to be paid by the due date. See page 16 for contact information.

B. Additional Charges

Payment for child care services is always due by the first of the month. There will be a \$20 late payment charge for payments received after the third of the month.

An Annual Non Refundable Instructional Fee is required for each child for each school year.

Failure to pick up child on time:

A fee of \$5.00 per child will be charged for the first five minutes and \$1.00 per child for every minute after the first five minutes if children are picked up after the program closes. Late pick-up fees will be billed separately. Failure to pay the late fees may result in termination of services. Three late pick-ups in one school year may result in disenrollment.

Site staff will contact the Police Department if a child has not been picked up by closing and we have not heard from the parent.

In case of child's injury or severe behavior issues:

Site staff will notify parent that a pick up is necessary. If the parent fails to pick-up the child after one hour, there will be an additional fee of \$5.00 per child for the first five minutes and \$1.00 per child for every minute after the first five minutes, to cover the cost of providing individualized care and/or 1:1 supervision.

FOR YOUR CHILD'S BENEFIT, PLEASE MAKE APPROPRIATE ARRANGEMENTS TO PICK UP YOUR CHILD ON TIME. REMEMBER THAT LATE PICK-UP OF CHILDREN MAY LEAD TO TERMINATION OF SERVICES.

C. Delinquent Fees

A delinquent fee notice including a \$20 late fee will be issued if payment is not received by the third of the month or a credit card payment is declined. A \$25 late is assessed if the bank declines a check. The parent must respond within one week of the date of the notice by either making the payment in full, or submitting a reasonable plan for repayment. All repayment plans must be pre-approved by the Accounting Generalist. Disenrollment may occur if the parent does not comply. More than three late payments within one year (July 1st – June 30th) may result in disenrollment. If disenrollment is due to non-payment of fees, the family will not be eligible for re-enrollment for a period of six months following full payment of fees and may be subject to wait list procedures.

VII. HEALTH AND SAFETY

A. Illness and Medication

(Please also refer to “Illness Precautions and Instructions” List)

Health rules are designed to protect the well being of all children. If a child becomes ill at the program and cannot participate in the normal routine, the parent or emergency contact may be phoned, at the Center Supervisor’s discretion, and asked to pick up the child within the hour.

Children having or showing symptoms of a contagious illness/disease should be kept at home. If your child contracts a communicable disease, please inform the Staff. Similarly, the Center Director will inform parents when a child may have been exposed to an infectious disease. Children who have contracted a communicable disease will be readmitted to the program when free of symptoms, per Health Department guidelines. Information regarding length of time or other factors affecting readmittance is available from your Center Supervisor.

If a child is identified as having head lice and/or nits, the child will be isolated from the program and the parent will be called immediately. Parents are subject to the same policy for picking up their child and late fees as when being called for illness or injury. The child will be readmitted to the program when the hair has been treated with a lice shampoo and there are no live lice or live nits in the hair. Live nits can be found within ¼ inch from the scalp. Parents are asked to bring in proof of treatment (empty treatment bottle).

Should your child require medication during program hours please ask the Center Supervisor for the Medication form, which must be completed by the parent prior to any administration of medication. Any prescribed or over the counter medication must be purchased in the United States and can only be administered if there is a form signed by the child’s parent with specific instructions as to quantity and time to be administered and a prescription or note signed by a physician. All medication must be in original containers. Prescription medications must be administered with the label directions as prescribed by the child’s physician and there must be written approval and instructions from the child’s authorized representative before giving medication to the child. Refrigeration may not be available. Parents are welcome to come to the program to administer the medication. Children are not permitted to carry their own medication. Medications must be kept inaccessible to children.

Sunscreen is listed as a medication by the American Health Association. A note from the parent/guardian authorizing staff to apply to child is needed. Parent must supply child’s sunscreen. Parents are required to apply the sunscreen to their child before drop off and staff can reapply later in the day before outside time.

(California Code of Regulations, Title 22, Section 101226(e) (4), requires Child Care Centers to obtain written approval and instructions from parents prior to administering non-prescription medication to children in care. Sunscreen is considered a non-prescription medication. The approval or instructions must be maintained in the child’s file.)

B. Injury or Medical/Dental Emergency

If your child is injured while at the Center, staff will attempt to contact you and/or those listed on the child’s emergency card. If necessary, an ambulance or paramedic will be contacted to

transport your child to an emergency hospital. Parents are responsible for all charges related to emergency medical treatment for their child. For sanitary purposes, staff will use latex gloves when treating injuries.

All SAY child care staff is by law, mandated reporters and required to report any injuries which appear to have been caused by other than accidental means. If your child has had an accident away from the Center that resulted in an injury, please advise the Center Supervisor. For the safety of the child, site staff is unable to share information/updates regarding a report with parents/guardians.

C. Disaster Preparedness

Our Center has prepared a plan to maximize the safety of children in the event of an emergency or disaster. Parents may request a copy of this plan. It is important for parents to be aware of the following information:

- If a parent cannot be reached, SAY will attempt to contact those listed on the child's emergency card.
- In the event of a disaster, SAY will only release children to adults listed on the emergency card.
- SAY will only be able to make contact if phone lines are viable.
- Children may be relocated/ transported to evacuation centers and/or authorities if SAY cannot contact anyone on the emergency card.
- Parents must provide at least one emergency phone number outside of the San Diego area in case local phone service is not available.

D. Physical/Emotional Well-being of the Child

It is the responsibility of the staff to respond immediately and appropriately to any and all threats a child may make towards themselves, other children or staff. SAY staff trained in responding to the emotional needs of children, may be called without prior notice to parents to assist with determining the appropriate course of action to ensure the safety of the child. Proper authorities will be notified and an incident report filled out.

All site staff is by law, mandated reporters. If a staff member suspect's child abuse or neglect, he/she is required to report to Child Welfare Services. All reports are confidential.

E. Incapacitated Parents/Guardians

To ensure the safety of the child (ren), in the case of an incapacitated parent, those that appear to be under the influence of alcohol, drugs etc, staff will request permission to contact individuals listed on the child's emergency card. If none are available, a taxi can be called to transport child and parent home, and the parent will be responsible for taxi fare. If an incapacitated parent insists on taking their child from the program, the police will be notified immediately by site staff.

F. Immunizations

All immunizations must be current prior to the child's first day in the program. The child's immunization card will be verified by SAY staff and copied for our files.

Effective January 1, 2016 a new law went into effect. SB277 states that Parents or guardians of students in any school or child-care facility, whether public or private, will no longer be allowed to submit a personal beliefs exemption to a currently-required vaccine.

VIII. STAFF

SAY adheres to affirmative action policies in accordance with California Administration Code, Title 2, Fair employment and Housing Commission, Chapter 5 (nondiscrimination). SAY employs staffs who meet the job requirements and State Regulations for specific positions.

Some discussions of children may occur at staff meetings. This information is confidential and will not be discussed outside the context of staff meetings. Discussion may occur between child care staff and school staff regarding a child's progress when such discussion will benefit the child and enhance our ability to address the child's needs. If you prefer that information not be shared with school staff, please advise the Center Supervisor.

IX. PARENT INVOLVEMENT

A. Parent Participation and Advisory Group

Activities designed to meet the specific needs and interests of parents will be planned each year, based on the information included in the annual Family Information Profile. Plans will include an annual parent orientation, meetings, and socials at the Infant-Toddler center, and opportunities for parents to participate in parent support groups, and Parent Advisory Groups. Donations are tax-deductible and always welcome.

Parent/staff conferences are an ongoing component in providing quality care for your child (ren). Conferences are available on request. Conferences should be arranged in advance to avoid interruption of activities in progress.

Parents are welcome to observe or participate in the program at any time without prior notice.

B. Parent Advisory Groups

Our Infant/Toddler Center have Parent Advisory Groups composed of parent/guardians, and other community members interested in participating. This group meets periodically to provide feedback on services that meet child and family needs and as a sounding board for new ideas. Please let your Center Supervisor know if you are interested.

C. Parent Notices and Information

Important notices to parents will be placed in a family folder or pocket located near the sign in/out sheets on the Parent table. See staff for exact location. It is the responsibility of the enrolling parent to retrieve and review this information. The individual designated to sign the child in/out (including minors authorized to pick up children) will be responsible for delivering the information to the parent.

Parent information will also be posted on a Parent Bulletin Board located at the site.

A roster of enrolled families is available to enrolled parents upon request. Only parents giving permission are listed on the roster.

D. Volunteering

(California Code of Regulations, Title 22, Section H&S 1596.7995(a) requires a person shall not be employed or volunteer if he or she has not been immunized against influenza, pertussis and measles).

Anyone who would like to volunteer at our Infant-Toddler Center must meet the qualifications of our SAY Volunteer department and State regulations. Please contact the Center Supervisor for the Volunteer procedure.

Essential Functions of Volunteering: Once cleared by SAY, volunteers may conduct an indoor or outdoor activity with children. Knowledge and ability to implement a planned enrichment activity including but not limited to: story time, fine arts, visual arts and music are required. Volunteers are under direct staff supervision at all times and are not left alone with the children. Volunteers cannot exceed 10 hours per week or 10 visits per month.

E. Complaint Resolution Policy

It is the intent of the SAY Board of Directors that all grievances be resolved at the lowest possible level. Any person having a complaint in regard to Extended Day operations should first speak with the Center Director in an attempt to resolve the issue. If the problem is not resolved, the complaint should be brought to the attention of the next appropriate supervisor in the chain of command outlined below.

For program or staff issues: Call 858-565-4148

Center Supervisor-
Senior Program Director– Melanie Bautista
Vice President, Child and Youth Development– Chris Jewell
President/CEO – Nancy Gannon Hornberger

For enrollment or subsidy issues: Call 858-565-4148

Senior Program Director – Melanie Bautista
Enrollment Associate – Marilu Hadden
Vice President, Child and Youth Development– Chris Jewell
President/CEO – Nancy Gannon Hornberger

For billing issues: Call 858-565-4148

Accounts Receivable Clerk – Greg Furseth
Director of Finance – Lynn Deng
Chief Financial Officer – Jane Drover
President/CEO – Nancy Gannon Hornberger

President of the Board of Directors (written appeal)

UNIFORM COMPLAINT POLICY

The SAY Board of Directors recognizes that the agency has primary responsibility for insuring that it complies with State and Federal laws and regulations. The agency shall investigate and seek to resolve complaints at the local level in accordance with applicable laws and regulations. The agency shall follow uniform complaint procedures when addressing complaints alleging unlawful discrimination or failure to comply with state or federal law in all programs funded with state and federal money.

The SAY Board of Directors prohibits retaliation in any form for the filing of a complaint, reporting alleged discrimination, or participating in the complaint process. In processing complaints, the Board acknowledges, respects and protects rights to privacy. This includes keeping the identity of the complainant confidential when possible, as determined by the Executive Director or designee. The Executive Director or designee shall ensure that persons designated to investigate complaints are knowledgeable about laws governing the program, and have legal counsel as needed.

State of California Health and Welfare Agency Department of Social Services

PERSONAL RIGHTS

Child Day Care Facilities

Personal Rights, See Section 101223 for waiver conditions applicable to Child Day Care Centers

- (a) Child Day Care Facilities. Each child receiving services from a child day care facility shall have rights which include, but are not limited to, the following:
1. To be accorded dignity in his/her personal relationships with staff and other persons.
 2. To be accorded safe, healthful and comfortable accommodations, furnishings and equipment to meet his/her needs.
 3. To be free from corporal or unusual punishment, infliction of pain, humiliation, intimidation, ridicule, coercion, threat, mental abuse, or other actions of punitive nature, including but not limited to: interference with daily living functions, including eating, sleeping, or toileting; or withholding of shelter, clothing, medication or aids to physical functioning.
 4. To be informed, and to have his/her authorized representative, if any, informed by the licensee of the provisions of law regarding complaints including, but not limited to, the address and telephone number of the complaint receiving unit of the licensing agency and of information regarding confidentiality.
 5. To be free to attend religious services or activities of his/her choice and to have visits from the spiritual advisor of his/her choice. Attendance at religious services, either in or outside the facility, shall be on a completely voluntary basis. In child day care facilities, decisions concerning attendance at religious services or visits from spiritual advisors shall be made by the parent(s) or guardian(s) of the child.
 6. Not to be locked in any room, building, or facility premises by day or night.
 7. Not to be placed in any restraining device, except a supportive restraint approved in advance by the licensing agency.
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THE REPRESENTATIVE/PARENT/GUARDIAN HAS THE RIGHT TO BE INFORMED OF THE APPROPRIATE LICENSING AGENCY TO CONTACT REGARDING COMPLAINTS WHICH IS:

**COMMUNITY CARE LICENSING
7575 METROPOLITAN DRIVE #110
SAN DIEGO, CA 92108**

619-767-2200

STATE OF CALIFORNIA HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
COMMUNITY CARE LICENSING

NOTIFICATION OF PARENTS' RIGHTS

INSTRUCTIONS:

This form is intended to meet the requirements of California health and Safety Code Sections 1596.857 and 1596.859, which pertain to the right(s) of parents or guardians to inspect the child care facility their child attends.

The facility is required to:

1. Post this notice in a prominent place.
2. Make sure the child's parent(s) or guardian(s) completes and signs the acknowledgement at the bottom of this form.
3. Detach the signed parental acknowledgement and file it in the child's record, and give the child's parent(s) or guardian(s) the top portion of this form.

Parent's Rights

1. Parents/guardians, upon presentation of identification, have the right to enter and inspect the child care facility their child attends without advance notice to the provider. This right can only be exercised during the facility's normal operating hours or at any time the child is receiving care in the facility.
2. Parents/guardians have the right to file a complaint against the facility with the licensing agency.
3. Parents/guardians have the right to review, at the facility site, licensing reports of facility visits and substantiated complaints against the facility. The facility is not required to keep this information beyond three years. Only information available in the public file of the local licensing agency is to be made available to parents/guardians at the facility. Public information on inconclusive complaints is only available at the local licensing agency.
4. The law prohibits discrimination or retaliation against any child or parent/guardian should the parent/guardian choose to exercise his or her right to inspect the facility or to file a complaint against the facility.
5. The law requires that parent/guardians be informed of their rights (see Nos. 1, 2, and 3 above).
6. The law requires that this notice be posted in the facility in a location accessible to parent/guardians.
7. The law authorizes the person in charge of the child care facility to deny access to a parent/guardian if:
 - a) The parent/guardian is behaving in a way that poses a risk to children in the facility. OR:
 - b) The adult is a non-custodial parent, and the custodial parent has requested the facility in writing not to permit access to the non-custodial parent.