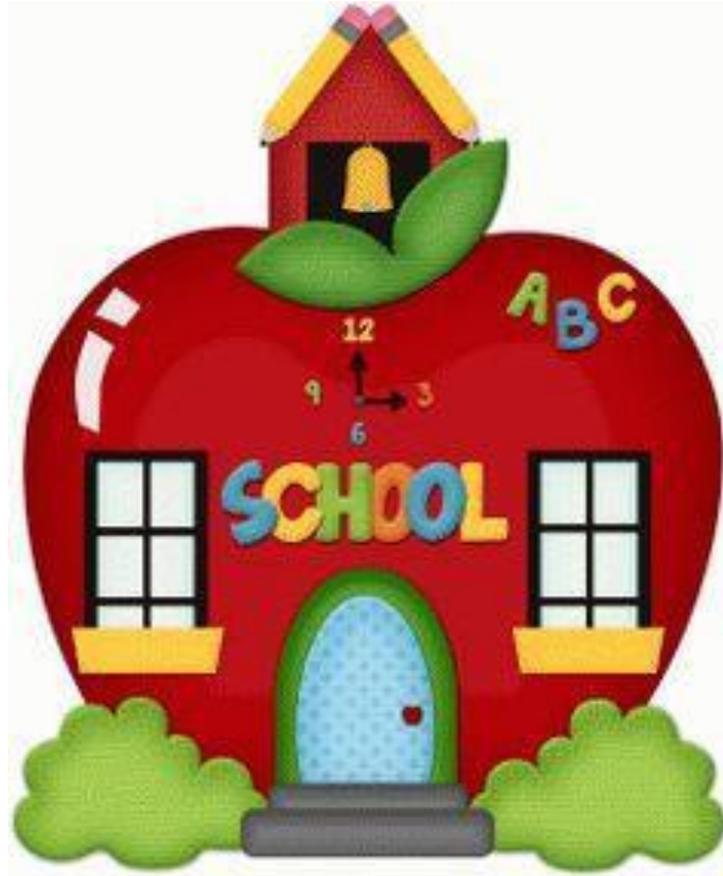


Metro Gateway Child Development Center



Parent Handbook

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WELCOME

Metro Gateway Child Development Center is excited to provide services to Metro and community families who join us! We are enthused about your interest in enrolling your child in our quality center. We look forward to building a partnership to ensure your child enters a positive, and nurturing environment that will assist in their development. As partners we will share the responsibility in the growth of your little human being.

INTRODUCTION AND HISTORY

Our first school, Kids' Korner, was established in 1986 in response to the need for high quality childcare in the Northeast San Fernando Valley. It was one of the first private schools to become N.A.E.Y.C. accredited for children two years through kindergarten.

Around the Korner became a reality in 1997 as a before and after care program for school age children.

In 1998, the program expanded further due to a grant from the California Department of Education. This grant enabled Around the Korner Center for School-Age Enrichment to begin caring for 63 infant and toddlers ranging in age from birth to age 36 months.

Another grant was awarded in 2001 to begin educating 100 preschoolers 3-5 years of age. This meant a child could remain in our center program through the age of 6 or when the child is ready to start Kindergarten.

All staff members are active in our state and local professional early childhood associations. They are experienced early childhood educators. All participate in a continuous program of in-service education and studies for professional advancement in order to remain alert to the ever-changing needs of today's families and to the findings of current research. They are all CPR and First Aid trained. There is one teaching staff person for every 4 children in the infant/toddler program: and one teaching staff member for every 9 children in our pre-school program. This center operates for 12 hours a day. Between the hours of 6:30 am – 7:45 am and 5:30 pm – 6:30 pm we comply with the maximum state regulations: one staff member to 12 children in our preschool classrooms. ***COVID 7 am - 8:30 am and 4:30 pm – 6:00 pm**

Appropriate to each age group setting, teachers emphasize self-help skills, respect for self and others, and hands-on experiences. Children are encouraged to try new things as well as practice previously learned skills. As abilities and interests of children grow and change, the curriculum and related activities change.

Classrooms are generally based on the child's age and developmental similarities. Although, emphasis is placed on the child as a unique person with individual patterns and timing of development. Two times a year, we use screening and assessment tools to observe the progress of each child. The Desired Results Developmental Profile (DRDP) and the Ages and Stages Questionnaire (ASQ 3) are used by teachers to create lesson plans and activities and a daily plan is posted on a parent board in each classroom. The schedule is in keeping with sound principles of education.

Metro Gateway Child Development Center invites parents to read the operating procedures in the handbook, notes and newsletters that we may send home from time to time. We want our families to be an integral part of the center. Our center has an open door policy, inviting you and your family to experience the environment in which your child (ren) thrives in.

MISSION STATEMENT

Metro Gateway Child Development Center is an organization specializing in early childhood education, for children birth through five years of age. Optimum opportunities for learning and personal growth will be provided for children, parents and staff in a safe, culturally relevant environment. Strong partnerships between the home, school and community will promote, enrich and enhance the quality of life encouraging independence.

PHILOSOPHY

The center was opened to meet the need for quality childcare for Metro employees and the community.

Our belief is that children must be given the optimum opportunity to grow and develop in a happy, safe, nurturing environment that is responsive to individual needs. This is accomplished with a ratio of 1:4 in our infant/toddler center and 1:9 in the preschool center.

All children need physical – emotional reassurance and affirmation on an intimate level with their primary caregivers. When a low ratio of adults to children is maintained, the child's trust level rises, secure attachments build and the caregiver is able to communicate with and anticipate the needs of the child. This includes the infant who is non-verbal and non-mobile.

Our goal is to foster positive self-esteem, encourage independence, develop self-help skills, stimulate problem solving and promote language development.

Our center acknowledges that parents are the child's primary teacher and therefore we strive to maintain a strong, positive home-school partnership with on-going, open communication. The child joins us to build upon their home experiences within the new environment of the center. We recognize that each child is a special and unique person. The child's individual needs, feelings, language and culture are acknowledged and respected.

All that is expected of the child is that he/she comes to the center and is able to be him/herself.

Our center encourages the parents to feel that we are in partnership with the family for the common good of the child.

OUR PROGRAM

NON-DISCRIMINATION POLICY

Metro Gateway Child Development Center does not discriminate based on age, sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, mental or physical disability. If you believe you have been discriminated against, for any reason, please contact the Executive Director and communicate your concerns so that the problem can be resolved.

ADMISSION PROCEDURES

To enroll a child in our program an enrollment packet must be filled out. Staff is available to help you with these forms. A tour of the school and a description of the program will be discussed with you by staff. A Director is available to you, to answer any questions you may have. You will probably want to visit the center several times before your child begins **(RESTRICTED BY COVID)**. This helps the child and parent to become familiar with the program. It is expected that this will be a new experience for you and your child. Time and familiarity will help support you and your family through this new transition.

SEPARATION

The beginning of childcare is an important time in a young child's life, usually the first experience away from home. The amount of time it takes for a child to build a trusting relationship with a teacher and feel comfortable at school without his parents varies from child to child, from a few hours to a few weeks. Please plan to spend as much time with your child as the separation process takes. The teacher will help you determine when it appropriate for you to leave.

STATE REQUIRED FORMS

Parents must have the following required documentation completed and on file at the Center before a child starts school:

- Copy of Immunization Card
- Admission Agreement
- Emergency and Identification Form
- Parents' Health Form
- Physician's Report (Immunization record & current TB test results)
- Medical Consent
- Parents' Rights Form
- Personal Rights Form
- Child Abuse Protection Pamphlet Receipt

The Parent must agree to notify Metro Gateway Child Development Center immediately in writing of any change in the information supplied on these forms.

RIGHT OF LICENSING OFFICIALS TO INTERVIEW CHILDREN

The parent understands and acknowledges that the center is a licensed child care facility and that, under California law, the California Department of Social Services has the right, at any time, without notice or prior consent, to privately interview children or staff at any licensed child care facility, to inspect and audit children's records, or to observe the physical condition of children, including conditions which could indicate abuse, neglect, or inappropriate placement, and to have a licensed professional conduct a physical examination of children.

MANDATED REPORTERS

Legally, **ALL STAFF MEMBERS ARE MANDATED REPORTERS.** This means staff members have the responsibility and must report any suspected physical, verbal or psychological abuse of any child. All staff members complete the Child Abuse Mandated Reporter training biennial, as required by law.

LICENSE AND TAX IDENTIFICATION NUMBERS

Metro Gateway Child Development Center License numbers:

Pre-School: 198016995

Infant-Toddler: 198016996

The tax identification number is 45-5310392. You will need this number when filing taxes. Copies of our licenses are located in the main lobby of the center.

OPERATING HOURS

Metro Gateway Child Development Center is a year-round center. Our hours of operation are from 6:30 a.m. to 6:30 p.m. This means everyone must exit the facility by 6:30pm **(RESTRICTED BY COVID; HOURS MAY DIFFER).**

RELIGIOUS INSTRUCTION

Metro Gateway Child Development Center does not provide or encourage any religious instruction or worship. The center recognizes that the community is comprised of many individuals who have different beliefs and practices.

GOALS

Our goals are founded from the developmentally appropriate tools we use to screen children. These tools include the DRDP and ASQ 3 as referenced previously.

Activities Designed to Achieve Goals

1. To Encourage Independence – Separation from Parents

- Feeding self
- Washing hands
- Dressing self, selecting and picking up toys
- Participating in care giving tasks

2. To Foster Positive Self-Esteem

- Allow time for children to be held, talked to and smiled at frequently
- Use children’s names as often as possible, also in songs and games
- Display children’s art work and photos
- Validate the child’s feelings and emotions
- Sensory activities for child to experience

3. To Develop Social Skills

- Assist children in social interactions
- Allow time and create space for small groups of children to work & play together or individually (i.e. building blocks, dramatic play)
- Provide opportunities for sharing, caring and helping
- Support interactions with other children to help children get along in the group, (“Mary had it first,” or “tell him you don’t like that.”) and teaching them interpersonal skills.
- Respect others’ rights and protect own rights

4. To Encourage Problem Solving Skills – to think, reason, question and experiment

- Plan activities for labeling, classifying, sorting objects by shape, color & size
- Observe natural events – through walks outdoors, life cycle of pets, seeds growing, seasons changing
- Create opportunities to use shapes, colors and introduce and identify new objects
- Explore environment

5. To Develop Language and Literacy

- Read books, tell stories, discuss pictures, describe what child sees and does
- Provide time for conversation – ask child questions and answer child’s questions
- Add more information to what child says or gestures
- Label things in room, use written words with pictures and spoken language

- Use flannel board, puppets, songs and finger plays
- Stimulate sequential thinking
- Following directions
- Play verbal games
- Respond to child’s attempts at sounds or language through shadowing or echoing same sounds

6. To Enhance Physical Development

- Provide time and space for active play, rolling, crawling, walking, running, jumping, balancing, climbing
- Creative movement activities using songs, CDs and accessories
- Provide fine-motor activities using manipulatives such as pegboards, lacing cards, pop beads and stacking

7. To Foster Creative Expression

- Do creative art activities – No Models! Brush painting, finger painting, collage and Play-doh
- Provide time and space for dancing and movement
- Do music activities such as singing, listening to CDs, playing instruments

8. To Encourage and Demonstrate Sound Health, Safety & Nutritional Practices

- Cooking and serving a variety of nutritious foods
- Discussing good nutrition
- Doing activities to develop safety awareness in center, home and community
- Encouraging health practices such as washing hands, brushing teeth, getting enough exercise & rest
- Talking about visiting the doctor and dentist
- Following school rules

9. To Respect Cultural Diversity

- Cook and serve foods from various cultures
- Celebrate holidays of various cultures
- Invite parents and visitors to share arts, crafts, music, dress and stories from various cultures

Children are encouraged to participate in group activities when they are ready to do so (**RESTRICTED BY COVID**). Pre-academic concepts and skills are introduced through centers, songs, games, stories and motivational activities that build important foundations for future academic pursuits. The individual needs, interests, and abilities of each child are respected.

Each month parents receive a brief outline of the overall themes and concepts for the month, within the context of the school newsletter. Parents are welcome to discuss the details of the curriculum plans with the teachers at any time, a practice some may find helpful in discussing the center experience at home.

Often lyrics to songs and finger plays are published along with suggestion for activities to be used in the home to support school curriculum.

SAMPLE OF CURRICULUM

A Sample of Developmentally Appropriate Activities in the Curriculum

Art: Easel painting, finger and sponge painting, clay and Play-doh, collage, drawing, construction, etc.

Music: Rhythm, singing, creative movement

Group Time: Stories, sharing, dramatic play, meal and snack times

Science: Planting, cooking, pre-school experiments, the senses, the seasons, animals, parts of the body, etc.

Physical Skills: Large and small motor activities, outdoor play, manipulative, etc.

Holidays: Celebration of holidays and customs

Academics: Age appropriate experiences in learning colors, numbers, alphabet, shapes, concepts (same/different, opposites, classification, groupings, more/less, comparatives, etc.)

PARENT CONFERENCES

Individual parent-teacher conferences are held twice during the school year. These conferences must be attended by at least one parent. They are a time to discuss your child's progress and to address any questions or concerns that you may have about your child or the school. Parents are encouraged to make additional appointments at any time.

Program Evaluation

In the Fall of each year, all parents are asked to evaluate the school program. An anonymous survey will be provided to all parents. We ask that the survey be returned in one week's time. The results of this evaluation help us in our endeavor to provide the highest possible quality of child-care for your child. There will also be a space provided for comments. Please take five minutes to help us assess your needs and concerns as they relate to this program.

DISASTER DRILLS

Metro Gateway Child Development Center has devised an earthquake preparedness plan which includes storing individual and communal supplies, providing staff with first-aid, CPR and earthquake response training, and an emergency plan for communicating information and picking up children.

Monthly your child will participate in a disaster drill. We encourage you to discuss the experience with your child when s/he tells you about it.

The buildings at Metro Gateway Child Development Center are in compliance with the new state earthquake/safety building code. In the event of a disaster, listen to your local radio station for the closest evacuation shelter in the area of Metro Gateway Child Development Center. Should you have any questions regarding this subject, please see the Director.

If there is an earthquake, children may be kept at Metro Gateway Child Development Center for up to 72 hours depending on the extent of damage. Emergency water, your child's extra clothes, and food will be kept on the premises according to Metro's Gateway Child Development Center procedures. The name, address and phone number of the temporary relocation site will be posted on the door, if necessary.

PROGRAM POLICIES

ARRIVAL AND DEPARTURES (POLICY MAY DIFFER DURING COVID)

Upon arrival, each child must be brought to a teacher (for infants & toddlers: the Daily Record Plan needs to be filled out and the child must be in a clean, dry diaper.). Please allow a few extra minutes so that you can acquaint yourself with the daily plan of activities when dropping off your child. Arrival time is the time for the teachers to greet the children, and for parents and teachers to exchange pertinent information (**RESTRICTED BY COVID**). It is important to pick up your child promptly, as children become anxious when you are late. Late pick-up also

inconveniences the teachers, and therefore, the center reserves the right to impose a late fee. (Please refer to “LATE FEES” for the amount charged.)

SIGN-IN AND SIGN-OUT POLICY

Each morning the staff will complete a health check for each child **BEFORE accepting the child into the program** and **prior** to the adult signing the child in for the day.

Each child **must** be signed **IN** and **OUT** each day by the adult who brings them and will pick them up. Full Signatures Are Required. Failure to use full signatures may lead to termination of childcare. No persons or siblings under the age of 18 may sign for a child. Your child will only be released to an adult over the age of 18 whom you have placed in your intake licensing forms upon enrollment. An ID will be checked, and cross referenced with this list to ensure you have given this person authority to pick up your child from the center.

LATE FEES

A late fee will be incurred when your child is not picked up by 6:30 p.m. (**HOURS MAY DIFFER**). EMERGENCIES called in by telephone will be will prevent worry by all parties. When you arrive late, you will be required to sign and date the late pick-up form. We accept (**cash only**) for late fees. If a parent is unable to pay a late fee upon pick-up, then the fee must be paid before the child may be re-admitted on the following center day.

- **NO EXCEPTIONS**
- **CHARGES: \$15.00 for the FIRST 15 minutes, and \$1.00 PER MINUTE after the first 15 minutes (cash only).**

TUITION

The tuition schedule has been established to provide your child with a best possible care at the most reasonable cost to you. Our fee is payable in advanced of the date of service. Your fee shall be made by the 5th of each month. A late payment of \$25.00 will be charged starting on the 6th of each month. Non-payment of fee may result in mandatory withdrawal of your child (ren) from the center. **There will be no refunds or credit given for absence or illness, regardless of the duration.**

RETURNED CHECKS

There is a fee of \$25.00 for each returned check. If more than two checks are returned, cash or money orders will be required.

ILLNESS

In order to maintain the health of all the children and the teachers, we ask parents to observe the following guidelines:

- Children with colds should be kept at home two to three days during the most contagious periods.
- Cloudy mucus from the nose indicates the child should stay home. When the mucus is clear, the child may return.
- No child with a fever of 100.1° or above, diarrhea, vomiting, eye infection, contagious skin conditions, persistent hacking or congested cough should be brought to school.
- Children must be symptom-free for 24 hours before they can return to the center.
- If your child becomes ill at the center, you will be notified and asked to pick him/her up within thirty (30) minutes to one hour (1). (PLEASE – keep your daytime phone number and emergency phone numbers current).

- A child who has been sent home must remain **home the following day**. We will not accept a doctor’s note prior to the 24-hour time limit.
- We will not accept a doctor’s note when symptoms are still present.
- If your child is sent home with Hand, Foot and Mouth Disease, a Doctor’s note will not be accepted for their return to the facility. They may only return to school once symptoms are no longer visible. These symptoms include fever, bumps, blisters or sores located on the hands, feet, groin area, buttocks or in the mouth. The child may return to school when the bumps/blisters are dry and have scabbed over.
- A doctor’s note will be required after an absence of 10 days or longer.

PICK-UP POLICY

The policy for picking up a child, who is being sent home for illness, is that the pick-up must be made within 30 minutes - 1 hour of receiving the phone call.

- **There will be a Late Fee Assessed for Pick-Up exceeding the 1-hour time limit**
- **ADDITION:** A late charge of **\$1.00 per minute, for every minute past 1 hour**, will be due and payable upon pick-up, and is to be paid in cash with **no exceptions**. The child may not be returned to the center until the late fee has been received. A late pick-up form will be presented and requires a signature.

MEDICATIONS

If your child requires medication, diaper cream, bug spray, or sunscreen while s/he is at the center, you must fill out a “Medication Form” which is available from the teacher. Medication(s) must be in its original container with the child’s name, and directions for use clearly marked. All medications will be kept in a cabinet out of the children reach; or in the kitchen refrigerator if required. An administrator will administer the first dosage as directed and keep a written record for parent verification. Staff members will continue this process until it is no longer needed and/or expires.

INCUBATION CHART FOR COMMON COMMUNICABLE DISEASES

For your convenience, a chart is provided at the end of this handbook.

CHART OF IMMUNIZATIONS REQUIRED TO ENTER FACILITY

For your convenience, a chart is provided at the end of this handbook.

RESOURCE NUMBERS AND REFERRALS

For your convenience, a chart is provided at the end of this handbook.

CONFIDENTIAL POLICY

The employees at Metro Gateway Child Development Center may have occasion to learn things that are confidential. It is our intention to respect the privacy of children and their parents and caregivers, while ensuring that they access high quality early years care and education in our setting.

It is the ethical obligation to consider all information as privileged and to keep such knowledge in strict confidence. Information that is confidential will not be shared with other parents or employees. We keep two kinds of records on children attending our setting, developmental and personal records. A supplemental policy form with further details of Metro’s confidentiality policy is included in your child’s enrollment package (**ALSO PLEASE REFER TO PAGE 22**).

BEHAVIOR GUIDANCE

Our policy is to provide discipline, which is loving and consistent. Social skills are not innate; they must be learned. Discipline is the art of teaching acceptable behavior rather than merely punishing behavior. Children are taught responsibility and natural consequences which are age appropriate. Through positive reinforcement, redirection, and when necessary, “quiet time” we set clear limits that the children can understand. In this way, we help them gain self-control and respect for the rights of others. Our goal is to help children develop inner controls. Corporal Punishment is against the law and is **not permitted**.

If a child causes injury to him/herself, other children, staff members or school property, uses inappropriate language or is non-responsive to our methods of discipline. We will contact the parents to discuss an individualized plan to support the child and their needs. The center will make attempts to best support the child and his/her family. The family is expected to work concurrently the center to best support our efforts. If our plan is not conducive to the child an alternate option will be discussed which can include identifying a new center for your child. We believe and know this type of disruption to the program is not healthy for the child, or the other children, and that we are not the appropriate place or program for the child.

BITING POLICY

WHY CHILDREN BITE

Research in child development shows that biting is quite common in young children. It may happen for different reasons depending on the child and the circumstances. The key to biting prevention is to assess why the specific child bites:

Exploration- toddlers typically use all their senses to learn about their world.

Teething- swelling gums may be tender and sore. Some children find chomping down brings relief.

Cause of effect and Power- usually when a child gets bit, several things occur. The child screams, and the adult “swoop” in and intervene.

Attention- Older toddlers may bite for attention. Biting is a quick way to get the adult’s attention.

Imitation- Sometimes children see others bite and decide to try it out.

Independence- “Mine” and “Me” – are toddlers’ favorite words. Biting is a powerful way to assert independence.

Frustration- toddlers explore many ways to interact with others, and at times when they cannot find words to express their feelings, they resort to biting.

Stress- children experience stress on a variety of levels and cope in a variety of ways. Biting is one way to express this feeling.

IF A CHILD IS BITTEN

Every time a bite occurs, the teacher will immediately step in and help the child who is bitten. The child who has bit is told, “Teeth are for biting food. Ouch biting hurts. Biting friends is not okay,” and provided with an appropriate redirection.

First aid is administered (the bite is washed with soap and water and a soothing ice pack is applied), and the child is comforted. As soon as reasonably possible (usually within 30 minutes) the child's parent is notified. If the skin was broken, the teacher will recommend a telephone call be made to the child's pediatrician. (Occasionally a pediatrician will prescribe an oral antibiotic if the skin is broken.) The staff documents the bite on the "Bite Log". Information is recorded such as the number of children present, the location in the center where the bite occurred, and the times of day. The staff records where they were in proximity to the incident. Attempted bites are also recorded.

IF A CHILD BITES

If the child bites and breaks the skin of another child or teacher, a note will be sent home with the child describing the incident. If this becomes a frequent event the center will set up a meeting with the parents to discuss a plan of action.

By 3 years of age it is not developmentally typical to bite. For this reason, if a child over age 3 bites more than once in a 90-day period, a more thorough assessment of why the behavior is occurring is mandated, as is an intervention plan. If any biting continues despite assessment and intervention, suspension or termination may result.

DISPOSABLE DIAPERS AND WIPES

(For those children who require diapers in classrooms 0-2)

It is the parent(s) responsibility to provide one (1) bag of disposable diapers and one (1) box of wipes for children who are not potty-trained. These will need to be replenished when a parent is notified by a note from staff. **CLOTH DIAPERS ARE NOT ACCEPTED AT OUR CENTER.** It is also the parent(s) responsibility to leave the child at drop-off in a dry/clean diaper.

POTTY TRAINING REQUIREMENTS

Children 2 years of age should begin potty training at home. Upon mutual consent of the teacher, program director, and parent, we will continue the process at the center.

Children who enter the program at 3 years of age MUST be potty-trained in order to participate in the program. Toddlers who turn three years old and are not toilet trained will be promoted to Tumbling Ave and given a 2 weeks grace period past their birthday to become fully potty trained.

Metro Gateway Child Development Center requirements for potty training are as follows:

A child must:

1. Be able to feel the sensation that they need to urinate/move their bowels **before it happens and identify it**
2. Be able to hold the urine/bowel movement until they can reach the toilet and undress themselves **and**
3. Verbalize the word to the caregivers in time to prevent "accidents"

This process must begin at home with the parents, upon success, please notify your child's teacher. We will work with the child here at the center; however, if the child has three or more accidents in a day, we will stop for six (6) weeks and try again at a later date.

We only use pull-ups, disposable diapers or heavy cotton training pants. You must provide at least three (3) changes of clothing complete with shoes and socks. Teachers will not wash clothing after a toileting accident. Soiled clothing will be placed in a plastic bag, secured and sent home to be laundered. Remember, this is a joint effort between, the child, home and school.

REQUIRED ITEMS

CHANGE OF CLOTHES: Each child needs to have a complete change of clothes at school (this includes shoes & socks). Please **LABEL** all items with your child’s full name. When the inevitable “accidents” occur, please return a clean set of clothing on the next center day. Be sure that the clothing is kept the right size (the child grows so quickly) and appropriate to the season.

LABEL – LABEL – LABEL

Please label your child’s belongings – this includes all clothes, shoes, sheets & blankets. It is very hard to locate or claim unmarked items.

What To Wear To School

Your children learn by experimenting. They must feel free to explore their environment. The probability of getting dirty is inherent in the full participation of the program activities. Please plan your child’s clothing choices accordingly.

Think of:

- Your child’s comfort provide simple clothing
- Messy art materials provide washable clothing
- Changeable weather provide a sweater or jacket daily
- Playing outdoors wear long pants to avoid scraped knees

Any clothing that depicts superheroes, wrestlers, cartoon characters who engage in “war” like behavior are not allowed. Clothing is defined as underwear, long or short pants, t-shirts, coats, jackets, socks and shoes.

NO OPEN-TOED SHOES OF ANY KIND (stubbed toes from tripping, not good for running!)

NO JEWELRY – WE WILL NOT BE RESPONSIBLE FOR ITS LOSS OR CONSEQUENCES FROM CHOKING.

LINENS

Every child at the center needs to have:

1 – fitted crib sheet; 1 – blanket (preschool and toddlers). 5 – fitted crib sheets (infants). Pillows are forbidden for use by infants and toddlers. Pillows for preschoolers are optional. These items need to be LABELED with the child’s name. Bedding is sent home every Friday to be laundered. It **MUST** be returned on the following Monday. A child is not allowed to nap without these items. Failure to return these items weekly can keep your child from re-entering the program until they are provided.

LOST AND FOUND

A lost and found box will be kept in the office. At the end of the year any unclaimed clothing will be donated to a neighborhood charity organization.

VISITING THE SCHOOL (RESTRICTED BY COVID)

Parents are always welcome to visit the center to observe and/or join in the activities. We have an “**Open Door Policy**” which means you do not need an appointment; you may come to the center at any time.

Parents are invited to join us for mealtimes and circle time. There is a “parent volunteer” section on lesson plans posted in each classroom. We love parent involvement and so do children. If you have a special talent to share with the children, please let the teacher know so you may join us in a special celebration. Parents are especially encouraged to visit during the holidays and for scheduled special events.

NAPPING/REST PERIOD

An opportunity for resting and napping is provided each day for the children, as required by state law. We **do not** accept children for arrival between the hours of 12:00 p.m. to 3:00 p.m. as we do not want the children’s nap time interrupted.

FIELD TRIPS

Metro Gateway Child Development Center MAY take field trips that are of interest to the children during the course of the year. Your child will need to wear a “center t-shirt.” These shirts will be made available for purchase at \$10.00 each. During our Summer Program on-site field trips will be scheduled. There will be a nominal charge in order for your child to participate.

WATER PLAY

In the warm months the children engage in well-supervised water play. Your child will need to bring a swimsuit, sunscreen, towel & closed toe water shoes. (For those children who wear diapers – please provide “Little Swimmer” disposable diapers.)

TOYS

We ask that you leave your child’s toys at home or in the car. The teachers cannot be responsible for them and you will be asked to take them back if you bring them in the morning. EXCEPTION: a “special” toy that may be needed in helping to ease a child’s transition during the days when they first enter the center.

Violent/War Toys

Your child(ren) should not bring any kind of war/violence themed toys or characters to school. We do not allow the children to play any type of “war” games at school. Violent behavior (hitting, kicking, scratching, biting) of any kind will not be tolerated.

BIRTHDAYS

Metro Gateway Child Development Center celebrates birthdays during the afternoon snack time. We keep it very simple. If a parent wishes to provide a “special treat” – we prefer cupcakes, cookies or ice cream. These are the easiest for staff to handle and the children regard them as a very special treat. Your child’s teacher will add special stories, songs, birthday banner, etc. to make it a very special time for your child.

If you wish to pass out party invitations at school, you **must** bring one for each child in the class. We are not legally able to release phone numbers and addresses of children for this purpose. Please do not ask staff to get involved in the process, it takes away valuable class time. The parent(s) can easily distribute one invitation for each child by putting it in the individual cubbies in the classroom.

Our primary and most important goal is, and ALWAYS will be, the building of good self-esteem for all children in our charge. Feelings of exclusion and isolation can be very hurtful and damaging to a young child’s psyche, as well as his or her parent(s). So, with your kind understanding and cooperation we can eliminate any hurt feelings, however innocent or unintentional by following this policy.

MEALS (RESTRICTED DURING COVID. PLEASE FOLLOW COVID PROCEDURES)

Breakfast, lunch, and an afternoon snack is provided to the school by an outside vendor. International Institute Los Angeles will cook, prepare and deliver meals to the center daily. To participate in our Hot Meal Program, there will be an additional charge of \$120.00 per month added to your tuition. You have the right to opt out of this program and furnish your child’s food. If you

choose not to participate; breakfast, lunch and snack will need to be dropped off daily upon arrival. We will **NOT** heat, refrigerate, or prepare meals sent from home. The reason for this is that teachers are not able to supervise children sufficiently if they are required to prepare individual meals. The food from home must be provided in a self-contained lunch box or carrier.

Children **MUST** be at school before 8:55 a.m. in order to receive and eat breakfast. Lunch is served between 11:30 a.m. and 12:30 p.m. depending on a child's age (i.e. 14-month-old toddlers are hungry for lunch at 11:30 a.m.). Afternoon snack is given between 3:00 -3:30 p.m.

Food is planned and prepared to meet the children's nutritional requirements (as established by the USDA) for the time the children are in the program daily.

A monthly menu is posted (**PRE-COVID**) in the plaza lobby and 2nd floor lobby, as well as emailed to each family. If your child has **ANY FOOD ALLERGIES AND/OR DIETARY RESTRICTIONS**, you will need to get a dietary restriction/food allergy form from the office. The vendor will substitute any allergies listed for the child's nutritional needs.

Metro Gateway Child Development Center is a **NUT FREE ENVIRONMENT**

NOTICE: Metro Gateway Child Development Center DOES NOT ALLOW OR SERVE: popcorn, chips, gum, candy, or soft drinks AT ANY TIME.

BOTTLES

Bottles and sippy cups for infants & toddlers must be clearly labeled with a child's name. If you wish to leave a bottle/cup at the center for the "ride" home you may, HOWEVER, it may **ONLY** contain water, breast milk, formula, milk (**not almond**), or 100% fruit juice due to Federal Food Guidelines. **THERE ARE NO EXCEPTIONS** to this rule UNLESS you provide a doctor's note for your child.

RATE OR POLICY CHANGES

Parents will be given thirty (30) days written notice of any tuition rate or policy change.

VACATION AND HOLIDAY CREDIT

Credits for parent fees are not given for scheduled school holidays. Parents are given 1-week vacation credit per year.

CALENDAR DAYS OF CLOSURE

Parents are given a calendar of events and scheduled days of closure. (Check the monthly newsletter and your child’s monthly sign-in sheet). The parent(s) is responsible for arranging for alternative child-care if they must work on these days.

The program will be closed or have a half-day on the following days:

Martin Luther King’s Birthday

Presidents’ Day

Cesar Chavez Day

Memorial Day

4th of July

Labor Day

Indigenous Peoples Day

Veterans’ Day

Thanksgiving Day and the day after Thanksgiving

Winter Break (specific dates will be emailed)

Five Teacher Seminar/Workshop Days
(BEGINNING WINTER 2022)

Friday of Labor Day

Good Friday

TBA

TBA

TBA

TERMINATION POLICY & PROCEDURE

Abide by Agency Policies, Procedures and Requirements

Failure to abide by the agency policies, procedures and requirements, as outlined in this handbook, can be grounds for termination of your childcare.

Reasons for termination will include, BUT ARE NOT LIMITED to the following:

1. Delinquent fees
2. Failure to comply with a plan for payment of delinquent fees
3. Failure to follow sign-in/sign-out procedures
4. Conduct of child or parent tending to seriously disrupt the smooth and efficient operation of the program.
5. **Behavior of a parent, or a parent designated individual, who verbally or physically threatens ANY staff member, other parent or child (TERMINATION WILL BE IMMEDIATE – 2 WEEK NOTICE WILL BE WAIVED)**
6. Failure of parent/guardian to respond promptly when requested to remove child from Center because of child's illness or aggressive behavior
7. Failure to notify Metro's Gateway Child Development Center in a timely manner (within 5 calendar days) of a change in address, phone number, change in employment and/or vocational training schedule
8. Failure to provide required forms and/or documentation to the center as mandated by the government or funding source
9. Failure to provide diapers, wipes, bedding or extra clothing
10. Failure to abide by the rules and regulations of Metro's Gateway Child Development Center -- Infant/Toddler, Preschool – Child Care Center as outlined in this parent handbook

Appeal Procedure – Agency Level

1. Attempt to resolve the complaint with the Center Director through formal discussion.
2. If not resolved, file a written appeal with the agency within 14 calendar days requesting a hearing before the Executive Director. At this point, the intended action will be suspended until the review process is complete.
3. Within 10 calendar days from receipt of request the agency will notify the parent(s) of the time and place of the meeting.

5. The hearing shall be conducted by the Executive Director who shall be referred to as “the hearing officer.” The hearing officer shall be at a level higher in authority than the staff person who made the contested decision.
6. The parent(s) or their authorized representative is required to attend the hearing. If the parent(s) or their authorized representative fails to appear at the hearing, the parents shall be deemed to have abandoned the appeal. Only persons directly affected by the hearing shall be allowed to attend.
7. At the hearing the Executive Director shall explain to the parents the legal, regulatory or policy basis for the intended action.
8. During the hearing, the parent(s) shall have an opportunity to explain the reason(s) they believe the agency’s decision was incorrect. The agency’s staff shall present any material facts omitted by the parents.
9. The hearing officer shall mail or deliver to the parent(s) a written decision within 10 (10) calendar days after the hearing.
10. All Decisions are final.

REFERRAL NUMBERS

Child Care Resource Center
16650 Sherman Way, Van Nuys, CA 91406
(818) 756-3366

Los Angeles Child Guidance Clinic
3031 Vermont Ave, Los Angeles, CA 90007
(323) 373-2400

San Fernando Valley Child Guidance Clinic
15157 Roscoe Blvd., Panorama City, CA
(818) 830-0200

Child and Parent Resources
8707 Shirley Ave., Northridge, CA
(818) 995-4277

Community Speech & Hearing Center
18740 Ventura Blvd #100 Tarzan, CA 91356
(818) 774-0224

CHILD ABUSE HOT LINE – 24 HOURS NO CHARGE TO CALLING

PARTY Within California 1-800-540-4000
Out of State 1-213-283-1960
TDD ONLY – 1-800-272-6699

POISON CONTROL

1-800-876-4766
TTY – 1-800-972-3323

DISEASE	SYMPTOMS	INCUBATION PERIOD	DURATION OF CONTAGION	PREVENTIVE MEASURES
Measles (Rubeloa)	Fever, cough, runny nose, followed by rash in 4 days. Eyes may be very red. Rash usually starts on some part of face and spreads downward. Miniature pimples may appear in mouth prior to outbreak.	7-14 days; usually 9-11.	Usually 7-8 days; until rash is gone.	Vaccine available. Required before starting school.
Mumps	Headache, fever, sometimes irritation in the mouth; the salivary glands between ear and chin swell painfully.	11-26 days; usually 17-19	Until the swelling is gone.	Natural immunity when young and after having disease. Shots available if physician thinks prevention after exposure is important for a particular individual.
Pinkeye	Eyes are reddened, inner lids may be very red, eyelids may have slight discharge, may become encrusted. (Allergic conjunctivitis is similar in appearance, but is not contagious. When in doubt, a physician should be consulted.)	1-3 days	2-5 days; may return to school when redness and discharge are gone.	Good hygiene and hand washing with soap.
Ringworm	Flat, scaly spots on skin, usually in circular shape but may be irregular. May have raised borders around them. Borders may be slightly red in color.	4-10 days (skin); 10-20 days (scalp)	Varies, may attend school if all spots are covered.	Good hygiene, hand washing, avoid contact with infected areas.
Scabies	Tiny red bumps or blisters, severe itching	First time: 1 month; reinfection 2-5 days	Varies, may return to school if under physicians care for the infection.	Avoiding close contact with someone who is infected.
Scarlet Fever	Varies. Usually very high fever, red, sore throat and tonsils, and furred tongue. ON second day, a bright scarlet rash appears on the face and gradually spreads over the rest of the body during the two days that follow.	1-7 days	Contagious for 24 hours after being treated with antibiotics.	Preventive measures unknown. Antibiotics should be administered if contact with the disease is suspected.
Strep Throat	Headache, nausea, fever, extreme soreness in throat.	1-7 days. Usually 2-5.	7-10 days. Until all symptoms and soreness are gone.	None. Can be minimized by use of antibiotics after exposure.

Whooping Cough* *Has not been common in recent years, but panic over vaccine may cause disease to become more prevalent.	Runny nose, dry cough, and slight fever, as with ordinary cold. Worsens after a few days. Nasal discharge thickens and coughing becomes very severe and occurs in continuous minute-long bouts. After such a bout, child gasps for breath, making a “whooping” sound.	7-14 days	7 days if on antibiotics. 3 weeks if not.	Immunization.
Bacterial Meningitis	Listlessness, sleeps extensively, acts “dopey,” has been sick but does not seem to be getting better, may have stiff neck. Bacteria is called Haemophilus Influenzae Type b, but is not a flu.	Indefinite	Indefinite	Vaccine is called Hib. Recommended for children between the ages of 2 & 5 years. Children in day care centers should be given the vaccine at 18 months, although its effectiveness at that age is not as great as at age two.
Chicken Pox	Aching muscles and fever. Small blister-like pimples appear on which scabs later form.	14-21 days, usually 14-15	Normally 6 days after outbreak.	Vaccine is available. Check with your doctor. There is a natural immunity after recovery from the disease.
Common Cold	Runny nose, sneezing, coughing, may have watery eyes, listless.	1-2 days	Varies, may attend school if no fever.	Hand washing, good hygiene, when coughing or sneezing keep mouth covered, preferably with a cleansing tissue.
Gastroenteritis, Viral (Diarrhea)	Diarrhea-loose, soft, watery stools may be light yellow-brown to green-brown, stomachache, feeling of nausea.	2-7 days most common.	Varies, may return to school when diarrhea stops.	Careful hand washing with soap.
Hand, Foot, and Mouth	Fever, poor appetite, malaise, painful sores in mouth. Skin rash, sometimes with blisters on hands and feet. Rash may appear on other parts of the body.	3-5 days	Variable. May return to school when all symptoms are gone. Doctor’s notes will not be accepted.	Good Hygiene and hand washing with soap. Avoid direct contact with public drinking fountains.
Herpes, Oral (cold sores)	Blisters in mouth, on lips, or near mouth. First open, then develops dark crust. Once has had herpes, it may reappear often. No need to exclude from school.	Usually 2-12 days	Variable	Good hygiene, avoid contact with an open sore.
Impetigo	Blisters on skin that open, then develop yellowish crust. Child may attend school if under treatment and sores are covered with sterile dressing.	Variable	Most contagious first 24 hours after sores appear.	Hand washing with soap, good hygiene, clean fingernails, and avoid direct contact.

Influenza (Haemophilus) H Flu Type B	Headache, sore throat, accompanied by fever.	1-3 days.	Varies; may return to school when temperature is normal for 24 hours.	A vaccine is available; usually used with children only if they are suffering a chronic disease.
Diphtheria* *Has not been common in recent years, but panic over vaccine may cause disease to become more prevalent.	Grayish membrane on throat and tonsils. Fever, rapid pulse, enlarged neck glands, and sometimes a thick, yellowish discharge from the nose.	2-5 days	1-2 days if treated with antibiotics, 2-4 weeks if not.	Immunizations during infancy and early childhood, avoidance of contact with anyone who has the disease.
Measles, German (Rubella)	Slight fever, swollen glands behind the ears and on neck. Flat reddish pink rash on the head and/or body. Rash does not itch.	14-21 days	4-5 days duration.	Immunization available; required for children before they start school. (Women of childbearing age who have not had German measles should be vaccinated against it. The disease can cause birth defects.

Confidentiality Policy for Families

Statement of intent

It is our intention to respect the privacy of children and their parents/caregivers, while ensuring that they access high quality early years care and education in our setting.

Aim

We aim to ensure that all parents and caregivers can share their information in the confidence that it will only be used to enhance the welfare of their children.

Methods

We keep two kinds of records on children attending our setting:

1. Developmental records

- These include observations of children in the setting, samples of their work, summary developmental reports.
- They are kept in the classroom and can be accessed, and contributed to, by staff, the child and the child's parents.

2. Personal records

- These include registration and admission forms, signed consents, and correspondence concerning the child or family, ongoing record of relevant contact with parents, and observations by staff on any confidential matter involving the child, such as developmental concerns or child protection matters.
- These confidential records are stored in a cabinet and are kept secure by the person in charge of records.
- Parents have access, in accordance with the access to programs records procedure, to the files and records of their own children but do not have access to information about any other child.
- Staff will not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs. Staff training includes an awareness of the importance of confidentiality in the role of the key person.

Other records

- Issues to do with the employment of staff, whether paid or unpaid, remain confidential to the administrative staff directly involved with making personnel decisions. These are steps to protect personnel and their privacy.

All the undertakings above are subject to the utmost commitment of our program setting at Metro Gateway CDC, which is the safety and well-being of the child.

Please sign below that you have read and agree with confidentiality policy.

Parent's Signature

Print Name _____

Date _____