

Blossom Childcare Center

Parent Handbook of Policies and Procedures

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Blossom Childcare Center

Table of Contents

1. Front page
2. Table of Contents
3. Program Philosophy, Mission Statement, Equality
4. Welcome, Infant Program
5. Preschool Program, Ratios, Home Visits
6. Play Therapy, Confidentiality
7. Daily Schedules/Curriculum, Toilet Learning, Parent's Rights to Immediate Access
8. Enrollment, Tuition
9. Mandated Reporting
10. Parent Code of Conduct
11. Safety Procedures
12. Dismissals
13. Withdraws, Arrivals
14. Pick up, Late pick ups
 Impairment by Drugs or Alcohol, Emergency/Alternate Pick up
15. Absence
16. Discipline
17. Biting, Parent/Teacher Conferences, Accident/Incident Reports,
 Dispensing Medication
- 18., Fire/Emergency Drills, Alternative Safe Location,
19. Clothing, Jewelry, Meals, Snacks, Food Policy,
20. Allergies
21. Holiday Closures, Birthday Celebrations
22. Parent's Rights, Community Care Licensing Contact Information

Blossom Childcare Center

Program Philosophy and Purpose

Blossom offers a structured and engaging program designed for children coping with abuse/neglect, domestic violence, illness, injury or death of a parent or sibling, difficult separation or divorce or trauma.

Our focus, foremost is to model and teach kindness, respect and safety while having a lot of fun through music and movement, language arts, field trips, yoga, meditation and much more.

Mission Statement

Blossom vows to respect, nurture and care for each and every child and their families, as an individual and provide support regardless of the struggle/s they are coping with. Difficult situations and Trauma are experiences that are felt differently for each person/child. Therapy (Individual and/or family) is provided for children who will be able to process their individual, emotional struggles through play and art.

Equality

Enrollment at Blossom is open to children from Newborn until 5.9 years of age. Enrollment shall be granted without regard to a child's race, color, creed, religion, national origin, gender, or disability; and without regard to a parent or guardian's race, color, creed, religion, age, national origin, gender, pregnancy or disability



Blossom Childcare Center

Welcome

Hello and Welcome to Blossom.

We are honored that you have chosen our school for your child and look forward to getting to know you and your family. As you may know, Blossom was created to offer young children who have experienced a trauma or are coping with a difficult situation, a safe, nurturing and fun place to go to school. As a parent, it is such a challenge to see your child hurting in some way or another and then have to leave them somewhere that may not be suiting their developmental needs. In particular, when social and emotional needs are not met for children you are likely to see an increase in their behavioral challenges, making it that much harder on you. Blossom's highly qualified staff are dedicated to working with your child in our small classroom settings to create a nurturing, safe and fun environment for your child to have a great time and begin to work through whatever challenges they may be coping with. Parents are welcome to check in with Teachers or the Director at any time regarding your child's day at school.

Blossom Infant Program

Welcome to Blossom. Our Infant program is licensed by the state of California for four babies from birth to 24 months. We realize the emotional challenge that new parents face in leaving their infants for the first time and want to make it as easy and stress free as possible. Each and every child will get their individual needs met and all families are welcome.

First and foremost, we are honored to provide truly loving care to all children enrolled at Blossom. We look forward to the joy and smiles your child will share with us each day and help them through any tearful moments. We are a small program and therefore able to provide the opportunity for the babies to explore some shaded outside time and walks in the neighborhood, in addition to music and movement and art for older infants.

Parents/Guardians are welcome to call or drop in at any time throughout the day, whether it is to nurse (or pump), give your little one a bottle, simply swing by for some play/bonding time or just check in by phone to assure that your little one is doing well; you are always welcome. Also, we will call you with any concerns of illness or with a question to assure that your child is happy and healthy.

Upon enrollment, we will sit down with you to fill out your child's individual Needs and Services plan and answer any questions you may have. The Needs and Services plan addresses your child's specific dietary needs, schedule, diapering plan and more. CA state licensing requires diapering Infants every 4 hours at minimum, though certainly each baby/child will be changed as needed within that 4 hr. window. The Needs and Services plan can be updated at any time, though we will update it with you every 3-6 months.

Each family will provide their child with milk/breast milk/formula and any baby food/food they will need for the time they spend at Blossom. Any and all food needs to be ready to eat. Each child's supplies will be clearly labeled with name and dates according to licensing standards. Breast milk can not be stored over night.

Each and every child and family will be treated with the utmost respect at Blossom and their personal information kept strictly confidential.

Blossom Childcare Center

Blossom Preschool Program

Our preschool program is licensed by the state of California for 12 preschoolers, ages 2-6 years. Our focus at Blossom is to model and teach kindness, respect and safety for ourselves and the world around us while having a lot of fun through art, music/movement, language arts, outdoor exploration, field trips, yoga/meditation and more. Blossom's preschool curriculum will be posted weekly outside the preschool classroom.

Play is a crucial necessity for children of any age, a way for them to have fun and also to process life and situations they are dealing with. Our staff will ensure that each child has the opportunity to play, have fun and feel safe and nurtured each and every day.

Being a parent is one of the most difficult jobs in the world, and it is made that much more difficult when your child suffers a trauma or is coping with a difficult situation. Children may exhibit a wide range of emotions and behaviors. At Blossom we are here to nurture your child and support you and your family through whatever your particular challenge may be. With your permission, your child may receive weekly therapy, if the need is determined. Parent support gatherings will be available as well.

Every family will provide their child with a box lunch for their time at Blossom. Each child will be met where they are in their development, and will be supported in their process of toilet learning. Communication between Blossom and family is key in fostering your child's independence and achieving/maintaining his/her healthy sense of self.

Parents/Guardians you are welcome to check in at any time of the day to ask about your child's day at school and our staff at Blossom will be sure to contact you regarding illness, etc.

Each and every child will be treated with the utmost respect at Blossom and each child's information will be kept confidential.

Ratios

Our child/teacher ratios at Blossom are as follows:

Infant program (newborn-24 months - 1 teacher: 4 Infants

Preschool program (2-6 years old) - 1Teacher: 12 Preschoolers

In addition to having a Teacher/Director in each program, Blossom will also have a Teacher's assistant to assist in each classroom as needed.

Home Visits

Upon enrollment, Blossom's Director and a teacher will arrange a visit to your home for a brief home visit that could last approx. 30-45 minutes. This visit is not meant in any way to make you uncomfortable or inconvenienced in any way! It is simply an opportunity for our teaching staff to observe your child in his/her home and get to know you all a bit before starting at Blossom. We want you to know that we honor all families and want to make your child and family comfortable at Blossom. Please share with us any thing that will help us to represent your family and individual style or culture in our classrooms.

Blossom Childcare Center

Play Therapy

Blossom's unique program offers weekly Play Therapy for children who may benefit. A request for therapy may come from you as a parent, an outside Social Service agency or possibly from your child's teacher at Blossom. Children will NOT, however receive therapy without parent permission. If you are interested in this opportunity for your child, please talk with the Program Director and they will explain the process and set up an appointment for you as the parent/guardian to meet with the therapist first. Any child that has permission to receive therapy would attend one day per week for approximately 30 minutes. In the beginning, the Therapist may likely ask you to join in for the first and possibly second session to ensure your child's comfort in the room. You may contact the Therapist at any time to check in, they will further explain the process and answer any questions you may have.

What is Play Therapy? Play therapy uses play and often art, children's natural method of expression to help them express their feelings more easily through toys instead of words.

Confidentiality

At Blossom, confidential and sensitive information will only be shared with employees of Blossom who have a "need to know" in order to most appropriately and safely care for your child. Confidential and sensitive information about faculty, other parents and/or children will not be shared with parents, as Blossom strives to protect everyone's right of privacy. Confidential information includes, but is not limited to: names, addresses, phone numbers, disability information, and HIV/AIDS status or other health related information of anyone associated with Blossom.

Outside of Blossom, confidential and sensitive information about a child will only be shared when the parent of the child has given express written consent, except where otherwise provided for by law. Parents will be provided with a document detailing the information that is to be shared outside of Blossom, persons with whom the information will be shared, and the reason(s) for sharing the information.

Any parent who violates the Confidentiality policy will not be permitted on agency property thereafter. Refer to the policy regarding Parents Right to Immediate Access for additional information regarding dis-enrollment of a child when a parent is prohibited from accessing agency property.

You may observe children at our center who are disabled or who exhibit behavior that may appear inappropriate (i.e. biting, hitting, and spitting). You may be curious or concerned about the other child. Our Confidentiality Policy protects EVERY child's privacy. Employees of Blossom are strictly prohibited from discussing anything about another child with you.

Blossom Childcare Center

Daily Schedules/Curriculum

Each program at Blossom will create a daily schedule of daily activities /curriculum designed for that age group. The Teaching team for each program will take each child enrolled in the classroom into consideration as an individual and as a group.

The Infant program will take buggy/stroller rides through the neighborhood when time and weather permits (permission slips required)

The Preschool program will go on field trips throughout the year. (permission slips required)

Check with your child's teacher to find out about next scheduled field trip.

Toilet Learning/Potty Training

This is certainly an exciting milestone in a child's life; for the child and the parent/guardian but tends to bring some occasional frustration for all as well. the key is developmental readiness and consistency. The grand rewards are many, such as no more diapers, independence and best of all the transition to being a "big girl" or "big boy". Please check in with your child's teacher if your child is ready and has begun the process as home or if you just want to get some helpful hints to be ready when your child is ready.

Nap Time

Each child will bring in their own sheet and blanket to be used for nap time. Blossom provides cribs for the Infant program and comfortable matts for the Preschool program. Each family will bring their linens home at the end of their week to wash/sanitize their sheet and blanket and bring it back at start of new week. Please check with your child's Teacher to ask about any soft toy that your child may like to sleep with.

For safety reasons, No toys (soft or otherwise) will be allowed in the cribs for sleeping.

Parent's Rights to Immediate Access

Parents of a child in our care are entitled to immediate access, without prior notice, to their child whenever they are in care at *Blossom*, as provided by law.

In cases where the child is the subject of a court order (e.g., Custody Order, Restraining Order, or Protection from Abuse Order) *Blossom* must be provided with a Certified Copy of the most recent order and all amendments thereto. The orders of the court will be strictly followed unless the custodial parent(s) requests a more liberal variation of the order in writing. In the case where both parents are afforded shared/joint custody by order of the court, both parents must sign the request for more liberal interpretation of the order. In the absence of a court order on file with *Blossom*, both parents shall be afforded equal access to their child as stipulated by law. *Blossom* cannot, without a court order, limit the access of a one parent by request of the other parent, regardless of the reason.

Blossom staff will contact the local police should a conflict arise.

Blossom Childcare Center

Enrollment

Parents can apply for enrollment of their child in Blossom by completing the Enrollment Application and paying the \$100 Registration Fee. The Application Fee is non-refundable. Initial enrollment is contingent upon receipt of the completed enrollment application, including the signed fee agreement and signed Parent Handbook receipt, registration fee. Immunization records and health assessment must be received within the first 30 days from the child's start date in order to continue care.

The Enrollment Application and Fee Agreements are not meant to serve as contracts guaranteeing service for any duration. Blossom reserves the right to dismiss any parent or child at any time with or without cause. Continued enrollment at Blossom is contingent upon the parent's, emergency contact persons' and child's adherence to the policies and procedures of Blossom's as outlined in this handbook including, but not limited to, timely payment of all fees and tuition.

Parents are required to notify Blossom immediately, should any of the information collected at the time of enrollment or any time thereafter change. Failure to do so may result in the child(ren) being dis-enrolled from the program and forfeiture of any deposit.

Tuition

All custodial parents and/or legal guardians are required to sign a Fee Agreement prior to enrollment of their child in Blossom. Parents are required to indicate to whom all billing information and correspondence are to be addressed.

Cash, check, money order, or credit card via Pay Pal or other online payment service may be used to pay tuition. Receipts will be given for tuition payments made by cash or check. All cash payments must be handed directly to Center Director. There will be a \$36.00 fee charged for tuition checks returned by the bank. Returned Tuition checks will not be re-deposited. Parents will be responsible for re-issuing a second check. If at any future time the bank returns a parent's check, all future tuition payments must be made by cash, certified check, money order or credit card.

Tuition DOES NOT include fees for field trips. Please ask the Director for what your program includes.

All payments are due on Monday 8:00am for the current week of care. A charge of \$5.00 will be added to your account if not received by 9am the following Monday.

There is no credit given for scheduled school holidays, child illness, or for closings due to emergency situations, inclement weather.

Blossom offers a multiple child discount for one or more siblings enrolled during the same time. Tuition rates are discounted 10% for total tuition. Discounts are only applicable when tuition payments are made on time. The full tuition rate, plus any

Blossom Childcare Center

additional late fees will be charged when tuition payments are late as per the late tuition policy stated above.

Non-payment of tuition is grounds for immediate dismissal from the program. Timely payments are essential for continued enrollment at Blossom; however, if you anticipate difficulty with paying on time, please discuss the matter with the Director immediately. If alternative arrangements for payment are approved you will be notified by the Director.

Blossom offers a sliding scale and scholarships for families who meet our qualification guidelines. For a copy of the scholarship application and guidelines please ask the Director.

Mandated Reporting

Under the CA Child Protective Services Act, mandated reporters are required to report any suspicion of abuse or neglect to the appropriate authorities. The employees of Blossom are considered mandated reporters, under this law. The employees of Blossom are not required to discuss their suspicions with parents prior to reporting the matter to the appropriate authorities, nor are they required to investigate the cause of any suspicious marks, behavior or condition prior to making a report. Under the Act, mandated reporters can be held criminally responsible if they fail to report suspected abuse or neglect. We at Blossom take this responsibility very seriously and will make all warranted reports to the appropriate authorities. The Child Protective Services Act is designed to protect the welfare and best interest of all children.

As mandated reporters, the staff of Blossom can not be held liable for reports made to Child Protective Services which are determined to be unfounded, provided the report was made in "good faith."

Causes for reporting suspected child abuse or neglect include, but are not limited to:

- 1 Unusual bruising, marks, or cuts on the child's body
- 2 Severe verbal reprimands
- 3 Improper clothing relating to size, cleanliness, season
- 4 Transporting a child without appropriate child restraints (e.g. car seats, seat belts, etc.)
- 5 Dropping off or picking up a child while under the influence of illegal drugs or alcohol
- 6 Not providing appropriate meals including a drink for your child
- 7 Leaving a child unattended for any amount of time

Blossom Childcare Center

- 8 Failure to attend to the special needs of a disabled child
- 9 Sending a sick child to school over medicated to hide symptoms, which would typically require the child to be kept at home until symptoms subside.
- 10 Children who exhibit behavior consistent with an abusive situation

Parent Code of Conduct

Blossom requires the parents of enrolled children at all times, to behave in a manner consistent with decency, courtesy, and respect. One of the goals of Blossom is to provide the most SAFE, appropriate environment in which a child can grow, learn and develop. Achieving this ideal environment is not only the responsibility of the employees of Blossom, but is the responsibility of each and every parent or adult who enters the center. Parents are required to behave in a manner that fosters this ideal environment.

Swearing/Cursing

No parent or adult is permitted to curse or use other inappropriate language on agency property at any time, whether in the presence of a child or not. Such language is considered offensive by many people and will not be tolerated. If a parent or adult feels frustrated or angry, it is more appropriate to verbally express the frustration or anger using non-offensive language. At NO time shall inappropriate language be directed toward members of the staff.

Threats of any kind will not be tolerated. In today's society, Blossom cannot afford to sit by idly while threats are made. In addition, all threats will be reported to the appropriate authorities and will be prosecuted to the fullest extent of the law. While apologies for such behavior are appreciated, the agency will not assume the risk of a second chance. PARENTS MUST BE RESPONSIBLE FOR AND IN CONTROL OF THEIR BEHAVIOR AT ALL TIMES.

While Blossom does not necessarily support nor condone corporal punishment of children, such acts are not permitted in the child care facility. While verbal reprimands may be appropriate, it is not appropriate for parents to verbally abuse their child. Doing so may cause undue embarrassment or emotional distress. Parents are always welcome to discuss a behavior issue with the teacher and to seek advice and guidance regarding appropriate and effective disciplinary procedures.

Parents are prohibited from addressing, for the purpose of correction or discipline, a child that is not their own. Of course, no parent or other adult may physically punish another parent's child. If a parent should witness another parent's child behaving in an inappropriate manner, or is concerned about behavior reported to them by their own child, it is most appropriate for the parent to direct their concern to the classroom teacher and/or Center Director. Furthermore, it is wholly inappropriate for one parent to seek out another parent to discuss their child's inappropriate behavior. All behavior concerns should be brought to the classroom teacher or director's attention. At that

Blossom Childcare Center

point, the teacher and/or director will address the issue with the other parent. Although you may be curious as to the outcome of such a discussion, teachers and/or the Center Director are strictly prohibited from discussing anything about another child with you. All children enrolled in our agency have privacy rights and are further protected by our Confidentiality Policy. You may be assured that we will not discuss anything about your child with another parent or adult visiting the center.

Smoking

For the health of all Blossom employees, children and associates, smoking is prohibited anywhere on agency property. Parents are prohibited from smoking in the building, on the grounds, and in the parking lot of Blossom. Parents who are smoking in their cars must dispose of the cigarette prior to entering the parking lot.

Safety Procedures

Parents are required to follow all safety procedures at all times. These procedures are designed to protect the welfare and best interest of the employees, children and associates of Blossom. Please be particularly mindful of [Blossom's] entrance procedures. We all like to be polite. However, we need to be careful to not allow unauthorized individuals into the center. Holding the door open for the person following you may, in fact, be polite; however that person may not be authorized to enter the premises. Security procedures are only as strong as the weakest person in our organizational chain. Be alert and mindful. Immediately report any breaches to the Center Director.

While it is understood that parents will not always agree with the employees of Blossom or the parents of the other children, it is expected that all disagreements be handled in a calm and respectful manner. Confrontational interactions are not an appropriate means by which to communicate a point and are strictly prohibited.

Violations of Confidentiality Policy

Blossom takes very seriously the responsibility of maintaining the confidentiality of all persons associated with the agency. Parents must understand the implications of this responsibility. Parents need to recognize that the Confidentiality Policy not only applies to their child or family, but all children, families and employees associated with Blossom. Any parent who shares any information considered to be confidential, pressures employees or other parents for information which is not necessary for them to know, will be considered to be in violation of the Confidentiality Policy.

Blossom Childcare Center

Dismissals

Blossom reserves the right to dismiss any child at any time, with or without cause.

Any past due balances must be paid within 30 days of the dismissal. An invoice detailing the past due balance will be forwarded to the address indicated in the child's file within one week of the dismissal. Any balances remaining after the 30 day period will be referred to the agency's legal counsel for collection.

A dismissed child and his/her parents are required to call and request an appointment with the Director if they wish to return to agency property following a dismissal. Appointments are made at the discretion of the Director and are not a right of the dismissed child or parent.

Two weeks written notice is required when withdrawing a child for any reason. If the proper notice is given, any unused tuition and deposit will be refunded within thirty days of the withdrawal. If the required notice is not given, parents will be charged tuition for two additional weeks and will not have their deposit refunded.

The parents and child, following their last day of enrollment, are not permitted to re-enter agency property without prior permission of the Director. A withdrawn child and his/her parents are required to call and request an appointment with the Director if they wish to return to agency property following the last day of enrollment at [Blossom]. Appointments are made at the discretion of the Director and are not a right of the withdrawn child or parent.

Parents who wish to change their child's days or times of enrollment at [Blossom], must submit a request to do so two weeks in advance of the proposed change. Schedule changes are subject to a change fee.

The Director will notify the parents in writing if the new schedule is available. A schedule change will not be considered to be final until a new fee agreement is signed. If the schedule change requires an additional deposit and/or registration fee, the change will also be contingent upon payment of these monies. If the requested schedule is not available parents may choose to continue with the current schedule until such time as the requested schedule becomes available, or may choose to withdraw their child from the program. The date the request for the Director receives the schedule change will be used to toll the two weeks notice required for withdraw.

Any past due balances must be paid within 30 days of the dismissal. An invoice detailing the past due balance will be forwarded to the address indicated in the child's file within one week of the dismissal. Any balances remaining after the 30 day period will be referred to the agency's legal counsel for collection.

Blossom Childcare Center

Withdraws

Two weeks written notice is required when withdrawing a child for any reason. If the proper notice is given, any unused tuition and deposit will be refunded within thirty days of the withdrawal. If the required notice is not given, parents will be charged tuition for two additional weeks and will not have their deposit refunded.

Parents who wish to change their child's days or times of enrollment at [Blossom], must submit a request to do so two weeks in advance of the proposed change. Schedule changes are subject to a change fee.

The Director will notify the parents in writing if the new schedule is available. A schedule change will not be considered to be final until a new fee agreement is signed. If the schedule change requires an additional deposit and/or registration fee, the change will also be contingent upon payment of these monies. If the requested schedule is not available parents may choose to continue with the current schedule until such time as the requested schedule becomes available, or may choose to withdraw their child from the program. The date the request for the Director receives the schedule change will be used to toll the two weeks notice required for withdraw.

Arrival

Upon arrival at Blossom, the parents or the adult dropping the child off must sign the child into care on the sign-in sheet located at entrance. Children are required to be escorted by their parent or the adult dropping them off, to their designated classroom. Children are required by law to be supervised at all times while in the child care facility. Parents are required to help children put away their outerwear and get settled for the day.

Blossom discourages parents from sneaking out of the center. Some children exhibit separation anxiety when it is time for their parent to leave. Blossom believes it is best for parents to tell the anxious child upon arrival that after all of the child's things are put away, the parent will kiss, hug and say goodbye to the child. This will prepare the child for their departure. The employee present in the classroom will comfort and assist the child through the anxious time. Parents are asked to leave after saying goodbye. The longer the parent of an anxious child drags out the departure, the more anxiety the child is likely to feel. The professional employees of Blossom are available to discuss other options if the child does not settle into the arrival routine after a reasonable period of time.

At arrival, parents are required to follow the Medication Policy if a child must receive medication during the course of the day.

Parents are required to notify the child's teacher or Center Director of any special instructions or needs for the child's day. The parent must present the special instructions in the form of a letter and verbally discuss them with either the classroom teacher or Center Director. These special instructions include but are not limited to: Early Pick Up, Alternative Pick Up Person, health issues over the previous night which

Blossom Childcare Center

need to be observed and/or any general issues of concern which the child care providers should be aware to best meet the needs of your child throughout the day.

Pick up

Parents or other authorized adults are required to sign their child out of care on the sign-out sheet located in the front lobby. Once a parent signs their child out, the parent is then solely responsible for supervising their child while on agency premises. The parent may not allow a child to wander through the hallways, bathrooms, other classrooms and/or playground.

Parents are required to handle all business issues prior to signing out their child, and are required to directly exit the building once they have signed their child out of care.

Parents or persons designated to pick up in emergency situation are required to sign any incident/accident reports from the day at pick-up. The classroom teacher will be able to briefly discuss the matter with you. However, should you feel it necessary to have an in depth discussion or meeting, it is most appropriate to schedule the meeting for a later date because the teacher is responsible for supervising the remaining children in the classroom. A telephone conference may be scheduled for later in the day or for the next day at nap/rest time if the parent(s) is unable to meet at the center during the course of the day.

Late Pick up

Blossom's hours are 7:30- 5:30. Parents must have their child signed out by 5:30 or a late fee will be applied. Late fees are a \$1.00 per minute after closing per family.

Persons appearing to be impaired by Drugs/Alcohol

The staff of Blossom will contact local police and/or the other custodial parent should a parent appear to be under the influence of drugs and/or alcohol. The parent's right to immediate access does not permit the agency from denying a custodial parent access to their child even if the parent is or appears to be impaired. However, Blossom staff will delay the impaired parent as long as possible, while contacting the other parent, the local police and Child Protective Services.

Any other authorized person who attempts to pick-up a child, and appears to the staff of Blossom to be under the influence of drugs and/or alcohol will be denied access to the child. The staff of Blossom will contact the child's parents, local police and Child Protective Services to notify them of the situation.

Emergency/Alternate Pick up

At enrollment, parents will be presented with an Emergency/Alternate Pick-up form. Parents are encouraged to include on this form any, and all persons who, in the course

Blossom Childcare Center

of events, may at one time be asked to pick-up their child from Blossom. In an emergency situation the child's parents will be called first. If they can not be reached staff will call the persons listed on this form until someone can be reached.

Parents do not need to be listed on the Emergency Contact Form. The nature of the parental relationship affords the parents (in the absence of a court order indicating otherwise) the right to pick-up their child.

Parents will be asked to determine which persons (if any) on the Emergency/Alternate Pick-up form have the rights to act "In Loco Parentis." In Loco Parentis status affords the pick up person the right to discuss confidential information about the child's day including but not limited to, incident/accident reports, and behavior issues. In the absence of this designation the people on the Emergency/Alternate Pick Up Form are only afforded the right to pick up the child. Staff is not permitted to discuss the child's day with them. The persons on the Emergency/Alternate pick-up form will be required to provide Government issued photo ID prior to the agency releasing the child.

There will be no exceptions to this rule.

All changes and/or additions to the Emergency/Alternate Pick-up form must be made in writing and be dated and signed. Only custodial parents have the right to make changes or additions to this form.

Blossom reserves the right to refuse/ban any person listed on the Emergency/Alternate Contact Form for any reason, including but not limited to violations of the policies/procedures contained herein. It is the responsibility of the enrolling parent(s) to inform each person on the Emergency/Alternate Form of the policies/procedures contained herein.

Notification of Absence

Parents are required to inform the center by 9:00am if a child will not be at the center on a scheduled day. This will enable the center to more effectively maintain appropriate ratios and help the classroom teacher effectively plan for the day.

If your child is ill, we request that you notify the center director not only of the absence, but also of the nature of the illness. This enables our faculty to keep track of any illnesses, which may occur at our school. This information will only be shared with staff on a "need to know" basis. If your child has a communicable disease, we ask that you share the diagnosis with the Center Director, so that the parents of the children in the school maybe notified that a communicable disease is present. Once again, only the communicable disease information will be shared. Blossom will take all measures necessary to protect your child's confidentiality. Parents are not required to disclose this information by law, and your continued enrollment will not be based whatsoever on your decision to share, (or not) the reason for your child's absence from school. Parents who

Blossom Childcare Center

know in advance that a child will be late, are required to notify the center by 10:00 as to maintain the appropriate staff to child ratios upon your child's arrival at school.

Discipline

We believe that keeping children busy and actively engaged decreases frustration and the frequency of behavior problems in the classroom. Transition activities help the children move smoothly from one activity to another. Our teachers use only positive guidance and redirection. Setting consistent, clear, understandable limits fosters the child's ability to become self-disciplined, which is our ultimate goal. We encourage staff to accentuate their positive actions and try to ignore negative behavior as much as possible (since much of it is an effort for attention). When these methods do not work, there is often a reason why your child or another is having a difficult time. At that time, a teacher will find time to check in individually with your child to inquire/assess what might be bothering them. The teacher may find a solo activity or let them have some quiet time by themselves in the cozy area so he/she can have time to relax a bit. Children are born with enormous creativity! We feel that too much discipline (correcting a child for every little thing) destroys their spirit. By teaching the child that each choice they make has a direct consequence, they will begin to learn to be responsible for their own actions. Blossom prohibits corporal punishment of any kind, cruel, or severe punishment, humiliation, or verbal abuse. No child will ever be denied food as a form of punishment nor punished for soiling or wetting their clothing. If a behavior problem presents itself, every attempt will be made to remedy the situation.

Dismissal of a child for behavior problems will be at the sole discretion of Blossom staff. HOWEVER, behavior is always a sign of distress (mild or severe) which means that the teachers will work closely with your child and family to figure out what may be bothering them and devise an action plan. On site therapy is available and may be offered to assist your child with any challenges. Children act out and test our limits at all stages of development. Working together as a team with your child, teachers and possibly therapist will often remedy the situation.

Biting

Blossom recognizes that biting is a developmentally appropriate behavior for children in the infant through 2 1/2 year old classrooms. Parents with children in these classrooms should expect that their children may be bit, or will bite another child. The staff understands that parents are concerned and can be upset when their child is involved in a biting incident. We ask that you remember this is a developmentally appropriate behavior, and that the staff is working to identify situations which, provoke, or elicit this behavior so it can be prevented in the future. The staff will not punish, or harshly discipline children in the younger classrooms for biting behavior; they will simply redirect the children to different activities in separate areas of the classroom. Parents are expected to work with staff to identify methods and strategies to curb this behavior.

Blossom Childcare Center

Parent/Teacher Conferences

Conferences will be held every 6 months for each child, however you are welcome to request a meeting with your child's teacher at any time you have a concern or just want to check in.

Incident/Accident Reports

Should your child be involved in an incident/accident during the course of the school day, a staff member will complete an Incident/Accident Report. Parents or persons designated to act "in loco parentis" are required to sign any incident/accident reports from the day at pick-up. The classroom teacher will be able to briefly discuss the matter with you at pick-up. However, should you feel it necessary to have an in depth discussion or meeting, it is most appropriate to schedule the meeting for a later date because the teacher is responsible for supervising the remaining children in the classroom. A telephone conference may be scheduled for later in the day or for the next day at nap/rest time if the parent(s) is unable to meet at the center during the course of the day.

Parents will be notified by incident/accident report that a biting incident occurred during the course of the day. The staff may not discuss with either parent the identity of the other child involved in the incident. This information is considered to be confidential and can not be disclosed. Blossom staff cannot discuss the medical history of any child involved in a biting incident with the other party. It is recommended that any child involved in a biting incident be seen by their family physician if the parents are concerned about communicable diseases possibly resulting from the biting incident.

Dispensing Medication

Blossom will only dispense over-the-counter and/or prescription medication that is in original, labeled containers, and is accompanied by a doctor's note with explicit dosage and administration instructions. Blossom will only give medication to the child for whom the doctor's note is written and for whom the medication container is labeled. One doctor's note per course of treatment is required. If a child, for example, is to be given a course of antibiotics for 10 days, the doctor's note must identify the dates that the medication is to be given.

Parents are required to complete a Medication Form each day that medication is to be dispensed. Medication Forms can be obtained from your center director. Medication Forms, doctor's notes and medication are to be turned into the center director.

Blossom will dispense over-the-counter, fever reducing/pain medication (ex. Children's Tylenol, Children's Motrin) on an as needed basis, **with a doctor's note** detailing the recommended reasons for administration and appropriate dosage. Parents are required to supply an unopened bottle of the fever reducing/pain medication clearly labeled with their child's name. (One note and bottle of fever reducing/pain medication is required per child.) Prior to administering fever reducing/pain medication, staff will

Blossom Childcare Center

contact a parent or person listed on emergency contact form, if a parent can not be reached, to inform them of our need to administer the medication. Staff will also inform the parent or emergency contact person if it is necessary for the child to be picked up due to illness. Refer to the policy listed above regarding picking up ill children.

Parents are responsible for ensuring that all prescription medication is properly labeled by a pharmacist and replaced prior to the expiration date.

Fire/Emergency Drills

Blossom conducts monthly fire and emergency/evacuation drills. Parents, staff and children will not be made aware of drill dates or times, as this is the most effective way to assess the effectiveness of fire and emergency/evacuation plans.

During a fire/emergency drill or real fire/emergency situation, parents may not sign children into or out of the program. Parents must wait until the drill is complete and children have returned to the building to sign their child into the program. Parents may feel free to wait with the child's class in the designated safe-zone outside of the building until the drill is complete. In the event of a real fire/emergency situation, the director or designate will inform each classroom teacher that the school will be closing. At this time any parents waiting to sign their child in will have to leave the premises with their child. All other parents or emergency contact persons will be notified by telephone of the situation. As with the sick child pick up policy, children must be picked up within 45 minutes of the telephone call.

Parents wishing to sign their child out of the program during a fire/emergency drill or real fire/emergency situation are expected to have patience with the staff as they are trying to maintain order during a often hectic and dangerous situation. If the center is in the midst of a fire/emergency drill, parents will be required to wait until the drill is completed and the staff and children are returned to the building to sign their child out of the program. If the center is having a real fire/emergency situation, parents will be asked to wait until the director or designee has accounted for all staff and children and gives the staff permission to release children. Once again, it is important for parents and staff to work together, remain calm, and cooperate with the fire/emergency personnel and center administration during these important and critical situations.

Alternate/Safe Location

Should the administration of Blossom or any emergency services personnel determine the building which houses the child care agency to be too dangerous to be occupied, the staff and children will be taken to the location designated in the evacuation plan located in the center lobby. Once the children are assembled here, the staff will begin contacting parents or emergency contact persons for pick up. As stated before, children must be picked up within 45 minutes of the telephone call.

Blossom Childcare Center

Clothing

Children are engaged in various activities during the course of the day; some of these activities can be messy, and/or athletic in nature. Additionally, children are engaged in outdoor play daily, weather permitting. Due to these activities, children are required to be dressed in seasonably appropriate, comfortable clothing.

Open toed, and/or open backed shoes are not permitted. The most appropriate type of shoes for participation in school activities are rubber-soled, sneakers/tennis shoes.

Children are required to have at least one seasonably and size appropriate complete change of clothing at the center at all times. Children under 3 years of age are required to have two seasonably and size appropriate, complete changes of clothing at the center at all times. A complete change of clothing includes, shirt, pants, underwear, socks, and shoes. Teachers will post reminders for parents to update changes of clothing as the weather begins to change. All clothing items must be clearly labeled with the child's first and last name. This includes coats, hats, gloves, scarves, and boots. is not responsible for lost or damaged items of clothing.

Jewelry

Blossom understands that jewelry is fun to wear and may be an integral part of a family's culture. We would like to point out though, that It is a safety hazard for your child as well as the other children enrolled in the program. We want your children to have fun and not have to worry about losing something. If at any time, a piece of jewelry is causing a problem of any kind (safety, damage, etc), your child's teacher will remove it and return to parent at the end of the day. A Director/Teacher may choose to create a NO Jewelry policy if it ever becomes an issue.

Blossom is not responsible for damage to or loss of any articles of clothing or jewelry.

Meals/Snacks/Food Policies

Each family will provide their child's meal for lunch while at Blossom as we do not have a working kitchen. Bottles and Breast milk will be heated up in hot water. Blossom will provide snacks for the Preschool Program and any older Infants that are clear to eat those snack items.

All age groups:

For the safety of your child, parents are required to provide notification, in the form of a doctor's note, of any allergies (food or otherwise), with instruction for treatment should a child have an allergic reaction. Parents are required to provide written notification of any food/dietary restrictions. (i.e. lactose intolerance, vegetarian diets, wheat free/gluten free diets)

Blossom will never use food as a punishment. Children will never be denied participation in lunch or snack time for behavior reasons.

Blossom Childcare Center

Infant classroom: Parents are required to complete a Needs and Services Plan for their child and up date it as your child's feeding requirements change. Staff will complete a daily chart for each child detailing for the parent what the child ate, when, and how much.

Breastfeeding mothers are welcome to come to the center during the day to feed their child and of course dad's to offer their child a bottle as well. Appropriate, private feeding locations are available. Please discuss your desire to come to the center to breastfeed your child with the classroom teacher.

Infant food, bottles and formula must be clearly labeled with your child's name and taken home to wash/sanitize each night.

Breast milk must be clearly dated and labeled and stored in Blossom freezer and any leftover milk must be taken home or it will have to be discarded.

Preschool Program: To promote good manners, eating habits and socialization skills, children will eat in their classroom unless they are out on a picnic/field trip.

Please pack your child a healthy meal so they may have optimal energy to play and have fun. If you have any questions or would like some info on healthy food choices for children, don't hesitate to ask.

Allergies

It is critical for your child's safety that we know of ANY food or other allergies. Please be sure to talk with the Program Director and your child's teacher so that they can create a safety plan. The Program Director will contact you with any questions that may arise.

Blossom Childcare Center

Holidays/Closures

Blossom will be closed on the following holidays:

Martin Luther King Jr. Day

Columbus Day/Staff Development

Presidents Day

Veteran's Day

Memorial Day

Thanksgiving and day after

July 4/Independence Day

Christmas day through New Year's Day

Labor Day

Birthdays/Celebrations

Birthdays are important and fun.

Please let us know if you would like to bring in a special, healthy snack for your child's birthday to share with his/her classmates.

*We will try to notify you ahead of time if you may not want your child to join in on a celebration.



Blossom Childcare Center

Parental Rights

Community Care Licensing

NOTIFICATION OF PARENTS' RIGHTS

THIS NOTICE MUST BE POSTED IN A PROMINENT, PUBLICLY ACCESSIBLE AREA OF THE CHILD CARE CENTER

AS A PARENT/AUTHORIZED REPRESENTATIVE, YOU HAVE A RIGHT

- 1. Enter and inspect the child care center without advance notice whenever children are in care.**
- 2. File a complaint against the licensee with the licensing office and review the licensee's public file kept by the licensing office.**
- 3. Review, at the child care center, reports of licensing visits and substantiated complaints against the licensee made during the last three years.**
- 4. Complain to the licensing office and inspect the child care center without discrimination or retaliation against you or your child.**
- 5. Request in writing that a parent not be allowed to visit your child or take your child from the child care center, provided you have shown a certified copy of a court order.**
- 6. Receive from the licensee the name, address and telephone number of the local licensing office.**
- 7. Be informed by the licensee, upon request, of the name and type of association to the child care center for any adult who has been granted a criminal record exemption, and that the name of the person may also be obtained by contacting the local licensing office.**
- 8. Receive from the licensee the Caregiver Background Check Process form.**

<http://www.cclcd.ca.gov>

For the Department of Justice "Registered Sex Offender" database, go to www.meganslaw.ca.gov

NOTE: CALIFORNIA STATE LAW PROVIDES THAT THE LICENSEE MAY DENY ACCESS TO THE CHILD CARE CENTER TO A PARENT/AUTHORIZED REPRESENTATIVE IF THE BEHAVIOR OF PARENT/AUTHORIZED INDIVIDUAL POSES A RISK TO CHILDREN IN CARE.

Licensing Office Name: COMMUNITY CARE LICENSING

Licensing Office Address: 801 Traeger Ave., Suite 100 San Bruno, CA 94066

Licensing Office Telephone Number: (650) 266- 8843

Blossom Childcare Center