

Infant Toddler Preschool

Pre-K

“A Little GEM in the Peninsula”

**Parent Handbook**

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**1.0**

**Mission Statement**

Our team is passionately committed to providing a loving, safe, educational

child care environment that supports each child's gift of learning.

Our goal is to teach each child who comes through our doors that they are safe

outside of the home, the importance of respect and good manners, and to

encourage their love of learning so that it continues with them throughout their entire life.

We will do this by performing, "acts of caring" to

create a major impact in the lives of each child.

Dear Parent,

We warmly welcome you and your family to Little Bloom Early Child Development Center. We are very honored you chose US to care for and educate the most precious people in your lives. You have our promising word that we will do everything in our power to strive to keep your child safe, sound and utmost happy.

What started out as a business venture, Contractor and Dad of Sevilay and Emre had an opportunity to help build a preschool that would be, "custom fit" for his own children. He had the opportunity to help build the preschool his children would attend. The Center opened in May of 2010 and later in January of 2012; it would be run by his spouse, Reyhan Uygur, Family Nurse Practitioner (FNP) and mother.

The school was built with a vision that if parents could not take their children to a museum every day, that the museum would come to them. Hence, the Submarine in the middle of the Center was built. Little Bloom Early Child Development Center takes great pride in having created a, "gem" center where your child/ren are not only educationally but also visually stimulated. We are the new generation preschool that every child dreams of attending and will remember for the rest of their lives.

At Little Bloom Early Child Development Center, "Safety" is our first concern. Aside from the code key in the front door, we have over ten surveillance cameras throughout the center. Teaching and modeling a Healthy Lifestyle is our second most important goal. Eating right, performing YOGA every morning before circle time and emphasizing good hand washing among staff and children are ways we strive to promote healthy lifestyles. "Loving Environment and Love of Learning" is our third vision and goal. We decided to keep, "walls" out of the classrooms to eliminate such young children from feeling bored of being within four walls for long periods of time. From every snack purchased, to teachers hired, to curriculum initiated, you have our word that only if it is good enough for our own children, will it be good enough for yours!

Because the early years are critical in human development, what is learned now will forever be with your child as they enter adolescence and continue on to adulthood. That is why building a grounded foundation in childhood is critically important for them to become successful adults. We promise that at the end of their journey at Little Bloom, they will walk away with life's greatest gift... learning competence...so they may take advantage of every opportunity presented to them in their journey through life.

Licensed by the Community Care Licensing Division of California, the center is dedicated to the development of children and we commit to exhibit our core values in everything we do.

3.0

**Little Bloom’s Core Values**

**Creativity**... our team will deliver research based, multi-sensory curriculum to challenge and fulfill each child's curiosity

**Health & Safety**... we commit to offer the best possible environment for the mind and body of each employee and child.

**Integrity**...we commit to treat each individual equally and fairly and to run a sound business that provides a service you can rely on.

**Love**...of our profession and of children to create a relationship where everyone will feel safe and free to be who they are.

**Diversity**...of our experienced team and uniqueness of each child and the various backgrounds they all bring to the center.

We consider it an honor that you have allowed us to be part of your child's development, we are looking forward to watching them grow. Thank you for letting our family take care of yours.

Reyhan Uygur , Family Nurse Practitioner Kyra De Guzman

Executive Director - Part Owner Program Director

**4.0 The Curriculum**

At Little Bloom Early Child Development Center, everything we do from play to our curriculum to creating the environment that we have will provide opportunities for the children to practice and learn social, motor, cognitive, emotional, and fine/gross motor skills.

**The Infant** Program has a curriculum based on multi-sensory learning. Our licensed and trained teaching staff creates learning opportunities for each child. They incorporate the concepts of trust, discovery, gross/fine motor skills, language, understanding and the feeling that they are safe outside of the home. The classrooms are set up to promote exploration and they are warm, inviting and stimulating for our young learners. Because the infant years are so delicate, we utilize an application named, "Baby Connect" where you will receive real-time information of your baby's day at the center. Because it is so crucial that you should be a part of every ounce of milk and every minute slept, you get reliable information from work or home exactly at what time, for how long your baby's activities have occurred. We wouldn't want you to miss a moment in the first years.

**Our Toddler** Program embraces the children's new found need for independence and drive for exploration. A passionate team of teachers creates a welcoming safe environment with a curriculum that can keep up with the children's energy. Their day includes circle time, fine / gross motor, language, art, music, block play, story time and outside play. This beginning stage of group structure will prepare the children for their next big adventure...Preschool.

**Preschoolers** show much success when involved in hands on learning and multi-sensory activities. The design and flow of the classrooms have been specially thought out to promote a maximum learning environment while feeling as if they were at play! Our experienced teaching staff delivers creative curriculums that keep the children interested and involved with tons of dancing and music. Our year round curriculum incorporates the Handwriting Without Tears, Musical Letter Sounds and Music Together programs. This includes circle time, fine/gross motor skills, art, dramatic play, science, music, sand/water play, block play, story time and outside play.

**Pre-K** is very similar to Preschool... just a higher level curriculum. These children are learning writing; the letter sounds eventually blending letters which is the initial step in reading. Fine motor is focused on a little more as well as following a classroom schedule. Ongoing studies of essential key experiences will prepare our students for their next phase in life...Kindergarten. It is our personal goal that children are one step ahead as they enter kindergarten successfully!

You will see various learning centers and activities throughout Little Bloom , not every learning center is appropriate for every age group, below is a listing of how each center supports your child:

 **Circle Time** is a group gathering where we share ideas, plans, and observations. Circle activities are designed to stimulate youngsters' thinking, enrich their social skills, and expand their attention spans. We offer two circle times a day, one in the morning and one in the afternoon. Our morning circle focuses on curriculum implementation and our afternoon circle focuses on language and supports the curriculum using:

 **The Musical Letter Sounds**, a beginning phonics musical reading program which is designed to help children learn important beginning reading skills in a fun-filled way. This program is exclusively being offered at Little Bloom. The program is intended to build children’s knowledge on letter-sound correspondence/association using the “letter name-keyword-letter sound” sequence. It is aimed to support oral language development and increase phonemic awareness. Ultimately perhaps making your kindergartener one of the few or even the ONLY in his/her class who CAN READ!

**Handwriting Without Tears/Get Set for School,** this award-winning curriculum is developmentally appropriate and designed so that all children can thrive and build a strong foundation for kindergarten. The program uses music and movement to engage children and help them develop good learning habits. Children learn actively as they play, color, draw, count, build, and sing. Your children will learn important readiness, early writing, literacy, and math skills. These potentially complex subjects will be broken down into simpler tasks that develop on what children already know. This way, they can master skills one step at a time as they build lifelong learning habits.

**Music Together**, The Music Together® program helps all children learn music in developmentally appropriate ways. Music Together's music program uniquely integrates music experiences at home with those in school to create a music-making community which supports a child’s language, cognitive, emotional, social, and physical development. The classes include an artistically conceived flow of songs, rhythmic rhymes, instrumental jam sessions, finger plays, and movement activities. The combination and types of activities are researched-based and support children’s developing competence in tonality and rhythm. In addition, activities evolve from the child’s world and include vocal play, animal sounds, rhythm play, language play, and a good bit of genuine fun. Children are not just consuming music; they are becoming life-long music makers.

**Art Activities** help children to creatively express their thoughts and feelings. They help reinforce

fine-motor skills and concept development in areas such as colors, shapes, and size relationships.

**Dramatic Play Activities** help children express themselves, practice life skills, improve social skills,

increase self-esteem, build vocabulary, and solve problems.

**Science Activities** offer children many hands-on opportunities for observation, exploration,

investigation, making predictions, and experimentation.

**Sand and Water Activities** allow youngsters to experiment with textures and the properties of

different substances. These activities also promote the development of other skills, such as math,

science and language.

**Block Play** gives children experience with many different concepts, such as shape and size discrimination, spatial relationships, number skills, balance, organization, cause and effect, and

classification. Cooperative play skills, problem solving, and creativity are also promoted in block play.

**Story Time** is designed to help youngsters develop an appreciation and enjoyment of literature.

Reading activities enhance children's vocabulary and comprehension skills.

**Gross-Motor Activities** give children the opportunity to use their muscles ñ as well as their imaginations ñ as they engage in fun, healthy exercise, such as running, jumping and climbing.

**5.0 General Management, Statement of Purpose, Philosophy**

At Little Bloom, we are dedicated to providing a warm and nurturing atmosphere for both the children and our staff. Our Center offers a program of developmentally appropriate experiences based on an **Emergent Curriculum.** We have a focus on project based investigations that offers meaning for your child's learning and promotes your child ownership of the learning process.

Our teachers ensure children achieve the skills, attitudes and values by engaging them in the learning process through play. This promotes success, and in turn, a love of learning. The success of this approach is achieved through collaboration with parents, careful observation by our trained and experienced staff and consideration of our community context.

**5.1 SPECIAL PROGRAMS**

**Spanish** language skills are introduced during circle time.

**Holidays and Birthdays** are celebrated with festive parties

**YOGA** isintroduced every morning for children ages 2 to 5.9 years old.

**SOCCER** program

**MUSIC** program

**5.2 Characteristics of Children Served**

Little Bloom welcomes applications from children between the ages of 6 weeks to 6 years with varying developmental and family needs.

Children with Disabilities - Prior to admittance into the program, the center can request from the parent any related information from the local education agency, or other health or service provider to assist in determining if the center has the capability to meet the child's individual needs.

Little Bloom admits those children who will benefit from the programs and services offered. Children will only be admitted within the Staff / Child ratio guidelines and within our licensing capacity.

**5.3 Intake Procedures**

We believe that the initial steps we take when admitting a child into the program is of the utmost importance. This is an extremely emotional time for the parents and the child. Parents are concerned with the well-being of the child and the child is dealing with separation from their parents into an unfamiliar environment. We begin to build the bridge of trust with the parents and child during the parent tour and continue to strengthen that trust with the transition/trial day to give the child and the family time to interact with their teachers, assistants, and new friends prior to their first day. We have implemented the following steps to ensure that family and the center are successful with this new separation, but will adjust it based on the family’s individual needs.

 **5.4 Initial Tour:** The purpose of this tour is to get acquainted with the parents and answer any questions about the program, communicate what will be expected of them and what they can expect of the center. This is made to familiarize them with the center and the set up. Introductions to the Teacher and Assistants in the room the child will be assigned to will be made. If the child is at this meeting we will invite them to play in the classroom with or without the parents, depending on their preference. Once it is determined that Little Bloom Early Child Development Center offers a program that meets the needs of the family and the Child, the Parent Handbook and Forms will given to the Parent to take home and be completed.

 **5.5 Parent Handbook and Forms Completion:** To best fit the child's development needs and to ensure all parental information is complete the following enrollment process must be followed and copies filed in the child's record:

 A. Parent Agreement

 B. Form LIC 700 - Identification and Emergency Information

 C. Form LIC 627 - Consent for Medical Treatment

 D. Form LIC 613A - Personal Rights

 E. Form LIC 995 - Notification of Parent's Rights

 F. Form LIC 702 - Child's Preadmission Health History

 G. Form LIC 701 - Physician's Report. Child's Pre-Admission Health Evaluation

**5.6 Pre Start Drop-Off/Transition Day:** We encourage the parents to bring the child to the center for a trial session prior to the start date. To assist in easing the separation between the children and their parents leaving their children for the first time away from home we offer a Pre-Start Drop Off at the center for an hour up to three hours. This gives the parent and the child practice of the schedule and the separation. Pre-Start visits to the center require all enrollment documentation in place and coordination of scheduling with the Director in advance to ensure staffing ratios are adequate for the visit. This service is no extra charge to the family. The best days for pre start drop off are Mondays and Fridays.

**5.7 First week of school:** We encourage the parent to stay with the child for the first 15 to 30minutes on the first day and stagger that time down to 5 minutes by the end of the first week. This will allow the child to be in the unfamiliar environment with the parent so they can get adjusted. We also encourage the parent picking up the child to spend some time in the classroom at the end of the day so the child can show you the activities they did that day and meet some of their new friends.

**5.8 Schedule**

Children need both routines and flexibility, the schedule is subject to change whenever necessary to meet individual needs or provide unique experiences that do not fit these time frames.

**Preschool Schedule:**

07:00 - 08:30 Child directed activities and table toys

08:30 - 08:45 Hand washing

09:00 - 09:30 Snack (two food elements from the food pyramid)

09:45 - 10:00 Circle time

10:00 - 10:30 Morning activity

10:30 - 10:45 Bathroom break and hand washing

10:45 - 11:30 Outside play

11:30 - 11:45 Hand washing

11:45 - 12:15 Lunch

12:15 - 12:30 Bathroom break and hand washing

12:30 - 2:00 Rest time

2:00 - 2:15 Bathroom break and hand washing

2:15 - 3:00 Afternoon activity

3:00 - 3:15 Hand washing

3:15 - 3:30 Snack (two food elements from the food pyramid)

3:30 - 3:45 Bathroom break and hand washing

3:45 - 4:30 Outside play

4:30 - 4:45 Hand washing

4:45 - 5:00 Afternoon Circle Time

5:00 - 6:00 Child and teacher directed activities/Tea Time Snack

**Toddlers’ Schedule**

07:30 am Child Directed Activities

09:00 am Diapering

09:15 am Handwashing/Snack

09:30am Circle Time

10:00 am Group Learning activity

10:30 am Outdoor Play

11:20 am Handwashing/Diapering

11:30 am Lunch

12:30 pm Nap

2:30 pm Diapering

3:00 pm Snack

3:30 pm Afternoon Circle Time

4:15 pm Outdoor Play

5:00 pm Handwashing/Diapering

5:30 pm Child Directed Activities/Tea Time Snack

 **5.9 Services Provided**

 We offer only full time childcare for children between the ages of 6 weeks to 2 years. However, we offer part time as well as well as full time service for children 2 - years of age. The Center is open Monday through Friday from 7am to 6pm. We offer four programs: Infant, Toddler, Preschool and Pre-K

**5.10 Non-Discrimination**

 At Little Bloom Early Child Development Center, ALL children, regardless of their gender, race, religion, national origin, cultural heritage, political beliefs, disability, sexual orientation, or creed will be welcomed into the Program.

**5.11Management**

Ms. Kyra De Guzman, our Program Director is responsible for managing the program and the curriculum, the staff, and business related decisions. The Infant and Toddler Programs report to Ms. Kyra. If you have any questions or concerns, you may discuss them with Ms. Kyra.

Each classroom is managed by a Classroom Lead Teacher. The Team Leader is responsible for

the overall management of the classroom they are assigned to supervise the employees in the room and initiate the curriculum. They are in charge of the overall classroom and report directly to the Program Director.

**State Regulations**

Little Bloom Early Child Development Center is licensed by: Community Care Licensing Division – Peninsula Regional Office

801Traeger Ave. Suite 100, MS 29-04

San Bruno, CA 94066

Phone nos. (650) 266-8843

Little Bloom Early Child Development Center commits that management and all employees will abide by the policies and procedures set forth by the Licensing office. We are obligated by the state of California to abide by all laws and allow the Licensing representative into our facility at anytime to ensure we are in compliance and grant access to the records, staff and references.

**6.0 Staffing Ratios**

The Community Care Licensing Division sets the minimum requirements for the staff to children ratios we must always maintain. Infant and Toddler ratios: 1:4, 1 teacher is to four children. Preschool requirement is 1:12. HOWEVER, Little Bloom will always attempt to meet or exceed staffing policies at all times.

**7.0 Policy Changes**

If you have any concerns regarding any of the policies at Little Bloom, please see the executive director, Ms. Reyhan Uygur or our program director, Ms. Kyra De Guzman. If you wish to remain anonymous feel free to write a note and leave it in the Payment Mailbox located at the front of the center. Little Bloom Early Child Development Center has the right to change policies for the good of the children and / or the center. **Nothing in this handbook is a contract or a promise. The policies can change at any time. Proper notification of at least 30 days will be given when possible to all families of the changes.**

**8.0 School Holidays**

Little Bloom Early Child Development Center observes Legal Holidays and school closures for trainings and Staff Development days:

New Years’ Day Martin Luther King Day

President's Day Memorial Day

Independence Day Labor Day

Columbus Day Veteran's Day

Thanksgiving and the Day After

The last Thursday and Friday of August (the week prior to Labor Day) annually for Staff Development Days.

We are also closed from December 23 - January 03 annually (unless otherwise notified)

**9.0 Contracted Services**

So we can ensure the adequate staffing is in place at all times at the Center, as outlined by our Licensing agency, please arrive and depart at the times contracted for in your enrollment contract. If you need to make adjustments due to your schedule, temporarily or permanently, please advise the Director to ensure our staffing meets or exceeds state requirements.

**10.0 Payments**

Tuition is due first day of the week your child attends the center. Families may pay the annual tuition

in full by September 01, and receive a five percent (5%) discount. Monthly tuition is due on the first of each month. **No credit will be given for illness, holidays, teacher workshop days or winter break**. If we do not receive a payment by the fifth of the month that it is due, your account will be charged a $10 late fee on the sixth day of the month and $10 every day after until it is paid in full. Three late payments within a six month period may be grounds for termination of services. Invoices will automatically be generated, put in your child's sign in/ sign out, and due immediately. I f you are having difficulty making payments please see our Program Director immediately. We require a $150 dollar, non-refundable registration fee. This fee will be charged to your account automatically annually on the fist of your anniversary month enrolled. Second child will be $100 / annually. There are no reductions in tuition for non-attendance for any reason. Little Bloom Early Child Development Center accepts personal checks, money orders, credit cards (Visa or MC), and cash. Checks or money orders should be made out, “Little Bloom” and have the child's name on it. You may also place your payment in the Payment Mailbox. A $25.00 fee will be charged to your account for any returned checks. Continued returned checks will result in only cash or money orders being accepted by you for tuition payments.

 **In an effort to continue to offer you a quality program, it has become necessary to increase our monthly tuition rates annually, every January 1st. This increase will reflect a 5% increase in the monthly rate.**

**10.1 Vacation Credit**

Little Bloom Early Child Development Center allows 1 week per child of vacation credit annually, with at least two week notice in writing to the Director. The vacation credit will go towards the following month. You may take this after you have been at the center for 4 consecutive months. The discount

can only be taken one time between January- December and not within 12 months. Full time children who are enrolled five consecutive days are allotted 5 vacation days per year. Children attending 4 days or less are given the amount of days they are attending. One week vacation credit may be taken in increments of 2, 3 or 4 days for a total of five days per year.

**10.2 Late Pick Up and Overtime Charges**

Little Bloom Early Child Development Center closes at 6:00pm. If you are unable to meet this deadline, please notify the center immediately. Children must be picked up by our closing time at 6pm. Please arrive 15 minutes prior to your child’s pick up time in order to have ample time to converse with teachers about the activities of the day. At exactly 6 pm, all children in the facility will be brought into the office. Parents will be given a late notice to sign, payable within 24 hours in cash or check and dropped into our payment box located in the office. If no payment has been made into our drop box or Director, an automatic balance will be added to your following monthly tuition bill, whether you receive a courtesy statement or not.

Late pickup charges will be $1 per minute for the first 10 minutes then $20 for every 10 minute increment. More than 3 late pick-ups may be grounds for termination of services.

If you continue to pick up your child late from the center your contract will be terminated. If we are unable to contact you or other authorized pick-up is for your child we will contact the Department of Social Services to assist us with the child. All full-time enrollments are considered more than 4 hours per day within the scheduled hours of operation. Part-time enrollment is based on a 4 hours or less.

**10.3 Termination of Services**

If you choose to withdraw your child from Little Bloom Early Child Development Center, we require a 30 day notice in writing to the Director. If a 30 day notice is not possible then two weeks payment will be substituted for the notice. Little Bloom Early Child Development Center reserves the right to terminate services, through written notice and verbally, for reasons including but not limited to: We are unable to provide the child with the appropriate environment they require for their development or behavior needs; A person, child or parent, is disruptive, abusive, aggressive or causes situations that may put

themselves, other children and or employees in harm physically or emotionally.

Prior to your contract being terminated due to your child's development or behavior needs we

will attempt to:

- Schedule a meeting with you, the Teacher, and Program Director and we will discuss and come up with a plan of action on how to support your child and their needs.

- After a period of time, as decided by the Program Director, we will schedule another meeting and update the report.

- If there is still no change with your child we will request a final meeting with you to discuss the termination of services. This may be a two week notice or immediate termination. The Center reserves the right to terminate services immediately if we feel a person, child or parent, is abusive, physically or emotionally or any other reason that may put someone at immediate risk.

**11.0 Transportation**

You are responsible for your child's transportation to and from Little Bloom . If your child is required to be transported for emergency medical services, we will call 9-1-1 for medical transportation. It is against company policy for an employee of the center to transport a child in a vehicle. You are responsible for bringing your child into the center, signing the child into their assigned room in the sign in /sign out binders located at the classroom entrance, and letting the teacher know your child is there. From that point we are responsible for your child.

**12.0 Notifications from the Parent**

Please be sure to notify us when the following information changes, keeping your children’s records up to date help insure safety for your child. Notification forms can be in writing by you or using the form located on our website:

 Home telephone number or cell number of the child or parent(s)

 Home address of the child or the parent

 Emergency contact information and their phone numbers

 Employment information including phone number

Child's Pediatrician

Medical status regarding allergies

Special or new emotional or physical conditions

Any other information you feel we should be aware of

**12.1 Authorization of Release of Children**

If your child is going to be departing with someone other than the usual authorized person, please notify the Classroom Team Leader or Program Director. The person picking up the child must be listed on the Lic 700 form, Child Release - Authorized Persons other than parent and have a photo id. For the safety of the children, we will not release any child to any unauthorized person. We do not accept phone calls from the parent authorizing a person not listed on the Child Release form, it must be done in person and documented. Absolutely, NO exceptions.

 **12.1a Front Door Access / Code Key**

In order to keep our children safe, we have implemented a code key system in our front entrance. You will be given a private four number code. **Please do not give your door code to anyone!**

Each family that is enrolled will be given a special code for entry. We especially request that EVERY INDIVIDUAL that is on the child’s emergency pick up list has THEIR OWN code. Husband and wives should NOT share a code, nor should codes be given to babysitters, aunts, uncles, grandparents etc. that are in town to pick up the child.

Everybody at Little Bloom Early Child Development Center knows that the only place on earth to NOT be kind to hold doors for strangers is at the front entrance of the Center.

Please do not hold the door for the next family entering. Allow them to press their OWN code to enter. They may be a family you are very familiar with but you may not know if they are still enrolled.

 **12.1b Security Cameras**

At Little Bloom, we have over 10 video surveillance cameras throughout the Center. This makes it possible for us to monitor safety in the classroom from our office allowing us to have extra eyes and ears.

 **12.1c Sign In / Sign Out**

It is a mandatory requirement by our Childcare Licensing Agency that EVERY child enrolled and entering into a classroom for the day is, “signed in” and upon pick up is, “signed out” by the authorized individual.

Every classroom has a, “sign in and sign out” binder. Please be sure to sign your FULL signature and time of drop off and pick up.

These forms are very crucial for when in case of an Emergency. Should there be a need to evacuate the children from the Center, the designated teacher will obtain this notebook and we will do a headcount outside at our designated meeting place.

**We will do random audits at least once a week on our, ‘sign in and sign out” forms and should we find it incomplete, we will charge you $20 per unsigned date. We reserve the right to do this without consent.**

**12.2 Child Custody**

Unless a copy of a Court Order granting custody to only one parent is on file at the center, the staff do not have the legal authority to refuse a child to the legal parents. If a parent who does not have legal custody arrives to pick up the child, we will refuse to let the child leave the center by citing that we are obeying the court order in the files. If a custody situation occurs please advise the Executive Director immediately.

**12.3 Parents Rights/ Confidentiality**

Little Bloom Early Child Development Center believes strongly in the importance of confidentiality. We respect the privacy of the relationship Little Bloom Early Child Development Center has with the children and their families. Any information regarding the children and their families, whether it is personal, developmental, or other information will be held in the highest of confidence. If you feel confidentiality has been breached you should contact the Executive Director or Program Director and you can expect the following:

• have the issue addressed by Management in a prompt and responsible manner

• may do so without reprisal, criticism, or negative consequences

• can expect that the investigation of such concerns will be handled fairly, objectively, and with the appropriate level of confidentiality and discretion

• will be informed of the results of the investigation upon its completion to the extent that is appropriate

• will have his or her rights respected

• can expect that the rights of those who have been accused of harassment or discrimination will also be respected.

**12.3 Parent Conferences**

As part of Little Bloom Early Child Development Center commitment to each child's development, a written progress report will be completed twice annually by the teachers, signed off by the Program Director at which time a conference with the guardian will be set up. At the conference, the child's progress and development will be discussed. Goals will be set if applicable.

**13.0 Children's Records**

Little Bloom Early Child Development Center maintains children's records in accordance with the regulations set forth by the Licensing agency, and are kept in the Directors office. Access to the files is limited to the Executive Director, Program Director, the teacher assigned to the child, and the parent. Each person entering data into the record must do so legibly, date and sign the entry and the record must always be current.

The following is a list of what will be included, but not limited to, in the child's individual record:

1. All enrollment information obtained

2. Medical records obtained when the child was enrolled

3. A record of any prescribed medications administered to the child

4. A record of any referrals made

5. Copies of periodic development reports

6. Individual program plans and periodic review of such plans for any special needs children

Each record will be retained for 3 years after the child has left the program, unless the record has been transferred to the parent. The parent is required to write a letter to the Program Director authorizing the release of the documents and to whom they are authorized to go to. There is no charge for copies or transferring of records. Parents may view the child's records at any time; add information, comments or any other relevant materials. You also have the right to request deletion or amendment of information contained in the records. The procedure for this is:

1. If the parent is of the opinion that adding information is not sufficient to explain, clarify or correct objectionable material in the child's record, the parent shall have the right to a conference with the Program Director and Executive Director to make his / her objections known.

2. The Program Director and / or Executive Director shall, within one week after the conference, render to the parents a decision in writing stating the reason or reasons for the decision. If the decision is in favor of the parents, steps will be taken immediately to put the decision into effect.

We will notify you if your child's records are subpoenaed.

**14.0 Child Guidance**

A child is a natural born explorer and as they test their control and reaction of people and situations they may exhibit aggressive behaviors (biting, kicking, hitting, etc) towards others.

Our plan supports the children to:

• Be safe with themselves and with others

• Feel good about themselves

• Develop self-control and good coping skills

• Appropriately express their feelings

• Become more independent

• Balance their needs and wants with those of others

• Learn new problem-solving skills, including non-violent conflict resolution

• Learn about conservation to use equipment, materials, and other resources in caring, appropriate ways

To create a supportive educational environment, the Teachers together with the Program Director, will arrange the environment, including furniture and age appropriate materials, to encourage active learning and independence.

 We commit to:

• Set up classrooms so that there are many choices and skill levels available

• Create and maintain a positive atmosphere and attitude in each classroom

• Make sure each classroom is clean and safe

• Set limits that are consistent and understandable

• Encourage and recognize every child's efforts

• Work together with the child's Parent(s) for the child's best interest

Classroom Team Leaders will deliver a stimulating, creative, nurturing, and non-judgmental environment by ensuring that the curriculum schedule for each day is age appropriate, prevents boredom, waiting, hurriedness, with time to relax and enjoy activities, as well as a daily routine with ample opportunity for children to select activities and move between them at their own pace, and that gives children ample notice of transitions ahead of time. The Teachers are committed to the children's learning process and will be flexible to meet each child's individual needs.

We believe that it is important to allow the children to participate in the establishment of rules and procedures where appropriate. When expectations are reasonable conflicts are kept to a minimum. Leading by example, the Little Bloom Early Child Development Center team will exhibit model behavior at all times and will reinforce positive behavior by recognizing children's positive actions. If a child exhibits any aggressive behavior our staff will:

1. Explain the behavior and feelings to the child and discuss how to manage it in a positive way

2. Re-direction / distraction, changing the child's focus to an acceptable activity

If the inappropriate behavior continues, the following steps will be taken, and recorded by the child’s teacher:

1. Stop the child from doing the inappropriate behavior. Take him/her aside, state both the inappropriate and appropriate behavior. Focus on the appropriate.

2. Reinforce appropriate behavior. Encourage and help the child to follow through.

3. Help the child identify and understand his/her feelings.

4. Have a Teacher assigned to the child to encourage his/her positive behavior.

5. Discuss the child's behavior with the Parent(s) and work in close partnership to resolve the inappropriate behavior

6. Schedule a meeting with Teacher, Parent(s), and Program Director to discuss child's behavior and solutions to his/her behavior:

a. All meetings will be documented and placed in the Child's record

b. Special arrangements called shadowing can be utilized with the child if the parents will cover additional cost for the service.

If the inappropriate behavior still persists, the Teacher and Program Director will then:

1. Schedule another meeting to speak with the Parent and include the Executive Director

2. If within two weeks the behavior does not change, or there is a lack of parental cooperation,

the child will be dismissed from the center. The parents will receive a written termination notice from the Program Director. The parent will sign the notice and return it to the Director. If the parent refuses to sign the notice it will be sent via registered mail to the child's residence. If a child is classified special needs by an outside agency, Little Bloom Early Child Development Center should have written documentation at the time of enrollment. This documentation is placed in the child's file, which will assist the teachers in meeting your child's needs.

Little Bloom Early Child Development Center has a zero-tolerance policy against the following behaviors against a child: (not limited to)

1. Spanking or other corporal punishment of children

2. Subjecting children to cruel or severe punishment such as humiliation, verbal or physical abuse, neglect, or abusive treatment

3. Depriving children of meals or snacks

4. Force feeding children

5. Disciplining a child for soiling, wetting, or not using the toilet; or forcing a child to remain in soiled clothing or focusing a child to remain on the toilet, or using any other unusual or excessive practices for toileting.

Any individual who raises a concern about an employee regarding this policy:

• is entitled to have this issue addressed by Management in a prompt and responsible manner

• may do so without reprisal, criticism, or negative consequences

• can expect that the investigation of such concerns will be handled fairly, objectively, and with the appropriate level of confidentiality and discretion

• will be informed of the results of the investigation upon its completion to the extent that is appropriate

• will have his or her rights respected

• can expect that the rights of those who have been accused will also be respected.

All behavior is evaluated based upon the totality of the circumstances.

**15.0 Biting Policy**

Biting is a difficult and uncomfortable issue to deal with for parents. Most toddlers who bite do so only a short while. Paying close attention to the reasons will help you come up with some useful solutions. Soon your toddler will have learned important new skills for communicating and getting along with others. **If family/child is terminated for biting, prepaid tuition will not be reimbursed.**

Biting will not be tolerated and to ensure the safety of the children in care, Little Bloom Early Child Development Center will enforce a strict biting policy.

1. If a child bites or begins to bite, we will have a conference with the parents immediately before the end of the day on how to work and partner with the family and the school to stop the undesired behavior.

2. If the child has attempted to bite three times within one day or has bitten again after following a prior biting incident, we will then call the parents to come pick up their child for the rest of the day and the child will be put on probationary period for two weeks. We will work in partnership with the child and the family for two weeks to correct the aggressive behavior.

3. If the biting attempts and/or biting problems are not corrected within a two-week period, and if all the involved parties have exhausted all possible means to prevent the biting behavior, termination of services may result. Little Bloom reserves the right to review each case individually to determine if it is in the best interest and safety of all the children and of the center.

There are many different reasons why biting can occur such as:

 - Anger

- Fear

- Attention

- Frustration

- Teething

- Reaction

- Over Stimulation

- Lack of Language

- Curiosity

It is our goal to recognize triggers that cause biting and redirect a child before the incident occurs. In the event we are unable to intervene the following steps will take place:

 a. We will first attend to the bitten child by comforting and then cleaning the bitten area with soap and water. Ice will be applied if bruising occurs.

b. The child who did the biting will be removed from the setting and in an age appropriate manner  will explain to that the behavior is unacceptable: “Biting hurts”, or “We bite food, not people”. Care will be taken not to reward the child that did the biting with extra attention.

c. The incident will be documented on an Accident/Incident form that will need to be signed by  the parent of the biter and the provider. The parent will receive a copy of the signed form, and  the original will be placed in the child’s file.

d. Little Bloom teachers will not identify the child who did the biting to the parents of the bitten child and may not give out medical or other information on the biter per California State Childcare  Regulations.

e. Parents will be asked to work with their child in discouraging the aggressive behavior.

**We reserve the right to review each case individually to determine if termination is in the best interests and safety of all students.**

**16.0 Food Policy and Nutritious Foods**

Good nutrition is important at every age in life, teaching our early learners healthy food choices now will encourage it as they progress into adulthood. We provide three snacks in compliance with State Licensing. Your child may bring a lunch from home. It should be labeled with the child's name. The lunch box must contain a large icepack to keep the food fresh and safe for consumption. If we need to provide an emergency lunch for your child, you will be billed $5 for each meal. Lunches should not contain any candy or soda. If you have your child on a special diet or restrict certain foods please let us know. You will need to provide the special foods and snacks for your child, please coordinate this with your child's teacher/s. For any parent who does not want their child to eat certain snacks here due to diet restrictions, you will need to provide snacks for your child.

**16.1 Known Allergies**

At the time of enrollment you will advise the Center of your child's known allergies. Known Allergies will be updated yearly for each child. Allergies and other important medical information will be posted in each classroom on the refrigerator, and on the snack storage cabinet. The Director will update the allergies list as needed.

**17.0 Notification of Injury**

There may be an occasion where during the course of the day a child may become injured, bruises

and scrapes are commonplace with young children. Our staff is trained in First Aid and CPR. When an injury occurs, a trained person in First Aid will assess the situation and provide any treatment that may be necessary (i.e., cleaning a scrape and putting a band-aid on it). Once your child is calm and comfortable we will record the occurrence in an Injury Report / “Boo- Boo report”, which you will be provided when you pick the child up. Completed Injury Reports will be copied to you and filed. The Program Director will determine if the injury is severe enough that we need to call you and advise you of it immediately. If more extensive treatment is needed, we will immediately call 9-1-1. If the child is required to leave the center and go to a medical facility via ambulance we will send a teacher with your child. The accompanying teacher will take the medical release forms and any other medical information the hospital may need to have in order to care for your child.

Immediately following the call to 9-1-1, the Executive Director or another teacher will call you to alert you of the situation. If we are unable to reach you, we will call the first person listed on the Emergency Contact information sheet you completed at enrollment.

**17.1 Management of Infectious Diseases / Sick Policy**

The staff at Little Bloom Early Child Development Center will take extra special precautions when children who are ill are diagnosed at the center and when children who are mildly ill remain at the Center. Children who exhibit symptoms of the following types of infectious diseases, such as gastrointestinal, respiratory and skin or direct contact infections, may be excluded from the centers activities if it is determined that any of the following exists:

• The illness prevents the child from participating in the program activities or from resting comfortably;

• The illness results in greater care need that the child care staff can provide without compromising the health and safety of the other children;

• The child has any of the following conditions: fever, unusual lethargy, irritability, persistent crying, difficult breathing, or other signs of serious illness;

• Diarrhea;

• Vomiting - two or more times in the previous 24 hours at home or once at the center;

• Mouth sores, unless the physician states that the child is non-infectious;

• Rash with a fever or behavior change until the physician has determined that the illness is not a communicable disease;

• Purulent conjunctivitis (defined as pink or red conductive with white or yellow discharge, often with matted eyelids) until examined by a physician and approved for re-admission, with or without treatment;

• Tuberculosis, until the child is non-infectious;

• Impetigo, until 24 hours after treatment has started or all the sores are covered;

• Head lice, free of all nits or scabies and free of all mites;

• Strep infection, until 24 hours after treatment and the child has been without fever for 24 hours;

• Many types of hepatitis are caused by viruses. The symptoms are so alike that blood tests are needed to tell them apart. In the U.S. the most common types of hepatitis are A, B, and C. Types B and C are spread through blood and other body fluids. Type A is spread through contaminated food and water or stool. A child who has been excluded from the center may return after being evaluated by a Physician and it has been determined that he or she is considered to pose no serious health risk to him or her or to the other children. Nevertheless, the center may make the final decision concerning the inclusion or exclusion of the child.

If a child has already been admitted to the Center and shows signs of illness (i.e., a fever greater than 100.5), he or she will be offered their cot to lie down. If the child's symptoms manifest or it is determined that it is in the best interest of the child that he or she is taken home, the parent will be contacted immediately and asked to pick the child up as soon as possible. When a communicable disease has been introduced into to the center, parents will be notified immediately, and in writing by the Program Director. Whenever possible, information regarding the communicable disease shall be made available to parents. The Health Services department will be contacted if there is a reportable communicable disease at the center.

**Children cannot return to the Center until 24 HOURS FEVER FREE at home.**

**17.2 Administration of Medication**

Little Bloom Early Child Development Center complies with all policies set forth by the Licensing agency.

*Prescription Medication*

Prescription medication must be brought to the Center in its original container and include the child's name, the name of the medication, the dosage, the number of times per and the number of days the medication is to be administered. The prescription label will be accepted as the written authorization of the Physician. Little Bloom Early Child Development Center will NOT administer any medication contrary to the directions on the label unless so authorized by written order of the child's Physician. The parent must also complete Authorization for Medication Administration prior to the medication being administered. For children with allergies, this may include an Epi -Phen.

Other over the counter medication WILL NOT be given at Little Bloom. Licensing does not allow the staff to administer any medication without a prescription.

**17.3 Emergency Evacuations**

To ensure we are prepared for various types of emergency situations, Little Bloom Early Child Development Center has put in place an Emergency Plan. We are performing regular Fire Drills, just to be ready and be prepared in case of a fire.

The evacuation procedure is as follows:

1) In the event of an earth quake, fire, the staff will follow the emergency action plan posted in each classroom. If necessary, children will be evacuated to the temporary relocation sites listed and parents are notified by phone.

The children’s safety at all times is the first priority of all staff at Little Bloom Early Child Development center and every necessary precautions will be taken to insure all available medical treatment is administered as quickly as possible.

**17.4 Reporting Abuse or Neglect**

The children and their well-being are the core of the company. The administration of Little Bloom Early Child Development Center, staff and volunteers are Mandated Reporters and shall report ALL suspected child abuse or neglect, pursuant with the policies outlined by the licensing agency. If abuse or neglect is suspected, the staff will alert the Program Director or Executive Director who will contact the California Department of Social Services (CPS). If the person reporting the issue feels they are unable to approach the Executive Director or Program Director or they are still concerned about the child they are to contact DSS immediately. If any staff is suspected of abuse/neglect while the child is in the center's care, a report will be immediately filed with the Department of Social Services and the California Department of Licensing. Suspension, for an amount of time determined by the licensing agency will be initiated. The outcome of the investigation will determine the employee’s tenure at the company, up to and including termination. All employees of Little Bloom Early Child Development Center will cooperate fully with all investigations.

**18.0 Absences**

If your child is going to be absent due to illness or personal reasons, please notify the center as early as possible but no later than 9:00am. There are no rate reductions due to absences.

**19.0 Rest Time**

Since Little Bloom Early Child Development Center is a full day program the children will spend a portion of their day resting. Their individual rest time mats can be fitted with a regular size crib sheet, if you wish to do so. You may also want to send a small pillow and or a blanket for comfort. Small stuffed animals can also be brought in to relax children and remind them of home. We ask that you take home any sheets, blankets and pillow coverings at the end of the week for washing. The Infant room is equipped with individual cribs, you are responsible for supplying sheets and any blankets you wish the child to have.

**20.0 Clothing**

Children must have a weather appropriate extra set of clothes in the event that he or she needs to

change. Parents are responsible for taking soiled clothing home at the end of their child's day. All the items must be clearly labeled by the parents with their child's full name. Little Bloom Early Child Development Center is not responsible for lost or misplaced articles. All jackets, sweaters, or sweatshirts should be clearly labeled with the child's name. All children should wear comfortable clothes which do not inhibit physical activity or messy art projects. Children should wear sneakers or rubber soled shoes which are safe for climbing or running. We only purchase washable art supplies and wash the children throughout the day, and as you know we cannot guarantee everything will come out in the wash. If you have a special outfit you may not want to send your child to the center in it. For children being toilet trained, we ask that you send in extra clothes and an adequate supply of underwear.

**21.0 Diapering**

Parents are to supply the center with an adequate amount of diapers and wet wipes each day for their child. You are welcome to leave a large supply and we will notify you when we are running low.

**22.0 Toilet (Potty) Training Policy**

Is your child ready to use a potty? The more important question may be, are you?

Reason this policy is important: Learning to use the toilet is a big event in a young child’s life. Because toilet training is a complex process, there are many issues caregivers and families must consider before and during the process of toilet training for it to be a successful experience for everyone.

***Procedure and Practices, including responsible person(s):***

When a parent and caregiver believe a child is ready for toilet training (generally between 2–4 years of age) both the parent and caregiver will establish communication to discuss plans.

1. How to tell if a child is ready? The Child:

• Follows simple directions

• Remains dry for at least 2 hours at a time during the day.

• Dry after nap time.

• Regular and predictable bowel movements. (Some may have bowel movements every day and some may have go 2-3 days)

• Walks to and from the bathroom, pulls down own pants and pulls them up again.

• Seems uncomfortable with soiled or wet diapers

• Seems interested in the toilet.

• Has asked to wear grown-up underwear.

If the child has most of these skills, then they are probably ready to start toilet training. If they do not have these most of skills or have a negative reaction to toilet training, wait a few weeks or months until most of the skills are checked off.

Starting too soon can actually delay the process and cause tears and frustration. Toilet training is much easier when the child is ready.

Sanitation and Safety:

• Child size toilets or modified toilet seats with step stool are recommended. Potty chairs are not recommended to be used in a child care setting because sanitary handling of the potty chairs is difficult.

• The toilet and equipment should be cleaned with soap and water and disinfected with bleach solution (1/4 cup bleach to 1 gallon water) when the seat or area is visibly dirty and at least once daily.

• Wet or dirty cloths should be placed in a plastic bag that can be sealed tightly. Rinsing is discouraged because there is more of an opportunity to contaminate hands and other surfaces. Each child should have a complete set of extra cloths at child care.

• Encourage children to wipe from front to back.

• Caregivers and children should properly wash hands after toileting, helping with toileting, cleaning area and handling contaminated items.

Toilet Training Techniques:

• A calm easygoing approach works best.

• Caregivers will learn the words the child’s family uses for body parts, urine and bowel movements to be consistent with what the child is doing at home. Also consult with family about strategies used at home so the process is consistent. (Checklist)

• Toilet training involves many steps (discussing, undressing, going, wiping, dressing, flushing, hand washing) reinforce the child’s success at each step.

• Help children recognize when they are urinating or have a bowel movement. They must be aware of what they are doing before they can do anything about it.

• Children should be shown how to use the toilet by watching other children who are trained or discussing each step and practicing each step without actually using the toilet. (Example: have child sit on toilet dressed, flushing toilet).

• Caregivers should included toilet training into the daily routine such as reading books, songs and games that reinforce the skills needed to toilet train.

• Encourage parents to dress children in easy to remove clothing to help children be successful in undressing and dressing.

• When a child is giving the signs of having to use the toilet or tells you they have to use the toilet, take the child in and help undress them and on to the toilet. Sit by the child for a few minutes. Try not to push for immediate results. After a few minutes, help the child with the rest of the routine and give praise for the effort or any successes they had.

• Never force a child to sit on the toilet against their will or for long periods of time if they do not want to. This could set up a power struggle and negative feeling toward the toilet training.

• Never punish for accidents. Occasional accidents are normal. Clean and change the child immediately. Be positive and reassuring that they will be successful. Punishment does not make the process go faster and may delay it.

• Supervise children during toilet training.

When the policy applies: to all children who are considered to be in the toilet training years (2-4 years generally)

**23.0 Hand Washing Policy**

Our policy will outline the procedure teachers, volunteers and students will use when washing hands.

PROCEDURE: HOW TO WASH YOUR HANDS

1. Turn on water to a WARM temperature. Place the paper towel so that it is ready to be pulled down.

2. Wet hands.

3. Using a LIQUID SOAP from a dispenser, rub hands together vigorously for 20 seconds.

 If hands are very dirty, rub hands together for at least 40 seconds.

4. Wash all surfaces including: backs of hands, wrists, between fingers, under fingernails

5. Rinse hands well under WARM RUNNING WATER.

6. Dry hands with PAPER TOWELS.

7. Turn off water using a paper towel instead of bare hands.

8. Discard towel in trash can.

**24.0 Lost or Damaged Property**

Little Bloom Early Child Development Center is not responsible for any lost or damaged personal property. Please leave special items of value at home or in your vehicle. Toys such as a doll, stuffed animal, book, and blanket are welcome for rest time. Little Bloom Early Child Development Center and its landlord are not responsible for damage or theft to cars in our parking lots. Please remember to check our, “Lost and Found “located by the main cubbies and **LABEL ALL ITEMS.**

**25.0 Celebrations or Birthdays**

Parents are welcome to send in cookies, cupcakes, or ice cream to share with their child's classmates

On their birthday or special occasion. Please remember that we are a “peanut-free” school. Please inform the teacher/s prior to day so they can prepare for their special snack time.

**26.0 Photographs and Publicity**

Each year children will be given the opportunity for class and individual pictures. An outside

professional photographer will be contracted. This is completely optional and is a service to you. Photographs of the children enrolled in our program may be taken periodically and may appear in our monthly news letter, our Facebook account, our web site or our brochures for promotional purposes.

**27.0 Toys**

Children are not allowed to bring their toys into the center unless we are having a Show and Tell

activity. If your child brings in a toy, please take it with you when you leave. Toys are not to be

brought in and left in the cubbies. Little Bloom will not be responsible for lost toys brought into the Center.

**28.0 Service**

R & H Investments, LLC, DBA Little Bloom Early Child Development Center reserves the right at any time for any reason to refuse service to anyone for any reason.

Parents, after reading the handbook that has been e-mailed or handed to you, please sign and return this page to the Director. This is due before the child’s first attendance to Little Bloom Early Child Development Center. Please feel free to ask the Director questions about any of the policies in the handbook.

I acknowledge that I have received a copy of the parent handbook for Little Bloom Early Child Development Center and have had the policies reviewed with me. I agree to follow all policies outlined within.

Signature of a parent/guardian \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­\_\_\_Date:\_\_\_\_\_\_/\_\_\_\_\_\_/\_\_\_\_\_\_\_

Print Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of a parent/guardian \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date:\_\_\_\_\_\_/\_\_\_\_\_\_\_/\_\_\_\_\_\_

Print Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Acknowledgement - Please Read, Sign and Return to School Director Pg. 34