

**Shining Stars  
Preschool and Infant Center**

**Parent Handbook**

## OVERVIEW

### **Shining Stars Preschool and infant Center serves children age birth to 12 years old.**

Infants from birth to 24 months – Preschool ages 2 through Pre-K – School Age from K to 12 years old

### **What is Licensed Childcare Facility?**

Unlike home childcare facilities, licensed childcare centers are required by the State of California to abide by very strict criteria, including:

- Being available for unannounced inspections at any time and generally once a year.
- Keeping a totally separate program for the preschool-aged children (two years old through Kindergarten) and the infant/toddler children.
- Maintaining a teacher-to-child ratio of 1-to-12 for the preschoolers and 1-to-4 for the infants/toddlers.
- Ensuring that every staff member on premises is fingerprinted and cleared from any serious crimes (particularly violent or child-related crimes).
- Ensuring that every staff member is CPR certified and tuberculosis free.
- Adhering to state requirements that specify classroom and playground layouts; napping, feeding, and diapering procedures; injury and illness protocol; and many other specific day-to-day activities.

### **Why is Childcare Important?**

Research has shown two very important findings related to children:

- 1) Children's brains develop through stimulus. Children's brains are 80% fully developed by the time they are three years old. If a child has not been sufficiently stimulated by the age of three, their progress is impeded in terms of their intellectual, social, emotional, and motor abilities.
- 2) Children form attachment to their parents and caregivers. Through this attachment, they gain the confidence to trust, learn, and develop.

### **What is Shining Stars Preschool and Infant Center's Philosophy?**

Based on this compelling research, the Shining Stars Preschool & Infant Center philosophy emphasizes two things:

- 1) That children—from infancy on up—are constantly provided learning, socialization, and stimulation. Ours is a center that heavily focuses on curriculum, beyond the day-to-day care.
- 2) That our staff turnover is kept to a minimum. Children's bond to their teachers is so important, that if the school is constantly reshuffling staff, it can truly upset the children. Our parents and teachers have very close relationships, and we continue to encourage our parents to maintain those relationships and recognize their children's hard-working teachers.

## LOCATIONS AND HOURS OF OPERATION

### **Locations**

Shining Stars Preschool and Infant Center currently has one Southern California childcare facility:

- CAMARILLO: 2480 E.Las Posas Road STE C, 93010. Phone: (805) 987-2132 / Fax: (805) 987-2230.

### **When is the School Open?**

We are open Monday through Friday, year-round except for certain holidays. Our hours are:

- Full Day hours: 6:30am – 6pm
- Half Day hours: 6:30 am – 12pm or 12pm – 6pm

### **On Which Holidays Does The School Close?**

Shining Stars Preschool and Infant Center is open 6:30am to 6:00pm year-round, but will be closed for the observation of the holidays listed below. Additionally, the school may close several hours early on the afternoon prior to a holiday. Any closures not specified in this parent handbook (i.e. early holiday closures or floating

teacher workdays) will be communicated to parents in writing at least three weeks in advance. Please make alternative arrangements for your child on those days.

- Martin Luther King Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day & its Friday
- Two floating Teacher Workdays
- The week between Christmas Day and New Years Day. Depending on the school, on certain years, this week may be reserved to make major repairs, fumigations, cleanings or upgrades to the facility, and to give teachers the opportunity to work on their classrooms. If Christmas/New Years falls mid-week, Shining Stars will remain closed for several additional days in order to maintain a full week's closure at the facility.

***Tuition is due year-round, INCLUDING holidays***

**NOTE:** Any arrangements made between Shining Stars Preschool and Infant Center staff and families for childcare outside of our hours of operation is in no way associated with Shining Stars Preschool and Infant Center and we assume no responsibility or liability for any such arrangements.

## **TUITION, FEES & ENROLLMENT PROCEDURES**

### **What We Need To Have Your Child Enrolled?**

- Up-to-date immunization documentation
- Up-to-date Emergency Contact Card
- Completed enrollment packet
- Tuition & fees pre-paid on the morning your child begins school.

### **Registration Fee**

A one-time non-refundable registration fee is requested up-front when enrolling your child. This fee ensures that a spot will be held for your child at the school.

*If you withdraw from Shining Stars Preschool and Infant Center for any length of time or for any reason (example: an extended vacation) you will be responsible for re-registering and therefore paying the registration fee again.*

### **Materials Fee**

An annual Materials Fee will be charged and collected in September of each year. The fee is used to restock supplies & materials for the academic year and to replenish toys and playground equipment for the year ahead. Tuition collected after September will earn a credit for the following year's Material Fee.

### **Summer Fee**

Shining Stars Preschool and Infant Center awesome summer program gets underway from Mid-June through August. The summer fee is collected in June and helps fund the costs of the program, including a visit from the Petting Zoo, the Best Bubble Show, the Reptile Family, and many other summer related activities.

### **Basic Tuition**

Tuition must always be paid in advance. Tuition can be paid weekly or monthly. Payments can be made with cash, credit/debit card, checks, or money orders payable to Shining Stars Preschool and Infant Center. Please give payments to the Director or leave them in the tuition lockbox.

- Receipts/Invoices: Receipts will always be given for cash payments. Please make sure you request a receipt if you pay in cash, since that is your only record of payment made. Shining Stars Preschool and

Infant Center is happy to provide receipts or invoice parents prior to payment, however this will be done by request only.

- Tuition Disputes: Tuition disputes must be submitted in writing with supporting documentation (i.e. receipts or bank statements) attached. If receipts or bank records cannot be produced, we will assume that tuition was not paid and will therefore resolve the dispute in our favor.

*Be sure to always request a receipt for any cash payments!!!*

## Sibling Discounts

The school offers a 10% sibling discount on tuition for the oldest child enrolled.

## State Funded Childcare

Parents who receive state-funded childcare are responsible for ensuring that their case remains current and in good standing with the appropriate state agencies. Parents are responsible for all Shining Stars Preschool and Infant Center payments that have not been covered by the state. Shining Stars Preschool & Infant Center reserves the right to dis-enroll and/or impose late tuition penalties for any parents who are not keeping their paperwork up-to-date.

## Tuition Penalties

- **Late tuition:** Weekly tuition is due by Tuesday at 6pm. Weekly tuition is considered late if it is submitted on a Wednesday. Monthly tuition is due by 6pm on the third business day of every month, and is considered late if it is submitted on or after the 4th business day of the new month. Late tuition will incur a \$10 penalty every week that it is unpaid.
- **Returned checks:** Checks returned due to insufficient funds, stopped-payment, or any other reason incur a \$35 penalty and must be repaid to Shining Stars Preschool and Infant Center in cash on the same day that a parent has been notified that the check was returned. After two incidents of returned checks, Shining Stars Preschool and Infant Center will require that tuition be paid in cash, Money Order or Credit Card going forward.

*If tuition remains unpaid after one week, the child will NOT be allowed to attend school unless tuition is fully paid. Parents are urged to speak with Administration if they know that their tuition payment will be late. Shining Stars Preschool and Infant Center reserves the right to dis-enroll a child if tuition is consistently late.*

## Tuition Increases

Rates can change at any time for some of the following reasons:

- In order to accommodate rising costs, salary increases, and facility upgrades.
- If a child dis-enrolls and then returns.
- If a child changes programs or days of attendance (ex. moves from infants to toddlers, drops from five days/week to two days/week).

## Refund Policy

Shining Stars Preschool and Infant Center is unable to make-up or substitute days that a child is absent due to holidays, vacations, or illness. We abide by strict Licensing standards when setting teacher-to-child ratios, and therefore cannot swap days throughout the week. There is no refund for days during which your child did not attend. Tuition refunds are only granted in instances where a parent overpaid tuition and has no outstanding financial obligations to Shining Stars Preschool and Infant Center.

## Late Pick-up

We urge you to be on time picking up your child at the end of the day. We understand that on rare occasions you may be running late. We charge a fee of \$1.00 for every minute that the child remains at school past 6pm for full-

time students and 12 noon for half-day students. The evening fee goes directly to the closing teacher who is supervising your child. The main clock in the front office determines time of pickup.

*Please be advised that Shining Stars Preschool and Infant Center retains the right to drop a child off at the local police station if a child has been left at school for an extraordinary length of time and/or there is no indication that the parent/guardian will be picking up the child in a timely manner.*

## Daily Drop-In

The Daily Drop-In option helps accommodate part time parents who may need an extra day of childcare on a day they normally are not enrolled for. Parents can call in for availability and should pay the Daily Drop-In rate on the same day of the drop-in.

## Absences

Any time your child is absent from school for any reason—particularly if it is more than a couple of days—please give us a courtesy call, since teachers are often planning curriculum around the children they are expecting. No tuition refund can be given for days missed, nor can the days be made up at a later date.

## Holidays

Tuition is due year-round, including holidays. If Shining Stars Preschool and Infant Center is CLOSED during Christmas Week, tuition for that week will be prorated and will only be due for the Christmas Day and New Years Day holidays. If Shining Stars Preschool and Infant Center is OPEN throughout Christmas week, parents can opt to take 50% off of their Christmas week's tuition only if their child is out of school for that entire week. If a child attends school during Christmas week (even for one day), full tuition is due.

## Personal Vacation

Every child receives one week of vacation per calendar year at which time tuition will be assessed at 50% for that week (at the standing rate when the vacation was taken) and the child's space will be held in the classroom. Full tuition will be required all other weeks throughout the year regardless of attendance (see Holidays policy above).

- **Extended time off:** Parents can opt to withdraw their child from school if they are planning on taking an extended vacation. In that case, they would be responsible for paying the \$100 re-registration fee once they return. Additionally, Shining Stars Preschool and Infant Center cannot guarantee or preserve their spot, preferred days of attendance, or tuition rates during their absence.

## Adding or reducing days

Part-time students can add or drop days based on availability. Shining Stars Preschool and Infant Center cannot guarantee that the days parents want to add or drop will be available to them.

*Parents cannot add & drop days to accommodate vacations, extended time-off, or variable work schedules. Continual schedule adjustments throughout the year will not be granted.*

## Classroom Transitions

Children are moved from class-to-class based on several factors:

- **Infant to Toddler Transition:** Children are moved into the Toddler class when they are comfortably walking. A Transition Plan will be submitted to parents detailing the process and timeline of the transition.
- **Toddler to Preschool Transition:** According to Licensing, children under two years of age cannot co-mingle with children over two—at which time they are technically considered preschoolers. On their second birthday toddler-age children will be moved into the Two's class. Gradual transitions cannot be accommodated, since Licensing strictly prohibits this. Parents who feel their child needs a gradual transition into the Two's Class must make such requests in writing, so that we can notify Licensing. Exceptions will be made on a case-by-case basis, pending licensing approval.
- **Twos and Threes Class Transition:** Children will be transitioned between these classes based on:

- ☑ Age
- ☑ Potty-training status
- ☑ Room availability
- ☑ Emotional readiness
- ☑ Attention span/ability to sit attentively during circle time
- ☑ Cutting, tracing, writing skills, and other cognitive and motor skills
- **Pre-Kindergarten Age Cutoff:** Children are admitted into the Pre-Kindergarten class if their Fourth birthday falls on or before September 1st (For Transitional Kindergarten Class if they are born between September 2<sup>nd</sup> through December 2<sup>nd</sup>) State of California public school cutoff date for Kindergarten.
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## DAY-TO-DAY

### Getting into the building

A security code is required to enter the facility. If you are having trouble opening the door, try forcefully turning the knob to the right—that will reset the lock so you can re-try the code. If you cannot get in, press the CALL button on the intercom next to the door. Note that the code will be changed from time-to-time to ensure that only current families can enter the premises.

### Parking

Parents are urged to park in a safe and considerate manner. Please only take one parking space and pull all the way into a space. Parents are asked never to park directly in front of the building front entrance. Be aware that children may be running around the parking lot and cannot be seen from most cars.

### Signing In & Out

Please ensure you sign in and sign out your kids on the front office computer.

Please keep the following important items in mind:

- Per California Licensing, the person dropping off or picking up the child must be over 18 years of age.
- Per CA Licensing, every adult is required by law to sign the child in and out at drop off and pickup.
- Shinning Stars reserves the right to call a parent back to school if they failed to sign off on their child.

### When & How Should I Drop Off My Child?

When dropping off your child, please walk them directly to a teacher (ideally their own teacher). Do not ever leave a child unattended. Daily circle time begins begin around 9am on the preschool side. Infants and toddlers also have daily Circle Time, but theirs is more flexible to accommodate the children’s physical needs and schedules. Check with your child’s teacher for any curriculum specifics.

*If at all possible, please do NOT drop your child off during naptime. This causes distress on the part of the child (since they usually do not like to nap) and consequently wakes up all the children.*

### Separation Anxiety

Many children who are new to School will have separation anxiety when dropped off. If your child ever seems upset that you are leaving him/her, we offer the following recommendations which most child-related research has shown to be effective:

- 1) When you are ready to leave your child, explain to your child that you must leave to go to work, and let them know that you will be back to pick them up.
- 2) Be sure that when you say you are leaving, you will actually leave right away; children become even more anxious when their parents are hesitating about leaving.
- 3) Do not ever sneak out of the classroom.

## What Does My Child Need To Bring to School?

All clothing should be labeled with the child's name or initials. Shining Stars Preschool and Infant Center is not responsible for any lost or damaged clothing. On a daily basis, every child should bring the following items to school:

- At least one complete change of clothing.
- If child is potty training, several pairs of underwear and a second set of pants/bottoms.
- Diapers & wipes until the child is fully potty-trained. If a child is frequently out of diapers/wipes, Shining Stars Preschool & Infant Center will provide for a fee.
- A jacket in the winter time
- Formulas, bottles, baby formula, etc.

## Naps

If your child is in the full day program, we will provide a napping period for them as required by the law. Please send a fitted crib size sheet and lightweight blanket labeled with your child's name. These linens need to be washed every Friday and returned to the school on Monday the following week. Please bring extra bedding,

- If a child is not provided with a clean set of sheets—Shining Stars Preschool and Infant Center will provide clean sheets at a cost of \$10/week.

## Lunch, Snacks, and Food/Drinks

- Shining Stars Preschool and Infant Center provides breakfast, lunch and an afternoon snack, at no additional cost.
- Breakfast is served between 8:30am-9am, Lunch is served at 11:30am, and our Afternoon Snack is served between 3pm-3:30pm, every day. Parents can bring a lunch or snacks from Home.
- If a child has a food allergy, we do ask Parents to accommodate their child.
- Home Lunch: If you wish to pack your child's lunch, please do not send anything that takes too much time to prepare. (i.e. Ramen Noodles, frozen meals, etc.) Also, we cannot guarantee that we will refrigerate all of our kids' lunches, so please use an ice pack in your child's lunch if you feel that the contents may be perishable. Please consider that time-consuming and labor-intensive preparations usually delay your child's lunch and push teachers off schedule. We highly encourage parents to pack nutritious lunches for their growing children. Furthermore, we ask that soda, candy, or other sugar-heavy food or drinks are not sent to school, since they get in the way of children concentrating during Circle Time and sleeping during Nap Time.
- Menus are posted weekly and copies are available next to our Kitchen.

## Who Can Pick Up My Child From the Facility?

Upon registering with Shining Stars Preschool and Infant Center you will be required to fill out a Release Form specifying which adults are allowed to pick up your child. If we are not familiar with the adult picking up the child, we will check to make sure they are permitted by the parent/s who enrolled the child in our facility to take the child off our premises. We will require a photo identification with a name that matches the parent authorization on the Release Form. We might also call to double-check if unsure, so please let us know if you expect someone out of the ordinary to pick up your child. Under no circumstances will we release a child to a person that is not on the Release Form, has no proof of identification. You may fax us a release form, stating that under emergency, you are allowing your child to be released to..... and state the name of the person and sign the form. Finally, any special custody requests will NOT be honored unless court documentation is provided specifying exactly what the custodial arrangement is.

## Share Days and Toys at School

Please help your child refrain from bringing toys to school other than on Friday Share Days. We carefully select the learning equipment we provide and often find that outside toys distract from the goals we have for the kids. Also, it is difficult to find lost toys at closing time, and no one wants a child to leave feeling sad. Shining Stars Preschool and Infant Center is not responsible for any items lost or damaged at the school. And of course, don't forget to label the toys!!!

## **Progress Reports**

Twice a year—in the late winter and late spring—Shining Stars Preschool and Infant Center distributes Progress Reports on every child. Parents are encouraged to read through the Progress Reports and discuss any issues or concerns with their child's head teacher.

# **SCHOOL EVENTS, ACTIVITIES, & PROGRAMS**

## **How Do I Know What Events Are Going On At the School?**

There are several ways parents can stay aware of programs, events, and goings-on at Shining Stars Child Care Center:

- Read and save the monthly newsletter that is distributed at the start of each month. The newsletter gives parents a head's-up on what to expect every month.
- Review signs and the monthly calendar posted around the office
- Check your mailboxes regularly.

## **Extracurricular Programs**

Shining Stars Preschool and Infant Center hosts many extracurricular programs at the school, including karate, gymnastics, dance, and more. We try to vary the programs to uphold the children's level of interest. These are usually outside programs coming to Shining Stars, and as such, all payments should be made directly to the company hosting the activity.

## **Birthdays**

Birthday celebrations at the school are welcome with advanced notice as to the day, time, activity, and refreshments served. Pizza and other such items may be served during lunchtime. However, we prefer to hold parties after naptime when the children awake. We will not serve any cake or other sweets prior to naptime. Please make any necessary arrangements with your child's teacher.

## **Potlucks**

Throughout the year—and especially before major holidays—the school will host parties & potluck events. This is a great opportunity for children to try new foods and meet the parents of their friends; and a chance for parents to mingle with staff and other parents. Sign-up lists for potlucks will usually be in the front office or on classroom doors. Families are encouraged to take part in their child's class by signing up and attending these events.

## **December Holiday Party**

Shining Stars Preschool and Infant Center hosts an annual Holiday show, potluck and party during the month of December. Parents and extended families are encouraged to attend.

## **Graduation**

Shining Stars Preschool and Infant Center hosts its Pre-Kindergarten graduation ceremony in June of each year. Parents and families are encouraged to attend.

## **National Teacher Appreciation Week**

Once a year—usually in the month of May—Shining Stars Preschool and Infant Center celebrates National Teacher Appreciation Week. We mark this week by giving our wonderful teachers gratitude, gifts and extra attention, and letting them know how much we love them. We encourage parents and families to get involved in this meaningful weeklong event.

## Transactions with Staff Outside of Shining Stars Child Care Center's Hours or Operations

Shining Stars Preschool and Infant Center and its staff are only responsible for childcare services between the hours of 6:30am and 6pm, Monday through Friday, excluding holidays. Any arrangements made between parents/guardians of students, staff, and Shining Stars Preschool and Infant Center affiliated individuals are made so without the permission of Shining Stars Preschool and Infant Center and therefore will NOT be the responsibility or liability of Shining Stars Child Preschool and Infant Center and/or its owners.

## Fundraising/Donations

Shining Stars Preschool and Infant Center holds several fundraisers throughout the year to help fund beautification projects, special equipment purchases (such as microscopes), as well as outdoor play equipment like bicycles, cars, and much more. Additionally, from time-to-time classrooms post "Wish-Lists" of special items they might need in their class. We truly appreciate our parents who participate in fundraising for the school, and we welcome fundraising ideas, as well as donations that parents make to the school.

# MEDICAL/EMERGENCY INFO

## Medical Assessment

Each child must have a health screening by a licensed physician prior to admission. Please discuss this with the school's director. In addition, each parent must provide a health history. Medical history will be updated annually at registration. Parents must provide proof that children have received all necessary immunization prior to enrollment. Parents that wish to refrain from this requirement due to religious and/or personal beliefs may do so if they make this request in writing. Please be aware, however, that if an outbreak occurs, your child will be required to be excluded from childcare.

## Daily Health Checks and Sending Children Home

Upon arrival, your child's teacher will do a wellness check to ensure that he/she is well enough (i.e. not sick or contagious) to participate that day. This is in the best interest of the children, staff, and community of parents and families. Remember, school is a place for our children to have fun and learn. It is hard to do either when a child is not feeling well. Also, colds that are brought to school are shared amongst the children and usually return home to parents and siblings. If you need information on alternatives for daycare when your child is sick, see your school director. Shining Stars Preschool and Infant Center will request that children get picked up for the following reasons (please do not send your child to school when he/she has had these in the last 24 hours):

*IMPORTANT NOTE: If your child has a contagious illness OR if we are concerned that your child might have a contagious illness, we will require a note from a doctor clearing them to be re-admitted. No exceptions, since this is a Health Department requirement! Parents are encouraged to always get doctor's clearances whenever their child is seen for unusual symptoms (ex. skin irregularities).*

## Contagious Illnesses

Environments such as schools and hospitals are easy prey for contagious diseases. Most contagious diseases are fairly harmless to children, but spread extremely quickly—especially in large facilities such as ours. Shining Stars Preschool and Infant Center has a very swift and strict policy when it comes to contagious illnesses. Parents are kindly asked to be understanding and responsive when we suspect their child has a contagious disease or if their child is asked to be kept from school. We understand that it is incredibly disruptive and frustrating to parents when their child got sick at school. Be assured that we do everything in our power to protect the community of children & families in our care, to keep the environment disinfected, and to keep the children safe from germs. All children who are enrolled in our program are required to have a pre-entrance physical exam and health check. **YOUR CHILD SHOULD STAY AT HOME IF HE/SHE HAS ANY OF THE FOLLOWING:**

- **Pink Eye:** If your child has discharge (usually yellow or green) coming out of the eye/s or an eye seems red or blood-shot, they will be sent home immediately. Usually with antibiotic eye drops they are safe to return to school after 24 hours of treatment. A doctor's note will be required to readmit them to school.
- **Hand Foot & Mouth:** This is a relatively harmless, but unpleasant and extremely contagious illness. Unfortunately, children are contagious for as many as ten days without any symptoms showing. Symptoms include pimple-like bumps on the hands or feet, sores in the mouth, a lack of appetite, and a low-grade fever. Children with confirmed cases will be kept out of school for three days from the time their illness was confirmed. A doctor's note will be required for re-admittance.
- **Chicken Pox:** Pimple-like sores are spotted on the abdomen, back, or face. Children are contagious for at least a week and stop being contagious when the sores have dried. Children with confirmed cases will be kept out of school for at least one week and will only be readmitted with a doctor's clearance.
- **Lice-Nits:** If we notice nits, eggs, or lice, you will be required to pick up your child. Your child will need to stay home until they have had the necessary treatment to ensure that there is no evidence of lice.
- **Body Temperature:** If your child has a temperature of 101 degrees F or higher
- **Rapid or labored breathing:** If your child has rapid or labored breathing
- **Asthmatic Reaction:** If your child has asthmatic with respiratory infection and coughing that are interfering with the child's ability to drink, talk or sleep
- **Acute Rash:** If your child has an undiagnosed acute rash of two weeks or less in duration
- **Yellowing Color:** If your child has yellowing of the eyes or skin
- **Abdominal Pain:** If your child has persistent or intermittent abdominal pain
- **Vomiting:** If your child has been vomiting three or more times, or lasting over a six-hour period, or with signs of dehydration.
- **Severe lethargy-:** If your child is not able to function at school on a normal basis
- **Open Lesions :** Open lesions of the skin or mucous membranes
- **Other:** Other conditions as may be determined by a qualified staff person on an individual basis.
- **Diarrhea:** If your child has five or more stools in an eight-hour period or an increase number of stools compared to the child's normal pattern, and with increase stool water and/or decrease form. In addition to one or more of the following:
  - Signs of dehydration, no urine produced for an eight-hour period
  - Blood or mucus in the stool unless a physician determines that at least on e stool culture demonstrates absence of shigella, salmonella, campylobacter, pathogenic E, coli or other pathogens
  - Persistence beyond three-days

We may accept a child with any of the conditions/symptoms/illnesses as specified, if the school has obtained a written health clearance stating that the child has been diagnosed and reexamined; and is not contagious or a health risk to the child or other children in care.

## Do I Still Have to Pay Tuition If My Child Is Out Sick?

Unfortunately, tuition refunds are not available for days missed due to illness, since the school is unable to fill a child's spot when they are out. In case of prolonged illness (defined as two weeks or more) normal tuition applies for the first two weeks and 50% of tuition for the weeks thereafter (up to two months). A note is required from the child's physician in order to receive this tuition break and reserve a spot at the school.

## Medication Policy

If your child needs to be given medication, during school hours, please contact the teacher or Director by note or in person. All medication must arrive at school in its original container, or a new one clearly marked with child's name, doctor's name, medication name, and dosage. Medication may not stay in the child's lunchbox. I must be stored in the designated medications area. The Director will administer medication only. Please make sure that you have filled out a Medication Slip when leaving the medication in our facility..

There are first aid supplies and a cot available at all times for emergencies and isolation needs. There is also at least one staff member at all times trained in First Aide/CPR EMSA certified

## Minor Accidents or Incidents

In case of minor accidents such as scrapes or scratches, a staff member will administer first aid & love, and always fill out an Accident or Unusual Incident Report, which will be given to parents at the end of the day. Future Stars' policy with any head or facial injuries is to call parents and let them know immediately.

## Special Needs and Assessments

Many children have special needs that may require one-on-one assistance in order for them to thrive in a large group care environment. Many organizations and medical facilities provide programs that will assess children for special needs including autism, Attention Deficit-Hyperactivity Disorder (ADHD), emotional issues, learning disabilities and many other issues. Once diagnosed, these organizations can assign professionals to work one-on-one with children at the school and give them the extra help they need. We encourage parents to keep these resources in mind for children who may be struggling at school or at home.

## Emergency Medical Information

Each parent prior to a child's admission to the school will sign a medical and dental emergency release form, as well as an Emergency information card. In case of emergency, the school will call 9-1-1 for an ambulance. We reserve the right to call 9-1-1 if a child's temperature is above 103 degrees. One or both parents will be contacted. If paramedics decide to transport a child to the hospital, then that child will be released to them. A staff member will, whenever possible, travel with the child if parents do not arrive in time. As part of the emergency paperwork we have on file, Shining Stars requires parents' most current phone numbers (particularly cell and work phones, if available), contact information for other responsible adults, the child's physician and dentist contact information, as well as a signed Consent for Medical Treatment form. This information must always be kept up-to-date. Remember, if no one can be reached in the event of an emergency, we reserve the right to call an ambulance or the local police station.

## Disaster and Evacuation Information

Shining Stars Preschool and Infant Center conducts regular building evacuations and earthquake drills to ensure that the children and staff are well prepared for any emergencies. In the event of a major emergency or disaster, including fire, earthquake, terrorist attack, etc. all the children will be evacuated out into the front parking lot of the building or the playground, whichever is faster. Once safely out of the building, all the children will meet in front of the building for roll-call so that each child can be accounted for (this is one of the reasons why signing children in and out of school every single day is so critical). In the event of a major disaster that requires Shining Stars Preschool and Infant Center to evacuate the premises, the following remote locations have been assigned:

**Camarillo:** Arneill Ranch Park; 1301 Sweetwater Ave; Camarillo, CA 93010; 805-482-1996

Backup Site: Charter Oak Park; 325 Charter Oak Dr; Camarillo, CA 93010; 805-482-1996

# PARTING WAYS

## Withdrawal from School

If you wish to withdraw your child from Shining Stars Preschool and Infant Center, we require a notice of (2) weeks in writing. If you do not provide the two weeks notice, we will charge the two weeks notice starting from the day your notice was provided. We work closely with a reputable collections agency as well as the Small Claims Court, to collect on these dues.

Any student that dis-enrolls and re-registers at a later date will be assessed the \$100 Registration Fee again. That is, each time a student re-enrolls at Shining Stars preschool and Infant Center, the Registration Fee will be applied.

## Termination of services

A child may be terminated by Shining Stars Preschool and Infant Center if it is determined that it is in the best interest of the child, other children at the school, or the facility as a whole. A child may be terminated for:

- Non-payment of tuition or fees
- School's inability to meet the child's, parents' or family's needs

- School's inability to keep the child safe or well cared for
- Dangerous, disruptive, or inappropriate behavior by the child, parent or family
- Continued violation of school policies by the child, parent, or family
- Inability to effectively manage the school's operations due to the child, parent or family

A sincere effort will be made by Shining Stars Preschool and Infant Center to give parents at least two forewarnings and as much advance notice as possible (ideally thirty days) before terminating their child from our facility. Depending on the circumstances, the director will decide whether any refund is due.

## PARENTS' RIGHTS

### Equal Opportunity

Shining Stars Preschool and Infant Center operates as an equal opportunity employer and provides childcare on a non-discriminatory basis.

### Department of Social Services (DSS)

As our licensing agency, Social Services has the legal right to interview children or staff as they may deem necessary, and to inspect and audit child or facility records without prior permission. Department of Social Services forms: "Notification of Parents' Rights" and "Personal Rights" is provided to each parent upon the enrollment process. Any proposed changes in the plan of operation shall be reported to DSS for approval prior to implementation.

### Mandated Reporters

Shining Stars Preschool and Infant Center staffs are Mandated Reporters, which means the law requires every single staff member to report reasonable suspicion of child abuse to Child Protective Services immediately of learning about the incident. We will fax a letter to CPS and Law Enforcement. Shining Stars Preschool and Infant Center is not required by law to notify parents if such a report is made.

### Open Door Policy

For our parents' convenience and peace of mind, Shining Stars Preschool and Infant Center maintains an "Open Door Policy." This means that parents may visit the school at anytime without an appointment or prior notice. Parents visiting can sometimes disrupt the general rhythm of the program and affect the children's temperament (since there is a stranger in the room). We therefore ask that parents be mindful of several courtesy considerations when visiting:

- Please be quiet when children are napping
- Feel free to observe
- Be sure to let your child know firmly that you are only visiting, as they will likely be upset when you leave.
- If you prefer NOT to be seen by your child, we will be more than happy to arrange an observation area from outside where you will not be spotted. 😊

### Parents' Personal Needs & Requirements

Parents should speak with Shining Stars Preschool and Infant Center staff & or Director if they have any specific needs or requirements that they need addressed or catered to. Shining Stars Preschool and Infant Center will make its best effort to accommodate parents' needs as long as they do not infringe on the rights of other parents, children, or the effective running of the school.

- **Breast-feeding:** Mothers wishing to breast-feed their children should do so in the designated section of 'Shinning Stars' Infant Room. Please speak with Administration to facilitate these needs.

### Marketing and Photographing Policy

From time to time staff will be taking your child's pictures. This may be given to other children as part of an activity (ex. a school scrapbook), posted in the office or on the Internet, or used in marketing materials. In addition to photographs, a child or parent's quotes may also be used as marketing for our school. You have the

right to request that your child's picture not be taken or pictures of top less children on the web site or internet which would be used for marketing and that your quotes not be used. Such request must be made in writing and submitted to the director.

### **Put It In Writing!!!**

With a large facility such as ours, it is truly important that any issues, needs, day-to-day requests, and even suggestions are handled and not allowed to "fall through the cracks." Parents are therefore encouraged to put any-and-all requests/issues/questions in writing. Additionally, it is important for legal reasons that any issues or complaints always be put in writing. Any notes or formal letters can be handed to a staff member or placed in the lock-box for more privacy.

### **The Handbook**

This Shining Stars Preschool and Infant Center Parent Handbook aims to serve as a reference and informational guide to parents and families of children enrolled At Shining Stars Preschool and Infant Center. The Handbook outlines all of the policies and procedures that the school will be adhering. The policies in this Handbook replace all prior policies & procedures. Any significant changes in the school's policies and procedures will be given to parents in writing and immediately updated in the Handbook. Parents can read the most up-to-date Parent Handbook, which can be requested at the front office.