



Family Handbook

Welcome families to our wonderful community! We are so happy you are joining us to develop your child's educational, emotional, and physical development!

Our Mission

The mission of Little Monarchs Preschool is to help our students build self confidence, gain tools for a positive connection to others and develop a love of learning new ideas and information.

Our Vision

At Little Monarchs Preschool our vision is to give children the feeling that they have the ability and opportunity to influence their environment and their own lives. It is our belief that children should be able to have great flexibility in choosing the activity that suits their mood and interest. We create this through flexibility, choice, opportunities and as much space for individual learning, personal development, and play as possible. We encourage children to express their feelings, needs, desires, thoughts, and questions. Our preschool curriculum is play based because play is the most appropriate mode for a young child's development.

Our Values

Because those meaningful, early learning experiences for children serve to deepen their desire to learn and to be curious about the world, we:

- Encourage children to grow in character and impact.
- Appreciate and support the bond between the child and family.
- Recognize that children are best understood and supported in the context of family, culture, community, and society.
- Believe in providing a wealth of open-ended materials in which we can explore with our senses, build, and construct, organize, and design, and collaborate and share our ideas with others.
- Place emphasis on the social/emotional health of the child is of primary importance in developing a strong self-image as competent and capable human beings.
- Enable all children to develop their capabilities as successful learners, confident individuals, responsible citizens, and effective contributors to society.

Hours of Operation

Classrooms are open Monday through Friday from 8:00 am – 5:00 pm. We have a cut off time for drop off at 9:30 am everyday. This policy is in place to ensure a smooth day for the children and having proper staffing in all classrooms.

We do offer early care from 7:45 am – 8:00 am. Early care must be requested in advance to ensure proper staffing. There is an additional charge for early care. Please refer to the tuition agreement.

Ages accepted

Little Monarchs Preschool provides care for infants, toddlers, and preschool children:

- Our Infant program will serve ages 0-24 months.
- Our Toddler program will serve ages 18-30 months.
- Our Preschool program may serve children 24 months up until entry into 1st grade.

Parents' authorization is required to enroll a child into the toddler program. No child in the toddler program shall be placed in the preschool program before the age of 30 months without written permission from the child's parent or authorized representative

Our Program Services

Our policies are designed to give children a high-quality early childhood program. Families enroll their children in our program to ensure they have a childhood full of play, love, and investigation while reaching their developmental milestones. We will help children master their desired skills for social-emotional positive experiences and are ready for academic success.

We will provide 2 nutritious snacks daily (morning snack and afternoon snack) to students in our Toddler and Preschool program **only**. Parents are responsible for bringing solid food, formula, and/or breastmilk for their own infants.

Teachers are responsible for feeding infants in conjunction to family requests as pertained to the infants' needs and service form and welcome packet.

All infants and toddlers must have tried any new food at least two times at home to ensure no allergies are present. For those transitioning to having solid foods begin at school, this must have also been tried at home 3 times before introduction at school.

Our mixed-age grouping respects developmental differences. With an emphasis on friendship skills, our daily routine and relationship driven approach to learning will teach children to be more in sync with themselves, their peers, and a loving community.

We provide primary caregiving groups in the infant and toddler room and primary learning groups in the preschool room. The infant, toddlers, and preschoolers never combine rooms.

Tuition Agreement

Once a plan is chosen, parents/guardians will be required to sign a tuition agreement. This tuition agreement requires that tuition be paid in full and on time each week so that we may provide consistent staff quality for each child.

Tuition payment is due the first day of the week your child attends care. A \$15.00 per day late fee will be added for every day late. There is a great possibility of termination when a payment is due beyond a period of Three (3) days.

All rates are projected on an annual basis and are subject to change with a notification of thirty days.

There is a late fee applied when children are picked up past 5:00 pm. The late fee is \$1 per minute. After 10 minutes a \$5 per minute fee will be applied.

Holidays and Center Closures

In order to keep a quality staff, we pay our employees for holidays. Parents are responsible for payment on all days we are closed.

* **Note:** The tuition rate is the same whether your child is absent due to illness, and/or vacation time as this holds their spot and teacher salaries can still be paid.

Please see our yearly calendar for holidays and closures.

Parents Rights

As a parent/guardian of a child participating in our Preschool Program, we believe that you should expect:

1. To be treated with courtesy and respect
2. To be welcomed in the classroom
3. To be Informed about Community Services
4. To participate in a variety of parent training/meetings
5. To voluntarily participate in your child's program
6. To be informed about and participate in decisions affecting the planning and operation of the program
7. To be informed about your child's progress in the program
8. To receive guidance from staff regarding child development and activities that can be provided at home
9. Enter and inspect the child care center without advance notice whenever children are in care.
10. File a complaint against the licensee with the licensing office and review the licensee's public file kept by the licensing office.
11. Review, at the child care center, reports of licensing visits and substantiated complaints against the licensee made during the last three years.
12. Make a complaint to the licensing office and inspect the child care center without discrimination or retaliation against you or your child.
13. Request in writing that a parent not be allowed to visit your child or take your child from the child care center, provided you have shown a certified copy of a court order.
14. Receive from the licensee the name, address, and telephone number of the local licensing office.
15. Be informed by the licensee, upon request, of the name and type of association to the child care center for any adult who has been granted a criminal record exemption, and that the name of the person may also be obtained by contacting the local licensing office.
16. Receive, from the licensee, the Caregiver Background Check Process form.

The Licensing office's physical address is 1450 Neotomas Avenue, STE. 100 Santa Rosa CA, 95405; office's telephone number is (707) 588-5026.

Items to Bring from Home

Bottles (Infants Only)

- Please bring an adequate amount of already prepared/pre-made bottles. We encourage you to bring as many pre-made bottles as your child needs to drink throughout the day.
- Please label each bottle with the child's *full name*, date, time, and if it contains breastmilk or formula.
- Any milk that gets dropped off that morning that is not used or open and has been properly stored, will be taken home to pick up each and every day.
- We are very strict about following the breastmilk and formula storage guidelines and ensure your child will only be served milk that meets these strict guidelines.
- There will be a designated space in the fridge for you to put your child's pre-made bottles.
- Plastic, silicone, and glass bottles are all permitted. If you choose to use a glass bottle, please make sure a protective sleeve is placed over it.
- Please remember to bring lids/caps for each bottle.
- We have a baby bottle warmer if your child prefers a warm bottle!

Solid food (Infants Only)

How exciting! If your infant is trying purees and/or solid foods at home we are more than happy to do the same at school

- Please bring your child's purée and or food prepared and ready to go in a portable lunch box with their name labeled on it. As far as solid food, please make sure it is cut up or whole in age appropriate portions.(Solid Starts is a great resource to help with portion sizing!)
- Please try all foods at home at least three times before introducing them at school so we can ensure they have no allergies. Most allergies do not show up until a child tries the food a second or third time.
- We are a nut-free school and are prohibited from serving any nut products to our students, including items such as nutella or pesto. If you accidentally pack an item containing nuts, we will place the food back into the child's cubby to take home and provide your child with an alternative meal.
- If your child has any updated food sensitivities (the more you try new foods) or allergies, please keep us up to date so we can make sure to inform all of our staff and keep your child safe.
- Please be sure to label what foods are brought in to school on their lunch box, or if you are bringing purees please make sure the packaging of the food says what is contained inside.
- Also please make sure to bring resealable containers in case your child does not finish their food.

Toddler/Preschool Lunches

- Parents are required to pack their child a lunch each day. We strongly recommend adding an ice pack to your child's lunch box for any perishable items as we do not have a refrigerator to store student lunches.
- Please be sure to label children's lunch boxes and water bottles with their first and last name in permanent marker or with a waterproof label.
- We are a nut-free school and are prohibited from serving any nut products to our students, including items such as nutella or pesto. If you accidentally pack an item containing nuts, we will place the food back into the child's cubby to take home and provide your child with an alternative meal.
- We are also a "reduced sugar" school and ask that parents refrain from sending their child with any cookies, desserts, soda or juices.
- If your child has any updated food sensitivities (the more you try new foods) or allergies, please keep us up to date so we can make sure to inform all of our staff and keep your child safe.

* **Note:** The classrooms do not have microwaves, therefore hot foods should be sent in a temperature controlled thermos and cold food needs to be sent with an ice pack.

Please **do not** send your child to school with any of the following items:

- Nut products such as peanut butter, almond butter, pine nuts, cashews, almonds, etc. If in doubt, leave it out.
- Sweet desserts
- Soda pop and sweet juices

We will only be providing 2 nutritional snacks per day, one during the morning and one after naptime. Morning snack should not be seen as a substitute for breakfast and all children should still be fed before drop-off.

Changes of clothes

Accidents happen! We recommend having at least 3 full changes of clothes available for your child in their cubbies. Please keep these clothes up to date with your child's size and the current season. Spare items should include:

- Jacket/sweater
- 3 long sleeve/short sleeve tops
- 3 pants/shorts
- 3+ pairs of undies (if applicable)
- 2+ pairs of socks and an extra pair of shoes.

If your child ends up needing to use one of these changes of clothes, please ensure to bring home their soiled clothes and bring back a clean change of clothes the next day they attend.

Naptime

Depending on your child's age and development they will either be in a crib or on a mat.

All infants sleep in a crib until they are at **least 12 months old**. Once they are 12 months and up, they will transition to a nap mat.

Naptime Bedding

Infants- Bedding will be provided and washed daily for all infants in care.

- Sleep sacks, swaddles, sleep-suits, wearable blankets, jackets or any other similar type of wearable sleep aid are not permitted to ensure the safety of your child in our facility.
- Please do not bring a blanket, stuffed animal, or pillow for your infant (for naptime) if they are under a year, as we want to ensure they are following the safe sleep guidelines.
- You are more than welcome to bring a pacifier for your infant for naptime to help soothe them. Please do not bring a 'Wubbanub' style pacifier or anything that has a stuffed animal clipped/attached to it. Pacifier clips are not permitted, as they are not safe for sleep and can easily become wrapped around a child's neck.

Toddlers/Preschool - Please bring a clean **fitted crib sheet** and a blanket on the first day of each week that your child attends. Bedding will be sent home on the last day of the week your child attends school. Please wash this sheet and bring back a fresh clean one the following week.

Diapers

- Diapers are checked and changed every 1-2 hours minimum.
- Please provide an adequate amount of diapers, we have storage available and recommend parents bring at least a week supply at a time.
- Unscented/fragrance free baby wipes are provided but if you wish to bring your own or if your child has any allergies or sensitivities, you may bring your own supply of wipes.
- A teacher will always send you a timely reminder when you are low on diapers or partnering materials.
- We also recommend that parents bring diaper cream, labeled with your child's name.

Cubbies

Each child will be assigned a space to keep his/her things. Please check your child's space daily for items that need to be taken home. Teachers will send messages when they notice that the child needs more supplies.

Toys from home

We request that you do not allow your child to bring toys from home into the center unless they are part of a show and share activity. We strongly recommend that children not wear jewelry, as they tend to take it off during the day and could become a choking hazard or end up lost. We stress the importance of not bringing electronic devices and games, your child will not be allowed to use electronic devices under our care.

Sunscreen

Weather permitting, your child will be able to go outdoors for lessons and play. We ask that you supply sunscreen to your child's teacher and sign the permission form they give you. Please send any other protective items you would like your child to wear (i.e., sunhats). All children 6+ months must wear sunscreen when the UV is 4 and above.

Please remember to label all of your child's belongings with their full name.

* **Note:** Please label all items in permanent marker or with a waterproof label. We are not responsible for lost or damaged items. Bedding will be sent home on Friday or your child's last day of the week to be washed.

Arrival

Mornings can be busy times, and they set the tone for our day. Help your child have a successful start to their day by doing the following when you and your child arrive at school:

- Greet your child's teacher. Communicate any important information they should know about your child's morning or changes to their schedule.
- Ensure to place your child's personal belongings in their cubby and their lunch spot.
- Always make sure your child is locked in before leaving.

Sign in and Out Procedures

Upon arrival and departure parents will sign their children in/out using the Procure application. If Procure is unavailable parents will log their child in at the binder located in the front.

Parents are required by law to sign their child in and out daily. Failure to do so after a few reminders will result in a charge.

* **Note:** If you have 4C's or other subsidies please sign in and out your child in the designated binder.

Separation

Separation from a parent or caregiver into the preschool classroom is an important accomplishment for every preschooler. Though you may wish to remain with a child who is having difficulty separating, trust that your child's teachers are well trained to handle such occurrences, that your child is learning important skills, and that tears are often solely for the parent's benefit.

The best good-byes for your child are "short and sweet". You can help your child most by conveying happiness and confidence in their well-being, stating your expected departure (sneaking out can be terrifying for the child - as it will seem you have vanished), and then leaving.

Your child's teacher will be available if you need to hand an emotional child to them for some one-on-one time before they transition to begin their day.

Drop Off and Pick Up Procedures

Parents/guardians shall enter and exit the parking lot slowly and watch for children entering and exiting their car at the center. The ignition of all vehicles must be turned off and the keys removed from the ignition. Children may not be left unattended in cars or the parking lot for any amount of time.

Late drop-off will NOT be accepted past 9:30am.

All children must be accompanied by a parent or designated adult into the child's classroom. While children are in the hallways or walking to and from their car, their care and safety are the responsibility of the parent. It is required for the adult to make direct contact with a staff member when dropping off or picking up your child.

The children will only be released to their parent/guardian unless written instructions are received permitting pick-up by another adult. The person picking up the child must show appropriate identification.

The times you spend in the center dropping off and picking up your child are the primary windows of time we have to communicate with you about your child. In order to make the best use of these opportunities, as well as to be attentive to your child and other children, we ask that you do not use your cell phone at any time while visiting the center.

Parents and guardians who are late to pick up will be charged a fee of 1\$/minute for the first 10 minutes with an additional \$50 fee past the first 10 minutes.

Transportation and Field Trips

Currently the facility does not offer any forms of transportation. We do not go on field trips or leave the center at all.

Appointments with the Directors

Parents and community members are welcome to drop by the office, with or without an appointment, to talk with any of our Directors, whether it be to share a concern, an idea, a compliment, or an FYI. If you would like to schedule an appointment to ensure appropriate time is available, please reach out at 707-852-4052 by call or text. Directors can also be reached via email:

Zoe Teeter, Owner/Preschool Director: zoeteeter@gmail.com

Dana Powelle, Infant/Toddler Director: info@littlemonarchspreschool.com

Faith Kerr, Infant/Toddler Director: faith@littlemonarchspreschool.com

Appointments with Teachers

Appointments with teachers may be scheduled throughout the year, as necessary. Many teachers cannot be available for impromptu meetings/discussions at arrival times (other

than a quick message), as they are preparing for class and greeting their students upon arrival.

Others may not be available at departure times, especially when they have faculty meetings and other meetings to attend after classes are dismissed.

Please ask your child's teacher about his/her available times so that he/she can be truly present, and not distracted, when speaking with you.

Needs and Services Plan (Infants and Toddlers ages 0-24 months ONLY)

A needs and service plan for Infants and Toddlers between the ages of 0 to 24 months will be developed prior to their first day.

There is a required 15 minute sleep safety check for infants and toddlers.

Infants require a 15 minute sleep safety check. Sleep sacks and blankets are not permitted. Pacifiers cannot have anything hanging or attached. Infants will follow the ABCs of safe sleep - Alone, Back, Crib.

Infants are required to have form Individual Infant Sleeping Plan **LIC 9227**. Infants must be placed directly in a crib once falling asleep. Infants must have a tightly fitted crib sheet. Infants who are required to sleep in a crib must be placed in their own individual crib in the designated nap room. Each crib will be assigned to an individual infant to ensure sanitation.

Illnesses/Medications

From time to time, children do become ill. Caregivers observe each child daily for signs or symptoms of illness. If a child becomes ill, the parent/guardian will be called or messaged through Procure or their cellphone to take the child home.

A child must be symptom free (without the use of symptom-reducing medication such as tylenol or motrin) for a minimum of 24 hours before returning to the center. Some symptoms include, but are not limited to, vomiting, diarrhea, and/or fever above 100.4.

Your child may not be on any medicine to mask any symptoms and must be symptom free **without** medication for a minimum of 24 hours before their return to the center.

If a child becomes ill, the parent/guardian is to pick up the child within 30 minutes of notification. If we are unable to receive confirmation that the parent or guardian is on their way to pick up their sick student within a 30 minute window, we will reach out to your child's list of emergency contacts. We reserve the right to request a note from your doctor upon your child's return to care. If your child has a communicable disease and is in daycare, please notify us as soon as possible.

Medications

All medications must be handed to the director or lead teacher with specific written instructions for administration. A medication form must be filled out with any medicine that needs to be administered to the child.

Medications should never be left in the child's backpack/cubby or with the child to administer on their own. Our staff will ensure that the medication is recorded along with the directions and proceed to dispense the medication as directed.

Prescription medicines require a note signed by the family **and** a written order signed from the child's physician. The label on the medication must include your child's name, dosage, current date, frequency, and the name and phone number of their physician. All medications must be in the original container. Please specify the dosage and time to be administered.

Non-prescription medications require a note signed by the family and not administered for more than a 3-day period unless a written order by the physician is received.

Immunizations

Immunizations are required prior to starting according to the current schedule.

Physical and TB Screening

Each child must have a physical and TB screening done. Their physician must complete form **LIC701**. This needs to be obtained within 30 calendar days from date of enrollment.

Allergy prevention

Families are expected to notify us regarding children's food and environmental allergies. Families of children with diagnosed allergies are required to provide us with a letter detailing the child's symptoms, reactions, treatments, and care. A list of the children's allergies will be posted in each classroom.

We are trained to familiarize ourselves and consult the list to avoid the potential of exposing children to substances to which they have known allergies. ***Please do not send your child with ANY nut products such as peanut butter, almond butter, pine nuts, cashews, almonds, etc. If in doubt, leave it out.***

Injuries and Medical Emergencies

Safety is a major concern in childcare and so daily safety inspections are completed inside and outside the center area in order to prevent injuries.

First aid will be administered by a trained caregiver in the event that your child sustains a minor injury. You will receive an incident report outlining the incident and course of action taken.

If the injury relates to your child's head, neck or face, or produces any type of swelling or needs medical attention, you will be contacted immediately. Each classroom is equipped with a first aid kit meeting the state regulations. In the case of small injuries, a boo-boo report will be used as a form of less formal documentation.

In the event of a serious medical emergency, the child will be taken to the hospital immediately by ambulance, while we try to contact you or an emergency contact.

Lost and found

Lost and found items will be kept outside Little Monarchs for a limited time. Items not claimed will be donated to charity at various times throughout the year.

To prevent items being lost please ensure that your child's belongings and clothes are labeled with their full name before arriving at school.

Toilet Training

An important factor in making the toilet learning experience at school as low-stress as possible is a family/teacher partnership that supports the child through this important developmental phase.

Research indicates that children cannot successfully learn how to use the toilet until they are physically, psychologically, and emotionally ready. Most positive toilet training occurs only after children show signs of physical control or awareness of their bodily functions and when they demonstrate an interest or curiosity in the process.

Teachers work with parents to create a toilet training plan when the parents and teachers agree the child is ready. Please keep in mind that potty training is different at school where there are so many distractions such as friends and toys. Therefore we ask parents/guardians to start the process at home where a child feels more comfortable and is more inclined to demonstrate interest to successfully create a routine and schedule pattern.

If a child who is potty training has 3 or more accidents in a day, we will place the child back in a pull up for the remainder of the school day to avoid unnecessary stress on the student and work with them to try again during the next school day.

Rest time (Preschool)

After lunch, all children participate in a quiet rest time. Children are encouraged but not required to sleep and may be given quiet activities.

Because young children require different amounts of sleep/rest, children who fall asleep during rest time will be allowed to sleep until they wake. Children will sleep on approved nap mats.

Developmental Screenings/IEPs

The criteria for determining the appropriate placement in our classrooms will be based on interviews with the child's parent and an individual assessment with the child. This includes:

- Conducting one or more personal interviews with the child's parent or authorized representative that meets the following requirements:

- Through interviews, assessments and observation the person responsible for admission assists to understand the state of the child's health and physical and emotional development, and to assess whether the childcare center can meet the child's needs.
- Interviews and assessments provide the child's parent or authorized representative with information about the child care center so that both parties can ensure that it is the right fit for the individual child.
- During the initial screening, the director and owner will discuss the child care center's admission policies and procedures, activities, services, regulations, hours and day of operation, fees, procedures to be followed should the child become ill or injured while at the child care center, and procedures for conducting inspections for illnesses.

Teachers will also be conducting regular developmental milestone assessments. We will pass these along to parents and, at any time, parents may schedule parent/teacher conferences to discuss their child's progress. We offer planned parent-teacher conferences twice a year, typically in the Spring and Winter.

Little Monarch's Preschool is built on the value that we encourage the entire community to play a role in our children's development. Support staff, therapists, and family are always welcome in our facility as needed and we like to include them in assessments, parent-teacher conferences, and other areas of your child's learning.

Curriculum

We believe in learning through play and tailor our curriculum to the needs of each child based on how they learn best. Our program focuses on each child getting a well-rounded experience. Our teachers plan curriculum based on child observations.

All lessons are a comprehensive, research-based curriculum that promotes exploration and discovery as a way of learning, enabling children to develop confidence, creativity, and lifelong critical thinking skills.

Procare

We use the Procare application so parents can access pictures and updates throughout the day. Teachers will include mealtimes, naptime, and many activities and lessons your child is participating in throughout the day.

Your child's teachers and director have access to the messages where you can reach out with any questions or concerns in real time. ***Please refrain from contacting the teachers using their personal number***, any conversations regarding the child's day and well being should be done through the Procare app or Little Monarch's cell phone which is able to receive text messages (707) 852-4052.

Transitions

Your child's transition in childcare should be a positive and exciting adventure. We will work with you and your child to ensure that the smoothest possible transition to the next classroom occurs as new routines and new people are introduced.

Children are transitioned to the next classroom based on age, developmental readiness, state licensing requirements, and space availability. During the transition, current and future teachers will meet with you to propose a plan to introduce your child into the next program.

If your child is transitioning to a new school, a written request from you with instructions to where the records should be sent is required.

Biting

Biting is a normal stage of development that is common among infants and toddlers – and sometimes even among preschoolers. It is something that most young children will try at least once.

When biting happens, our response will be to care for and help the child who was bitten and to help the biter learn more appropriate behavior. Our focus will not be on punishment but on the effective behaviors that address the specific reason for biting.

Notes will be written to the family of the child who was bitten and to the biter's family. We will work together with the families of each to keep them informed and to develop strategies for change. These strategies may look different for each child, and we will work with the family to best help the child through this difficult stage.

We have a document that outlines the steps we take to prevent and handle biting that you may request at any time. If we notice that the biting is becoming more of an issue of safety then we will introduce a behavior plan that will be discussed with the teachers and the parents.

Discipline

The disciplinary techniques that we use are to remind, redirect, and remove from a situation to have a break or rest. We believe positive reinforcement works much better than negativity, as punishment does not work for long term results in good behavior, so we avoid things like time out.

Our goal is always to catch children being good so they know where they can gain positive attention, rather than searching for negative attention using negative behaviors. Reinforcement is our most used strategy and has proven to be the most successful.

If your child is expressing any behavioral issues the teachers and the director will have several intervention conferences to help correct the behavior.

Discipline Practices we do **NOT** use:

1. We do not use corporal punishment.
2. We do not humiliate, intimidate, shame, embarrass, or threaten.
3. We do not use any action of a punitive nature that would interfere with daily routines such as eating, napping, or toileting.
4. We do not physically restrain children with our bodies, only with our hands.
5. We do not isolate children by themselves.

In cases of ongoing behavior that results in an unsafe environment for anyone at Little Monarchs Preschool, parent teacher conferences will be conducted to produce a strategy to best fit a child's individual needs. This includes but is not limited to contacting parents at times of disruptive behavior for earlier pick up time.

All parents are notified by phone or by messaging on Procure if their child is affected by unsafe behavior and strategies are discussed while maintaining confidentiality to those involved.

Children's Rights:

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

Security

There will be cameras throughout the facility. These are to keep both children and staff safe. Directors can more efficiently respond to concerns expressed by staff members and parents. These cameras are for internal purposes only to respect the privacy of all children, staff members and parents. You will also notice that our front and back doors to the facility will remain locked at all times. This is to prevent unauthorized personnel from entering our school for the safety of our students and staff.

Emergency Procedures

Little Monarchs' philosophy is to always keep your child(ren) safe when he/she is in our care. We have developed an emergency plan that is put into place in the event that special circumstances require a different type of care. Plans for these special types of care are reviewed annually and updated when needed.

Staff is trained in the appropriate response and local emergency management is aware of these plans. Our emergency plan was designed to keep all children and teachers safe in the event of an Evacuation, Shelter in Place, and Lockdown within the center.

In the event of an emergency, parents will be contacted in various methods. Directors will message using the Procare App, an emergency email will be sent and/or a phone call will be made from the center or staff cellphones.

Upon enrollment, parents are required to complete **LIC 627**, Consent for emergency Medical Treatment. To ensure the health of the child and the individual medical history made aware to all staff, **LIC 702**, Child's Preadmission Health History is also required before admission to the program.

Each Child's Emergency Identification and Info form **LIC 700** must be updated yearly. At any time if any information is needed to be changed, parents are required to provide us with changes.

Reasons for termination

Failure to adhere to the following policies will result in your child's dismissal:

1. Nonpayment of tuition within 3 days of the due date. Tuition is due the Friday before care is needed.
2. Failure to adhere to the practices and policies.
3. Failure to abide by the health policies regarding the exclusion of an ill child from the daycare.
4. Behavioral issues, serious acts that hurt another child, a staff member, or the child him/herself. All resources will be accessed before termination.
5. Failure to abide by the late policy and/or 3 late pick-ups in a 12-month period.
6. Failure to abide by safety policies in the hallways and parking lot during drop-off and pick-up.
7. Failure to submit health assessments as well as records of all immunizations.

If you choose to leave the program, a written notice must be given two weeks prior to the last day.

On rare occasions, a child's behavior may warrant the need to find a more suitable setting for care. Examples include:

1. A child appears to be a danger to themselves or others.
2. Continued care could be harmful to or not in the best interest of the child as determined by medical, psychological, or social service personnel.

3. Undue burden on our resources and finances for the child's accommodations for success and participation.
4. The child cannot participate in the daily structure and schedule due to behavior concerns.
5. The child creates an ongoing situation in which other children's education and physical or emotional wellbeing are compromised and the situation has not improved after intervention.
6. Family is unwilling to participate in intervention services.

Refund Policy

Little Monarchs Preschool will not grant any refunds.

Staff

We strongly discourage families from entering into employment arrangements with staff, including but not limited to babysitting.

Any arrangement between families and our caregivers outside the programs and services we offer is a private matter, not connected to or sanctioned by Little Monarchs Preschool.

Open Door Policy

Parents/Guardians are welcome to visit the program any time during regular program hours. Our team will always do their best to speak with parents/guardians.

Since staff days are devoted to the caring of children, it may not be feasible to have a long discussion during regular hours. If a situation requires a more in-depth conversation, feel free to set up an appointment.

Right to Refuse Child Release

We may refuse to release children if we have reasonable cause to suspect that any person picking up a child is under the influence of drugs or alcohol or is physically and emotionally impaired in any way that may endanger the child.

To protect your child, we may request that another adult listed as an Emergency and Release Contact pick-up the child, or we may call the police to prevent potential harm to your child.

Recurring situations may result in the release of your child from the program.

Child Custody/Suspected Child Abuse

Without a court document, both parents/guardians have equal rights to their child. We are legally bound to respect the parent/guardian with legal custody based on a certified copy of the most recent court order, active restraining order, or court-ordered visitation schedule.

We are required by law to report all observations of child abuse or neglect cases to the appropriate state authorities if we have reasonable cause to believe or suspect a child is suffering from abuse or neglect or is in danger of abuse or neglect, no matter where the abuse might have occurred.

The child protective service agency will determine appropriate action and may conduct an investigation. It then becomes the role of the agency to determine if the report is substantiated and to work with the family to ensure the child's needs are met.

Our center will cooperate fully with any investigation and will maintain confidentiality concerning any report of child abuse or neglect.

Community Care Licensing

Our preschool facilities are licensed by the State of California, Department of Social Services, Community Care Licensing Child Care Division. They are located at 1450 Neotomas Ave Suite 100 Santa Rosa CA 95405; phone (707)588-5026.

The Department or licensing agency shall have the authority to come into the preschool facilities unannounced for the purposes of annual inspections or investigation of complaints against the facility, interview children and staff without prior notification, inspect and audit child or facility records without prior notification, observe the physical condition of the child and/or children; including conditions which could indicate abuse, neglect, or inappropriate placement.

Annual Licensing Reports and Complaint Investigation Reports are a matter of public record and copies are available to parents/guardians upon request.

Acknowledgment of Receipt of Family Handbook

I, _____, parent/guardian of
_____ have received the Parent Handbook



of Little Monarchs Preschool. I understand the policies and procedures and agree to abide by them. I also understand that specific programs at Little Monarchs Preschool may have an addendum to these policies and procedures, which I may be required to read and review in addition to the Family Handbook.

Parent/Guardian Signature: _____ Date: _____

Director Signature: _____ Date: _____