

Castle Oaks Children's Center

A division of Tampe Management Inc.

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Infant-Toddler Program

“Growth through Caring”



Parent Handbook

WELCOME TO CASTLE OAKS CHILDREN'S CENTER

Dear Parents:

We are delighted that you have chosen our preschool for your child and look forward to a positive and pleasant relationship with you.

We are proud of our facility which offers a safe, loving, and nurturing environment in which children may experience many educational and creative activities at his/her own developmental level.

Castle Oaks Children's Center is licensed by the California Department of Social Services, Community Care Licensing Division, approved by the Department of Health, as well as the local Fire Department. These agencies continue to inspect the facility regularly so that you can be assured that your child is cared for in a safe environment. This Parent Handbook is designed to assist you in understanding policies and procedures adopted by this facility to satisfy the regulations mandated by these agencies. After reading this handbook, please feel free to discuss any of its contents with us.

We maintain an 'open door' policy. Parents are invited to visit any time during the facility's operational hours. Our staff is always available for questions or concerns regarding your child.

The confidence you have shown in **Castle Oaks Children's Center** by enrolling your child in our Infant/Toddler program is greatly appreciated. The individual needs of each child are a high priority to us, and we will do everything possible to meet those needs educationally, socially, physically, and emotionally.

Castle Oaks Children's Center Infant/Toddler program is based on individual interests, values, abilities, and the potential of each child. Children are accepted and respected and our facility maintains a policy of inclusiveness never discriminating against any child or family due to race, color, religion, national origin, sex, or social class. This promotes an atmosphere of respect and acceptance.

This is an exciting time in your child's life, and we feel privileged that you have chosen **Castle Oaks Children's Center** to share in it.

Cordially,

Maureen T. Perera
Director

Our Philosophy

We at Castle Oaks Children's Center strive to provide an educational environment that encompasses all aspects of early childhood growth. At Castle Oaks Children's Center, we strive to provide the children an opportunity to learn and develop all their natural skills. Realizing that all children are born different, we at Castle Oaks Children's Center promote the success of each child to grow with pride and self-realization. In our caring atmosphere, we ensure that all children grow with respect to self and each other.

Our Goal

Through careful planning we aim to meet the different individual needs of each child in our program and provide a broad and balanced curriculum
The nurturing environment aims to create a place where children feel secure and welcome.

Infant/Toddler Program

Admission:

Children must be at least 6 weeks old to enter our Infant Program. Space is limited and we can accept new children only as space becomes available. Parents may secure a space by requesting to be placed on our Wait List and pre-paying the non-refundable registration fee. Priority is given to families with siblings already enrolled in one of our programs followed by those on the Wait List who pre-paid the registration fee. If space is still available, families that inquired about our program but did not register will be contacted.

Sibling Discounts: We offer a 5% discount on the tuition if more than one child is enrolled.

Program Days and Hours of Operation:

Our facility is open year-round from 6:30 a.m. to 6:00 p.m. Monday through Friday except for the following standard Holidays:

| | |
|----------------------------|------------------------------|
| New Year's Eve | Dr. Martin Luther King's Day |
| New Year's Day & Day after | Veterans Day |
| Memorial Day | July 4 th |
| Labor Day | Thanksgiving Day & Day After |
| Christmas Eve | Presidents Day |
| Christmas Day & Day After | |

Tuition includes these paid legal holidays. We publish and distribute the dates of all holidays each year; however, they are subject to change with adequate notice.

On or Before the First Day of Care:

A complete set of the following forms must be brought to the school.

- Identification and Emergency Information form
- Child's Preadmission Health History – Parents Report
- Physician's Report & copy of immunization record
- Consent for Emergency Medical Treatment
- Immunization record*
- Enrollment Agreement
- Parent's Rights form
- Infant Needs and Service Plan (4 pages)
- Personal Rights form
- Registration Form
- Medication Authorization for Tylenol and Allergies Information form
- Child Emergency Information Card
- Parent Handbook Acknowledgment
- Holiday Schedule
- Authorization to Display Photo, audio, visual
- Moon Bounce Authorization
- Field Trip Authorization
- Food Program/Decline Participation in the Food Program
- Waiver of Liability Relating to COVID-19
- Parent Emergency Evacuation Information Form

***No child is admitted without an up to date immunization record. Please give the office copies of immunization records when your child receives a booster or new immunization.**

The following supplies are required:

- Extra set of clothing to be left at school in case they accidentally soil what they are wearing. Toddlers that are potty training need at least 5 sets of clothing and 10 pairs of under pants.
- Infants and toddlers on a full day schedule need two (2) crib sheets and a light blanket for napping. The sheet and blanket will be sent home for laundering when soiled but no later than each Friday or the last day of the week your child is scheduled.
- Infants 6 weeks – One year 4-5 Bottles filled with prepared formula or breast milk.
- Toddlers 1-2 years please provide Red cap Full-cream milk and 3-4 sterilized sippy cups.
- Please note that the bottles/cups need to be taken home daily by the parents and sterilized for the next day.
- Prepared solid food (if Service Plan calls for it).
- Two – Three plastic bibs and two burp cloths.
- Baby spoon and dish.
- Children's Tylenol, if you have signed the Medication Authorization for Tylenol form and have a doctor's note (only to be used during extreme emergency).
- Thermometer
- Diapers, at least a one-week supply.
- Baby wipes
- Diaper rash cream with doctors note

- 1 pkg Disposable Diaper Changing pads

Earthquake Kit- a three (3) days of emergency supplies, and a picture ID. The kit to contain water, 2 baby bottle, powder, or canned formula/food supply, change of clothes, diapers, and wipes for three days, first-aid items and a solar blanket.

All items must be clearly marked with your child's name.

Meals, Snacks and Menus:

Our school provides a healthy a.m. snack, a nutritionist lunch, and a p.m. snack When the child starts eating the regular food. Lunch and snack menus are posted in your child's classroom as well as in the Director's office. All our food is prepared fresh daily. There is no extra charge for lunch or snacks, and they are provided for both, full and part time students.

Daily Routine:

Children must be brought to the center and **signed in** on the log. The receiving teacher will greet you and assess your child for signs of illness. Please be advised that children showing obvious signs of illness will not be admitted for the day.

Children's supplies can be dropped off before you leave.

Your child's Service Plan will be followed and charted throughout the day and you will receive a copy of their daily chart when you **sign out** your child for the day.

Ouch Reports: Our staff will fill out an Ouch report in the event of any minor injuries reported to the office. We will also notify the parent, if needed. If you have any questions do not hesitate to ask.

School Pictures: School pictures are taken every year; notices will be given out in advanced.

Persons Permitted to Pick-Up Your Child:

No one not listed on your child's Emergency Card will be allowed to pick-up your child. If someone comes to pick up your child who is not authorized the facility will **NOT** release the child.

It is imperative that the school has at least 3 current phone numbers of people authorized to pick up your child in case of emergency and let us know at drop off if you'd planned on some else to pick your child up that day.

Clothing:

Dress you child in washable play clothing since playing is an important part of our program. Elastic waistbands on pants are good, especially for toddlers working on potty training. Infants should wear shoes, booties, or socks and we recommend tennis shoes for toddlers. Please no sandals or boots as they present a hazard for children on play yard equipment.

Clothing needs to be seasonable appropriate and comfortable. Jackets and/or sweaters are needed for early mornings and late afternoons most months of the year and are required always during cold weather. **Mark your child's name on all clothing – the inside tag is a good place for this.**

Lost and Found:

Every year children lose or misplace many clothing items of value. When found by a staff member we check to see if the item contains a child's name and return it immediately. If it does not it is placed in the Lost and Found Box. It is your responsibility to check the Lost and Found Box if you are missing an item. **Castle Oaks Children's Center is not responsible for any item that has not been marked.** Articles not claimed are given to a charitable organization at the end of the year.

Sign-in and Out:

California state law requires that **ALL** children be **signed in** and received by a teacher upon his/her arrival at school. Children are assessed for obvious signs of illness upon arrival. You are also required to **sign them out** when your child departs our facility. Please sign your full name. Your cooperation is most appreciated for the welfare and protection of your child.

Safety Hints when you are Dropping off or Picking Up:

All children must be transported to and from school in a car seat approved for their age and weight.

We ask that you use extreme caution when taking your child to or from the facility. Carry them or walk holding your toddlers' hand.

Things that are not allowed at school:

The following items are not permitted in school.

- Guns, knives, swords, fighting instruments of any kind whether real or replicates.
- Glass containers of any kind
- Gum, candy or soda.
- Lipstick or nail polish
- Watches
- Phones
- Money
- No pets are allowed on campus.
- No laser pointers
- No harmful liquids
- iPad's or Tablets

Vacation/Illness Days:

Please inform us in advance if possible, of any day your child will not be attending. Please be advised that tuition is still due for absences due to vacation, illness, or other reasons. **No credit or adjustment will be made for absences of any kind.** This is to ensure that we can maintain qualified staff and the high level of service that provides for the wellbeing of your child.

Illness Policy:

If your child will be out of school due to injury or illness please notify the office so that we can inform the teacher not to expect you today. We will also need to be informed if your child has a contagious disease.

For the health of your child and the other children enrolled, please do not send your child to school when he/she is sick. Children are not accepted in school if they have a cold, rash, temperature, or other obvious signs of illness. Children must be well enough benefit from our program and to participate in all activities, both inside and out.

If your child becomes ill while at school, you will be called to pick him/her up. It is essential that emergency cards be kept up to date with the accurate and current phone number for you and at least three (3) people who can pick-up your child if we are unable to reach you. We will isolate your child from the other children and care for them until you or an authorized alternate arrives to pick them up. **If your child is not picked up your child within 45 minutes of our call you may be subject to a fee for every 15 minutes as a staff member must be assigned to care for your child during this time.**

Be advised that children must be fever free for at least 24 hours before returning to school.

When a child has been sent home ill and remains out of school for two (2) or more days because of illness a doctor's note is required for re-admittance.

Criteria in determining Illness:

- Fever more than 100 degrees.
- Excessive sneezing or coughing or any difficulty breathing.
- Any discharge from the eyes.
- Excessive runny nose or discharge that is green or yellow.
- Ear pain.
- Teething, if multiple and one-on-one attention is required.
- Diarrhea, one time if accompanied by a fever or more than twice in a day without fever.
- Vomiting one time with fever or two times in one day without fever.
- Communicable illness such as measles, chick pox, etc.
- Any rash, including server diaper rash and Hand Foot & Mouth.
- Headlice
- Listlessness, paleness, flushed, stomachache.

Contagious Diseases:

It is essential that the school be notified immediately if your child has been diagnosed with a communicable disease, whether the child is in the facility or not. The facility will inform all parents regarding exposure to communicable diseases immediately. We are required to keep accurate records regarding diseases. The following diseases are handled in the manner described below:

| | |
|------------------------------|---|
| Strep Throat | The child may return after the third day of medication without fever. A doctor's release is required after medication has ended; be sure that the child is well before returning to school. |
| Fever | The child may return 24 hours after the fever was ended. |
| Ringworm | The child may return home after infected area has cleared. |
| Scabies | The child may stay home until five (5) days after the second treatment. A doctor's release is required to re-enter the program. |
| Chicken Pox | The child may return after all eruptions of the rash have dried, crusted over, and cleared from the skin. |
| Pinworms | A doctor release to return must be presented. |
| Impetigo | The child may return when the sores are cleared from the skin. |
| Pink Eye | The child may return when the eyes are clear and there is no discharge. |
| Rash | The child may return when the rash is gone, or it is diagnosed by a physician in writing as being non-infectious. |
| Head Lice | They may return when all the nits (egg pockets) are cleared completely from the child's hair. |
| Hand Foot & Mouth | The child may return to school when their fever goes away, and their mouth sores have healed. |
| COVID-19 | Depending on your healthcare provider's advice the child may return after 3 days with no fever and Respiratory symptoms have improved (e.g. cough, shortness of breath) and 10 days since symptoms first appeared and the child received two negative test results in a row, at least 24 hours apart. |

Medication:

It is our policy **not** to administer any medication to the child.

Anaphylaxis Emergency Care Plan:

In case of an anaphylaxis emergency the school will administer a Jr. EpiPen if the parent has provided the school an EpiPen with a doctor's note and the container clearly marked with your child's information.

Parents are welcome to come to the school and administer medication themselves.

Non-Smoking Policy:

The state of California prohibits smoking on or near the school's premises. Therefore, **SMOKING IS NOT PERMITTED ON Castle Oaks Children's Center GROUNDS OR AT ANY OF OUR FUNCTIONS.**

Tuition Payments:

Tuition is always payable in advance and due the first day your child attends **Castle Oaks Children's Center** There is no tuition credit of any kind.

Fees:

Fees that are due and payable on or before your child's first day:

- Registration Fee
- Insurance Fee
- Earthquake Kit Fee
- Security Deposit
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Tuition Late Fee which is charged if tuition is not received by the end of the second day in the current pay period (weekly or monthly) unless special arrangements have been made with the owner or administrator.

Late Pick-up Fee is due at the time of service and must be paid directly to the staff member who cared for your child until you arrived.

Return Check Fee is charged whenever your bank returns your check for any reason. Please be advised that you are also subject to a Tuition Late Fee if we receive replacement funds after the due date. Should a consistent pattern of return checks develop the facility reserves the right to request future payments to the facility be made by money order or cash.

The amounts of all fees are disclosed in your Admission Agreement.

Tuition and Fee Changes:

Parents will be given written notice 30 calendar days before any changes in tuition or fees. You will be required to sign acceptance of these new terms by signing a new Admission Agreement.

Withdrawal: Our facility requires a two-week written notice of withdrawal. If written notice is not given, you are required to pay tuition for those two weeks.

Emergencies:

In the event of any emergency our staff will follow our Emergency Disaster Plan. Whether we are sheltering in place or are forced to relocate the children in our care will be cared for in a safe and orderly manner just as we have been trained. We will relocate only if it is unsafe for us to remain on campus until you can come. Notices will be posted to alert you to our evacuation location and teachers will have taken our emergency files with them so that your child will be

released only to you or your designate. We will make every effort to contact you or your emergency contacts by phone. Please do not call the school as all phone lines available must be kept free for us to co-ordinate with emergency services.

Discipline:

At Castle Oaks Children's Center, we believe in using positive discipline techniques to handle behavior problems. Techniques used for all children are age appropriate and children are helped into better behavior patterns. With most children in our Infant Toddler Program a Modification of environment, activities and adult interaction is generally all that is needed. For older toddlers talking to them and giving them choices of acceptable behaviors along with redirection are used.

If a behavior doesn't resolve with these techniques a parent conference will be held to discuss what may have provoked it, what concerns the parents have, and what circumstances have changed for the child (new member of the family, a family members illness, etc.). Then we will develop a plan together to assist your child to adjust.

Special Needs: We will make every effort to accommodate any special need. Please make the office aware of your child's physical or emotional needs.

Dismissal Clause: Kidsville USA reserves the right to dismiss any family for; abusive behavior by the parent or child toward other children or the staff, nonpayment of school tuition or fees, noncompliance of school rules and policies.

Liability: The school is not responsible to any personal valuables or property that is brought to school.

A word about Biting:

Babies and young children learn to explore the world around them by touching and tasting. So, it is likely that all children will use biting as a method to try to control their environment. Some children go through this stage more dramatically than others!

We assist them to correct this behavior. We evaluate why the child is biting, try to alleviate the problem that contributed to the biting and to redirect them into another activity they find pleasurable. Ultimately, we have found that once a child can verbalize their feelings biting usually resolves. We help them by promoting the use of words and sentences to express their frustration, fears, and concerns.

Generally, we treat biting as a predictable part of development that requires a caring and attentive response. While it is impossible to provide 100% protection to children from being bitten or biting others, we monitor the activities of those who have been recently bitten or have bitten others to prevent any re occurrences.

Calendars: A monthly calendar is published by our school to provide you with timely up-dates and general information. Answers to questions may be answered by the school director.

Parent Communication with the Facility:

Castle Oaks Children's Center believes that the staff and the parents should speak freely and work together. Daily, multiple things affect your child at home or away from school. We would like to know the reasons for your child's excitement or sadness. Please let his/her teacher know what the reason for any changes on that day may be. We will make every effort to be attentive to their emotional needs. When school is over, be sure to check with the teacher to find out how your child's day progressed.

Parent/ Teacher Conferences: Parent/ Teacher conferences are available to all parents at their request. The school may also request a conference if the need arises to share concerns regarding your child's behavior or development.

Termination Policy:

This preschool is not staffed to provide individual attention for children who may have special needs. Such children will be referred to the appropriate specialist and the preschool requires a report from the specialist for a follow up. Upon reviewing the report, the director in her sole discretion will evaluate whether the preschool can continue to provide services for such children, or not. If a follow up report is not submitted to the director, then it will be sufficient cause for termination.

- Violent, abusive, and/or hyperactive behavior will also be referred to the appropriate specialist and follow up reporting will be required as specified above.
- Frequently disruptive behavior by a child which interferes with the staff's performance or the daily class activities, will be sufficient cause for termination.
- Following are also causes for immediate termination:
 - Failure to uphold or not cooperating with the preschool policies.
 - Use of obscenities by the child or the parent/guardian.
 - Rude or inappropriate conduct, behavior, or attitude directed at the preschool, staff, or other clients/children by a child or parent/guardian.
 - Failure to pay tuition within the required tuition due date and/or late tuition charges as per the preschool policy. When verbal reminder for tuition is not responded with payment within one day, it will be sufficient cause for termination.
 - When parent/guardian does not follow up on the corrective action agreed upon at any conference.

Inappropriate behavior:

Inappropriate language, discriminatory and or derogatory comments by a child/parent is not tolerated in the school. Any child/parent found to be engaging in any verbal and or physical

confrontation will be subject to immediate disciplinary action not withstanding suspension and or dismissal from the school. Castle Oaks Children’s Center reserves the right to terminate a child without prior notice, due to inappropriate behavior/language by the child/parent or if staff/children at the facility are threatened, put in danger or due to any safety violation by a child/parent. **Castle Oaks Children’s Center will not tolerate Bullying.**

Notes to the Office:

All messages that concern you or your child at school should be made in writing. It is not always easy to recall who said what to who and when unless it is in writing. Keeping us informed is greatly appreciated so that we can work together for the wellbeing of your child.

Please keep this handbook to review policies and procedures and thank you for giving us the opportunity to provide an excellent beginning to your child’s learning experiences.

Questions or Concerns: Please contact the office should you have any questions or concerns; we will be happy to assist you.

Parent Handbook Acknowledgement

I/we the undersigned parent(s) of _____

Child’s Name

Have received a copy of Castle Oaks Children's Center’s Parent Handbook. I/we have read and understand the rules, policies and procedures as stated herein, and authorize Castle Oaks Children's Center to act in accordance with these rules, policies, and procedures throughout my/our child’s enrollment.

Your Child(ren’s) place of Birth: _____

1. _____
Parent/Guardian’s Signature

Date

California Driver’s License #

2. _____
Parent/Guardian’s Signature

Date

California Driver’s License #

Please advise Castle Oaks Children's Center if someone other than you will be responsible to tuition payments (e.g. CCRC, Gain, Net, or another person).

_____ is responsible for payment and I understand all

authorized forms verifying payments must be received by the director or administrator before my child begins school and that if payment by this third party is not made for any reason I will be responsible to the school for such payment.

Parent/Guardian: _____
Signature

Date