

# Encino Creative Kids Parent Handbook

Welcome and thank you for choosing ECK! We are honored that you have entrusted us with the care and education of your child. We are dedicated to fulfilling your child's early childhood education needs.

Please read and familiarize yourself / co-parent with our Parent Handbook.

It provides helpful information to better acquaint you with ECK and serves as the operational policies for our school. Please speak with the Director if you have any questions regarding this handbook.

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## 1 ENROLLMENT PROCEDURES

We are pleased to offer year round enrollment for children age 1year to 5 years and summer and school break care for ages up to 6. We are excited to have your child join our program

The first step in enrollment is by touring **with your child**. The next step is to schedule your child's trial day. It will be from 9-3. We will give you a detailed account of all aspects of your child's day, as well as a few pictures to you cell phone.

If the trial day was positive, the next step is to start a 2-week Trial Period

A Start-Up Fee and first week's tuition will be due. A completed enrollment packet is required before/on your child's first day of attendance. The immunization form will come from your child's doctor, so please acquire a print out for your child's file. **NO EXEMPTIONS**

You will be given a text or sheet of needed supplies such as extra clothes, diapers, formula, etc. so there are fewer things to remember on the first day.

The 2-week trial period is a time for the school and the family to feel things out and see if it feels like a good fit for both.

On the first day, it is not uncommon for children to experience "separation anxiety ." This is an important milestone in your child's life and is as important to your child's emotional and intellectual development as crawling is to physical development.

You can celebrate this milestone together by developing a routine for saying good-bye. Smile confidently as you leave and say, "I will be back soon and I know you're going to have so much fun doing ...." Give a reassuring hug and leave promptly. Please do not sneak away, for that only heightens anxiety. We ask that you please be brief (about 5 minutes).

Parents who are experiencing separation anxiety are encouraged to text, but rest assured that we will be providing updates throughout the Trial day. Usually at naptime, we will text, email or call you with progress updates.

After the trial period, if both parties wish to move forward with the process, ECK will give an official Enrollment Contract. At that time, you will be asked to submit a Month Deposit for your child's last month here with ECK. We offer 3 options to submit deposit.

## 2 OPERATING HOURS

ECK is open 8:00am to 4:50pm Monday through Friday. **The last 10 minutes are for sanitizing and children must not be present**

We are open year round except for holidays, One week summer break and one week winter break ( which are outlined in our yearly Looking Ahead )

Families will receive a Looking Ahead paper listing all holidays and closures each year, as well as monthly and weekly reminders.

ECK is happy to assist with alternate childcare while we are closed, if needed

## 3 OPEN DOOR POLICY

Parents of children currently enrolled at ECK are welcome to visit by law, however, if your child becomes upset once you decide to leave, we ask that you take your child with you.

As an extra security measure and to promptly meet the needs of our clients, all visitors, including parents, are required to contact Ms. Deanne before coming to visit. We appreciate your cooperation.

## 4 COMPLIMENTS, QUESTIONS OR CONCERNS

We want to know about your satisfaction, questions and concerns regarding any issue about our program, including policies and procedures. You can call during business hours or email anytime. We prefer to not discuss in person for the protection of the other families, unless a specific meeting is prescheduled.

If you have a question or concern that you would like to discuss with your child's teacher, please call Ms. Deanne to schedule a conference. It is not appropriate to take the teacher's time, while she is with other children. Thank you for your understanding.

## 5 STAFF

Your peace of mind regarding your child's safety is important to us. Our teachers and staff members undergo criminal background checks including fingerprinting, pre-screening and ongoing training in child development. Training and certification in CPR, First Aid, and SIDS prevention, nutrition and mandated reporter training are also required.

## 6 INCLEMENT WEATHER / PANDEMIC / SAFETY / EARTHQUAKE CLOSING

While closing due to inclement weather is extremely rare in Southern California, ECK reserves the right to close at any time if appropriate to the needs of the children. EX: If extreme heat and city has a power outage.

Should a natural disaster begin mid-day, please make arrangements to pick up your child as soon as possible so that your family, your child's teachers and their families and everyone at ECK can get home quickly and safely.

## 7 SECURITY

Your child's safety is ensured through detailed security measures affecting every aspect of your child's day. Beginning with the large black gate, where everyone entering the facility is required to sign-in and out. Please take a minute to sign in (prior) to entering and sign-out (prior) to entering our facility. ECK also has security cameras for your family's safety and ours as well.

ECK has security keypad entry on the locks and they will be changed regularly. Each family will be notified of the change. PLEASE do not give our code to an emergency pick-up person. That

person MUST show proof of ID and wait at the gate for a teacher to dismiss child. We have a Ring doorbell on the black gate. Please ring and wait to be greeted.

## 8 ARRIVAL

Upon arrival, please ring doorbell and wait to be greeted by a teacher. Older children will walk to classroom while a parent and a teacher supervise. Please do not shove your child through the gate and leave. Children should arrive no later than 10:30 a.m. each day unless detained due to a medical appointment. Arriving by 10:30 cut off, it helps keeps your child "in sync" with the daily schedule in the classroom. We will not accept a child past 11:00am for any reason.

You may pre-arrange with director to drop-off at 2:30-4:50 after nap. NO SHOTS on same day.

If your child will be late, please call / text so that we can notify your child's teachers to include your child in the counts for the day's activities.

Children must arrive and depart through the black gate of the school only. PLEASE do not come in through the main house front door.

## 9 PICK UP

We take our responsibility to children very seriously and reserve the right to ask anyone for a photo ID before releasing a child. Anyone who does not regularly pick up a child from ECK should bring photo ID in hand.

Children will be released only to adults age 18 and older whose names appear on the enrollment application and who also provide proper photo identification. **Parent must notify ECK that someone else is picking up (ahead of time) or child will not be released until we get verbal acknowledgment from parent.**

If there are custody issues, the parent should discuss the situation with the director, as it will probably be necessary for the custodial parent to provide a legal document which defines the custody agreement.

If you need someone whose name is not on the enrollment application to pick up your child, please inform Ms. Deanne. This allows that individual access to your child for that day **only**. You can also permanently add the name to the enrollment application.

All parents needing to come inside for any reason please make sure your vehicle is parked properly. Please no parking behind either of the side cars. This area is reserved for Deanne's family members. They must be able to get in & out as needed. You may park in front of the main house door. 2-3 cars can fit, if parked properly. Please park on the street if there is not enough space.

ECK must have both gates open and clear, by the fire department requirements during business hours.

Please do not come late to pick up you child. ECK staff have their own children and families to enjoy. Please allow enough time to greet your child, collect belongings and exit gate by 5:00.

## 10 NAPTIME

Children enrolled in the preschool rest every day. ECK provides a comfortable child-sized cot for older children and a mini crib for younger children. Parents may provide a small (crib size) blanket and/or lovie for nap time or you are welcome to use ours. We do not have storage space for regular blankets, pillows or sleeping bags. The small blanket must be labeled.

Please avoid picking up your child during naptime, as it can be disruptive to the sleeping children. If you do need to pick up your child during naptime, a courtesy call / text to Ms. Deanne prior to naptime is appreciated so that we can have your child and his/her belongings ready and waiting when you arrive. We will meet you at the side yard. **PLEASE do not enter the main house where children will be disturbed.**

## 11 ABSENCES

Everyone at ECK genuinely cares about your child and we ask that you please call if your child will be absent for any reason.

Your child's spot is reserved and no other child is able to use it. You are charged on holding, not using your spot.

## 12 ILLNESS

Sick children should not attend school. Illness requiring pick up includes but is not limited to: fever of 100.0 degrees or higher, rash, open sores, conjunctivitis/pink eye, diarrhea or vomiting, severe runny nose, etc.

**Children who become ill at school must be picked up within an hour (or sooner, if possible) after the parent or other authorized person is notified.**

**If for some reason, you can not pick up , you must have a Plan B of someone that is authorized to pick up for illness/emergencies**

**You must accept that we are noticing something here, at school, even if you do not see it at home. We can not accept that it's only an allergy or only a runny nose. We are 100% a well facility. We are not licensed for mildly ill care.**

Children must be fever free for 24 hours and vomit free for 48 hours **without medication** before returning to school.

ECK reserves the right to require a doctor's release particularly in the event of surgery, rashes, prolonged illness or communicable disease before returning to school. If your child experiences a contagious illness, please notify the director at your earliest convenience. Confidentiality is guaranteed. **Please note that ECK reserves the right to follow our school's specific illness policy (even if you have a dr note)**

## 13 TUITION

A Start Up fee is due on the first day of your child's trial period. This fee is non-refundable. It covers insurance, cot/ bedding fee, supplies, registration Insurance will be due each year and Cot/bedding is a one-time fee. Supplies are bi-annual.

Tuition is due on/before the 1<sup>st</sup> of each month. A \$25 late fee will be applied each day (including weekends) until paid in full. A child may not attend school until it's paid in full.

## 14 VACATIONS

ECK offers each family a 50% vacation rate each 12 months, however families must give a 30-day written notice. NO exceptions to this rule. Family must pay ahead of time. Vacation rate applies to one week (Monday through Friday) to be valid for this discount.

## 15 EXTRACURRICULAR ACTIVITIES

We are happy to offer many exciting extracurricular activities such as soccer from a trusted and fingerprint cleared company, as well as in-house crafts such as weekly messy art, simple

science, fun cooking, themed days and more. Please ask for more information regarding the activities and ages offered at this time.

Fees for these activities are not included in tuition.

## 16 REFERRAL PROGRAM

It's simple...spread the word about ECK. Have the family that you refer tell is your name (or your child's name). When that family signs a contract (after 30 day trail period), we will apply credit to your tuition or give you a gift card.

How much you say? \$100 for a full time enrollment and \$50 for a part time (3 days or more) enrollment. \$35 for 2 days or less.

We also really appreciate your Google Reviews, Facebook Reviews and Yelp Reviews!

## 17 MEDICATIONS

All medicines must be signed in on the Medication Log located in the classroom.

Do not leave medication in your child's backpack, diaper bag, cubby, etc.

Medicine must be in the original container and clearly labeled with the child's first and last name.

Medicine is dispensed according to label instructions only. This includes age and/or weight dosage instructions. ECK administers medicines as a courtesy to our clients and reserves the right to deny this courtesy at any time. **We can not be held liable for any/all side effects.**

## 18 MEDICAL EMERGENCIES

IT IS IMPERATIVE THAT PARENTS KEEP CONTACT NUMBERS CURRENT AT ALL TIMES.

In the unlikely event that your child requires emergency medical attention, ECK will contact

paramedics, administer CPR/First Aid if needed, and you or your designated emergency contact person will be notified as soon as the situation allows. (Any expenses incurred will be the responsibility of the child's family.) Other children in the center will be removed from the situation and supervised by other staff members.

If a minor injury occurs at school, first aid will be administered and ECK staff will complete an Incident Report. The situation will be discussed with the person who picks up the child at the end of the day. In addition, parent may be notified by phone, text, and/or email.

Parent will be asked to sign the report so that it can be placed in the child's file here at school.

## 19 ALLERGIES/MEDICAL CONDITIONS

If your child is allergic to certain foods, insects, soaps, etc. and/or if he/she has certain medical conditions such as asthma, please provide written notification to ECK so the information can be included in your child's file and all teachers can be made aware.

We must work together to ensure your child's safety and good health.

Additionally, please send food from home if your child is allergic to the lunch being served. The same policy is true for children whose religion prohibits certain foods.

If your child is prescribed an Epipen (or other), we **MUST** have a dated doctor's note stating his/her purpose for the medication, a dated and signed note from the family saying that you allow

us to administer the medication, a licensing medication release, and be sure that the medication is not expired.

**ECK will NOT administer any expired medication of any kind, for any reason.**

## 20 PARENTAL NOTIFICATION

Please see our Instagram/Facebook pages for important general notifications for parents. Parents will also receive monthly letters, weekly notifications by text messages.

## 21 DISCIPLINE AND GUIDANCE

We believe in a positive approach to discipline. Teaching children what to do more often than what not to do develops problem-solving skills and a generous and kind attitude while guiding them toward acceptable behavior and self-discipline. Parents can show support by teaching their children to value and respect teachers and friends.

Our trained and caring staff implement positive methods of discipline and guidance that encourage self-esteem, self-control, and self-direction, which include using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior; reminding a child of behavior expectations daily by using clear, positive statements; redirecting behavior using positive statements; and offering appropriate choices to replace inappropriate behavior .



At ECK we believe that discipline should be individualized and consistent for each child and appropriate to the child's level of understanding. Corporal punishment, embarrassment, and shaming will never be used. Young children are developing social and emotional skills along with intellectual and physical abilities. Trust that we will let you know if your child's behavior is outside acceptable boundaries.

## 22 ADULT CODE OF CONDUCT

Because children need to know that ECK is a safe, nurturing environment for them, parents and other adults who come here are asked to abide by the following guidelines while in the school, driveway and playgrounds:

No loud cell phone calls

No smoking (even on the street) during business hours Use appropriate language and not gossip

Discuss disagreements privately and calmly away from the children and with appropriate staff

only

Report concerns about children other than their own

to the director and never address concerns directly with other parents or the children.

## 23 BITING

Biting is a normal part of development for many young children. Our teachers are trained in various strategies to help deter biting in the classroom. Because we recognize that this behavior can be frustrating to everyone involved, please be assured that we will maintain confidentiality and speak with both families when a biting incident occurs. Appropriate steps will be taken to discourage future incidents and to meet the needs of each child.

**If, after exhausting all options, a biting child may be asked to leave our program. No refunds will be given**

## 24 MEALS

Meals/snacks are included at specified times for children who are old enough to eat table food. If your child is a "picky eater" and you would like to send food for your child, it will be served along with whatever we are serving that day so that your child will may taste it if he desires to do so. We have had great success utilizing this strategy.

If your child is allergic to certain foods, please speak with the director so that necessary substitutions can be made. A note from your child's physician is required and your child may need to bring a lunch from home on those days.

**Please do not send your child with food in their mouth/hands! It can cause choking, or a serious allergic reaction to another child \*\***

## 25 BIRTHDAYS/TREATS FROM HOME

Birthdays and other special occasions are great times to send treats from home for your child's class. Treats from home to celebrate various holidays can also provide real and meaningful opportunities to teach young children about cultural diversity.

If you would like to send treats for your child's class, please let the teacher or director know ahead of time.

Please send **store bought products** that have a clear label of ingredients

Items in "goody bags" should be age appropriate and safe enough not to cause a choking hazard and/or given to teachers that will in turn deliver to parents of children.

Confidentiality is important to us. Please let us know if you do not want to be included on

class lists. If you would like to have a celebration away from school, please give the completed invitations to the director and we will give them to the appropriate parents during pick up time. This also helps us avoid disappointing children who may not have been invited.

## 26 IMMUNIZATIONS

A copy of your child's immunization record must be on file on the first trial day.

Immunizations must be current based on your child's age. When your child receives immunizations as he/she gets older, **please provide us with a copy of the updated immunizations for your child's file.**

No personal belief statements will be honored at ECK.

## 27 POLICY CHANGES

Occasionally, changes in policies at ECK will occur. Notices will be posted on Instagram/ Facebook ,texted, emailed, and a paper copy will be given for each family to sign. **Any changes made known by director supersede this handbook, has we may not have made the written change (yet) to our website materials\*\***

## 28 WATER ACTIVITIES

During the summer time, children age 12 months to 6 years may participate in water activities on the playground in water tables, splash pools, and/or sprinklers. **Please have your child in sunscreen before arrival.**

## 29 CLOTHING

Children will enjoy a variety of activities including painting, sand play, shaving cream, and playing outside each day. Children should wear comfortable play clothes, comfortable shoes. Sandals and "flip-flops" are not appropriate footwear for running and playing at school and are not allowed. Child(ren) can/will be sent home, or parent(s) will be called to bring an additional

pair of close toed shoes. Additionally, all children must have at least 2-3 extra sets of clothes in their cubbies.

So that the teachers can better assist you and your child in keeping up with your child's belongings, everything, including clothing, jackets and sweaters **must be labeled with the child's first initial. We are unable to replace lost or damaged articles.**

We do not have time to stop and look for items at closing. When/if found ,the following day, it will be put in child's cubby.

### 30 PERSONAL BELONGINGS

Personal items from home should not be brought to school. Exceptions are curriculum related items, children's books, and/or items for Show & Tell. Be sure that these items are labeled with your child's first and last name. ECK is not responsible for lost or broken items.

Napping items are an exception, but they must stay here M-F and they are not able to go back n' forth daily.

### 31 OUTSIDE PLAY

Sunshine and fresh air are vital to the healthy development of young children. Getting 20-30 minutes of sun exposure (UV rays) everyday is the most efficient way for the body to make vitamin D. Vitamin D is essential in aiding the body's absorption of calcium for strong healthy bones, preventing disease, supporting the immune system and healthy cell reproduction.

At ECK, the children play outside every morning and every afternoon except in extreme weather conditions.

We do take the wind chill factor and/or heat index into account as appropriate and the length of time spent outdoors varies according to the weather as well. Please dress your child accordingly and include a jacket with a hood during cold weather days. Outside time is required per state minimum standards.

We may play outside for 2 hours in the morning and skip the second outside playtime.

PLEASE use your best judgement with applying sunscreen. We feel that child should arrive with sunscreen on hotter days. It should last from 8:00 - 10:00 am. If we have uncovered waterplay activities, or if we are out longer than 10:00, we are happy to reapply. If we are on the covered side yard, classroom, or main house, we do not see the need to reapply sunscreen.

### 32 LOST AND FOUND

ECK is not responsible for lost or broken items. However, we will do our best to help locate missing items within a day or two. Please label everything with your child's first name

### 33 DESTROYING TOYS, BOOKS, ITEMS

Parent will be asked to pay for or replace any items that we broken, ripped or destroyed by any child while at school

### 34 PRIVACY AND CONFIDENTIALITY

In the interest of privacy and confidentiality, any concerns regarding children other than your own must be addressed to the director rather than the classroom teacher. Please note that it is the director that must be the sole decision maker, as it is she that holds the liability and license.

Thank you for taking the time to read this Parent Handbook. Together we can give your child a foundation of positive self-esteem, self-confidence and the ability to become a curious life-long learner.

### ACKNOWLEDGEMENT

My signature below certifies that I have read and understand the contents of this Parent Handbook and agree to abide by and comply with the policies set forth herein.

I /We also acknowledge that I have been given the opportunity to discuss any policies in this handbook with the Director of the facility.

I /We acknowledge that ECK reserves the right to modify or amend these policies at any time without prior notice.

Signature #1 \_\_\_\_\_ Date \_\_\_\_\_

Signature #2 \_\_\_\_\_ Date \_\_\_\_\_