



A Non-profit

Parent Handbook Infant & Toddler Program

CKC, Inc. provides quality, on-site child care programs in a safe, fun-filled, enriching environment for a diverse population of families in Santa Cruz County.

Welcome to Campus Kids Connection, Inc.

We are excited that you have chosen our program to supplement your child's growth and development. Any questions that you might have concerning CKC, Inc.'s policies can be answered by reading the Parent Handbook. If you still have questions concerning CKC, Inc. policies, please contact the Administrative Office at (831) 462-9822 or office@campuskidsconnection.com.

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Center employees are not authorized to waive, make changes, or create agreements outside of established agency policy. Likewise, an employee error will not negate the policies and procedures of CKC, Inc.

GENERAL INFORMATION

The Administrative Office is located at:

820 Bay Avenue Suite 124

Capitola, CA 95010

(831) 462-9822

Fax (831) 462-8934

Please visit website for current office hours:

www.campuskidsconnection.com

School Age Locations

DeLaveaga Site

1145 Morrissey Avenue

Santa Cruz, CA 95065

(831) 461-5229

Facility #440710237

Capacity – 100

Main Street Site

3400 Main Street

Soquel, CA 95073

(831) 475-5758

Facility #444400073

Capacity - 80

Mountain Site

3042 Old San Jose Road

Soquel, CA 95073

(831) 475-3274

Facility #444412004

Capacity - 50

Santa Cruz Gardens Site

8005 Winkle Avenue

Santa Cruz, CA 95060

(831) 475-5925

Facility #440702020

Capacity – 65

Soquel Site

2700 Porter Street

Soquel, CA 95073

(831) 475-2302

Facility #440701866

Capacity – 80

Valencia Site

250 Aptos School Road

Aptos, CA 95003

(831) 461-4702

Facility #444415707

Capacity - 80

Westlake Site

1000 High Street

Santa Cruz, CA 95060

(831) 461-5207

Facility #440710576

Capacity - 125

Preschool Programs

SCG Children's Center

8005 Winkle Avenue, Santa Cruz, CA 95065

(831) 475-6587

Facility # 444408785 Capacity - 42

Opal Cliffs Children's Center

4510 Jade Street, Capitola CA 95010

(831) 475-5188

Facility # 444412727 Capacity – 60

CKC Infant & Toddler Children's Center

305 Alturas Way, Soquel, CA 95073

(831) 713-5214

Facility #444414596 Capacity - 28

Ages

CKC Inc. Infant & Toddler program is open to children 6 months (and mobile)- 36 months.

Holidays

Childcare is not provided on the following days:

Independence Day

Labor Day

Veteran's Day

Thanksgiving Break (Weds-Friday)

Winter Break (2 weeks- refer to CKC calendar)

Martin Luther King Jr's Birthday

President's Day

Memorial Day

3 Fridays in the calendar year for Staff Training

Tuition is a monthly expense and is not prorated for site closures. Tuition is not adjusted for the above holidays, closures, or for child absences. We have taken into account days the school is closed and provided a set monthly tuition throughout the school year. At least one month's notice of staff training closures will be provided.

Licensed Programs

All CKC, Inc. programs are licensed by the State of California, Department of Social Services. We are required by this license to adhere to all policies stated in Title 22. State Licensing has the right to inspect facilities and interview children without prior notice as per section 101200 of Title 22. For more information, you may contact:

Department of Social Services Community Care Licensing
2580 North First Street Suite 300
San Jose, CA 95131
(408) 324-2148

STAFF

Qualifications

All CKC, Inc. staff meet or exceed the qualification standards set by Community Care Licensing. Staff also have a background check as required by the State of California, and are fingerprinted through the Department of Justice. Staff names and qualifications are available from the Site Director upon request. In accordance with State Licensing, the staff/child ratio never exceeds 1:4 (Infant Room) & 1:6 (Toddler Classroom).

Background Check

All employees hired by CKC, Inc. are subject to a background check. Prior to hiring, the applicant must show proof that they have the education and experience required for that particular job. In order to be hired, and for continued employment, the applicant/employee must have the following:

Fingerprint Clearance

Clearance of any criminal convictions

Child Abuse Index Check

Physical Exam/Health Questionnaire

TB Clearance/Required Immunizations

Transcripts

Sexual Harassment Training

Picture ID

Drug Free Statement

Safety Policy Training

Signed Job Description

Personnel Record

Signed Employee Handbook

Mandated Reporter

CKC, Inc. Employees & Outside Work

CKC, Inc. employees who work other jobs, provide community services, or participate in external leisure activities are not permitted to market, promote or offer these outside activities or events to the families enrolled in CKC, Inc. programs.

CKC, Inc. shall have no legal liability or responsibility for any arrangement made between a staff member and a CKC, Inc. family participant that occurs away from work and that is not part of a CKC, Inc. recognized program within program hours. Such activities, should they occur, will not be covered by CKC, Inc.'s Worker's Compensation or Liability insurance.

If you have been solicited by a staff member or would like additional information on this policy, please don't hesitate to contact the Executive Director at (831) 462-9822 x6.

ADMISSION AND REGISTRATION

Admission

Children are served without regard to race, sex, gender, color, ancestry, national origin, ethnic group identification, religion, sexual orientation, mental or physical disability. CKC, Inc. welcomes the enrollment of children with disabilities, we understand the requirements of the American with Disabilities Act (ADA) and we will make reasonable accommodations to serve these children. We also operate without religious instruction of any kind. No optional services are offered.

Our goal is to ensure that our program is an appropriate placement for your child. In order for the program to accommodate the well-being, mixed schedules and diverse needs of the families that we serve, all children in our care must be able to function well in a stimulating, ever-changing group environment. CKC, Inc. reserves the right to restrict a child from participation in any activity or field trip and to determine if continued enrollment is in the best interest of the child.

Registration Conference /Tour

Title 22 requires that both the parent and child attend a tour/conference before care begins. The registration conference is for you & your child(ren) to view the program and discuss the program policies. Please call the admin office to schedule a tour.

Registration Fee/Monthly Tuition

A registration fee is assessed at the time of registration. The registration fee is non-refundable. A re-registration fee will be charged annually in September.

Your child may attend only after the required forms are completed and returned to the Administrative Office, payment has been processed, and you and your child have attended a tour/registration conference at the childcare site. The registration process takes a minimum of three business days. Families will not be able to register until all outstanding tuition balances have been paid in full.

Parent Contract

At the time of registration, a Parent Contract will be completed detailing your tuition, schedule and location. A new Parent Contract will need to be completed to make any changes. A 30 day notice is required to implement any changes to your tuition and schedule.

Waiting List

The CKC administration will maintain a waiting list granting admission on a first-come, first-served basis. In order to be placed on our waitlist you must complete the Enrollment Info Form on our website or return a

waitlist form to our admin office at manager@campuskidsconnection.com or mail to 820 Bay Ave. Suite 124, Capitola, CA 95010.

If you withdraw your child from the program, a child from our waiting list will be granted admission. Re-enrollment at this time is not guaranteed for your child.

TUITION

Schedule

A Tuition Schedule is available for each center. Tuition has been calculated to take into account any school closures and holidays. We do not prorate for CKC closures (i.e. winter break, holidays) or school closures during the year. The first and last month of the school year are prorated. Tuition is regardless of usage. There will be no adjustments to tuition if CKC, Inc. has to close due to acts of nature.

Drop In Services

Drop-in childcare services may be available to assist families on days that they are not regularly scheduled. There is limited drop-in availability, and is only allowed after confirming with the site director that space is available with at least 24 hours in advance of the day you need care. Payment for drop-in services will be invoiced and payment will be due upon receipt. Drop-in care may not be scheduled more than 4 weeks in advance.

Drop In Services No Show Policy

If you sign up for drop in services and your plans change, you need to notify the Site Director at least 24 hours before the care was to begin or you will be financially responsible for this day. You will be charged for a no show without proper notice. This allows the Site Director to ensure adequate staffing for the day.

Sibling Discounts

A sibling discount of 10 % is available for the child with the lower tuition. This will apply whether you have two children in our preschool program, or whether your children are in our infant, preschool or afterschool programs.

Late Pick-Up

Your child(ren) must be picked up by closing. If you arrive after closing, a family late fee of \$10.00 for every 10 minutes or portion thereof will be assessed. The fee will be added to your next tuition statement. More than 4 late pick-ups in any year may result in termination from the program. If you know in advance you will be late, please arrange for another authorized adult to pick up your child and notify the site director. If we haven't heard from you, we will begin calling contacts to pick-up your child 5 minutes after closing. The same late fee will be applied to the half day morning program.

Children will not be accepted before the start of a half day program.

Payments

Under CKC, Inc.'s current operating procedures, the parent who has signed the billing card is legally responsible for the payment of tuition. When a change in payment responsibility occurs, a new contract needs to be filled out immediately.

Tuition is due on the first of each month. Please make checks and money orders payable to CKC, Inc. We prefer not to handle cash. You may mail your payment to the Administrative Office at the address located on the General Information page of the handbook. For your convenience, VISA and MasterCard are also accepted.

Request for Tax Statement

Parents may request a statement of payments for their taxes either by phone or email. We will provide a statement within two weeks of request. You must be listed on the billing card to make a request.

Late Payments

A \$25.00 late fee will be charged for all payments received after the 5th of the month. If the 5th falls onto a weekend or holiday, tuition is due the next regular business day.

If tuition is two weeks late, your childcare will be temporarily suspended until the balance is paid in full. Collection procedures will be initiated if statement balance is not paid in full by the 20th of the month and your child(ren) will be dropped from the program. The parent or guardian who has signed the billing agreement will be responsible for payment of any balance due. Once collection procedures begin you will not be able to re-enroll for one calendar year. Upon re-enrollment your account must be paid in full.

More than 3 months of late payments may result in termination from the program for one calendar year.

Billing Questions

If a parent has a question concerning their tuition statement, they should contact Administration Office at (831) 462-9822 or email accounting@campuskidsconnection.com. Any grievance or objection to a billing must be made within 30 days of the date listed on the tuition statement. Failure to do so will result in the bill being correct.

Sliding Fee Scale

We operate on a sliding fee scale based on the number of family members and gross monthly income (including spousal support, child support, etc.) of your household. At the time of registration or annual re-registration a Family Income Calculation Worksheet must be completed. It is important to provide the following documents to ensure that you are receiving the correct tuition rate:

- a. last year's State or Federal tax forms
- b. current pay stubs at least one month
- c. any other documentation contributing to gross monthly income

This information will be kept confidential. You will be charged the Step 2 rate until adequate income verification has been provided even if you were Step 1 the previous year. Contact the Administration Office with any changes in your income. Changes will be reflected in the following billing cycle. Please see your registration packet with the Tuition Schedule for specific fee information. For questions about your bill or payment contact the Administrative Office.

Subsidized Care

We do not subsidize care, but we do work with local agencies that provide these services. If you are qualified through one of these agencies, please let us know. We currently work with two programs offering subsidized care: The Voucher Project and the Human Services Department (HSD). Our agreement with these agencies state that subsidized care is accepted based on the same rules and procedures our other clients are expected to follow. If paper work is not turned in by the end of the month your child care may be terminated until paperwork is completed. Failure of parents to complete recertification on time may also result in termination. Any fees owed by parent must be paid at time of service.

If you feel that you may qualify for subsidized care, you may speak with our Administration Office or contact following agencies:

Human Services Department 454-4033
GoKids 831.298.9727

Returned Checks

If your check fails to clear for payment, our bank will not permit us to re-submit it. Checks returned by the bank will be assessed a \$25.00 service charge. Repayment must be made by cashier's check or money order. The re-payment, including the service charge, must be paid within 5 business days to avoid suspension of childcare services. More than one returned check per year may result in further action.

Tuition Changes

A 30 day written notice will be given for any changes to the Campus Kids Connection, Inc. tuition schedule.

ATTENDANCE

Sign In and Out

Parents are responsible for signing their child(ren) in and out at the beginning and end of each day. A full signature is required as well as the time. This helps us to provide the safest environment possible as well as provide the opportunity for us to talk with you about your child's daily progress.

Children will be released only to those authorized by the parent on the child's Emergency Card. It is the parent's responsibility to notify the center of any changes in authorization. Those picking up children should be prepared to show identification to the center staff member upon request. Legal Documentation of custodial rights may be required. No child will be released to anyone who is not authorized to pick up that child. If there is a court order regarding your child(ren) (custody/visitation, etc...) please be sure to provide a copy to your child(ren)'s site director.

Notification of Absences

Parent must call and notify the Center if the child is not attending the program on their scheduled day. This can be done by calling the Center or informing the Site Director in advance. Failure to call in after three times may result in the suspension or termination of your child from the program. Tuition is billed regardless of usage and does not change because of an absence.

PROGRAM

Philosophy

CKC programs are designed to provide an emotionally and physically safe and stimulating environment for your child. We acknowledge and respect the diversity of the children, families, and community we live in. We believe in family and teacher collaboration because of the many benefits it provides for children's success.

Our staff is available to assist you with any questions, and we encourage you to contact the Director to discuss any concerns you have regarding your child. We feel two-way communication between staff and a family is a vital part of providing a safe and enriching environment for your child. We have an open door policy and invite you to visit the Center at any time.

Needs/ Services Meeting

Before your child starts the program, you and your child are required to attend a needs and services meeting with the site director and/or your child's primary caregiver or classroom teacher. Needs and services plans are updated as needed or quarterly at minimum. A meeting with you and your child's teacher or site director may be required.

"Shoe Free" Environment for the Infant room

With infants commonly on the floor, CKC wants to provide a clean, safe, and healthy environment in the Infant Room. We practice a "shoe-free" policy in this room. We ask that adults entering the infant room please slip a pair of shoe covers (provided by the door) over their shoes. We take this action to prevent outside contaminants

from being brought into the room and spread onto the carpet, particularly during the cold weather with rain and mud. The infants spend much of their time exploring on the floor, so it is best that these areas be kept as clean as possible.

Cubby/Art Work

Your child puts effort into their projects and is excited to share them with you. We use materials and products appropriate for infant and toddler development. These projects are child-oriented in nature. We focus on the process, rather than the final product to allow the children's optimal use of their creativity. Children are free to create, experience, and discover. Please check your child's cubby and take home file daily and remove any treasures that are ready to go home. We also ask that you clean out your child's cubby each Friday.

*The daily schedule for the children is a guide. It provides a framework for planning and organizing the daily routine and play activities for the children. The daily routines may be a little different based on the age of your child. Infants follow their own biological needs. They are fed, changed, and nap when they need it. Toddlers are changed before transitions in the day and as needed. Adjustments to the schedule are made as your child gets older and his/her needs change. You may also notice that as your child gets older, s/he may alter her/his own schedule to fit in with the group. Some common changes you may notice in your child's behavior after enrolling in any group care situation include altered sleep/wake patterns (staying awake for longer hours or napping more frequently for short periods of time) or changes in appetite.

The following daily schedule is an outline of a typical day with the infants and toddlers. Keep in mind again that, if needed, the schedule will include children's individual needs based on their age. This is a sample that includes different types of components to the daily schedule

7:30 – 8:00	Free Choice & Exploration
8:00 – 8:30	Inside Free Choice (Diaper / Potty)
8:30 – 9:10	Outside
9:10 – 9:20	Circle time (songs) / Wash Hands
9:20 – 10:00	Snack
10:00 – 10:15	Diaper/Potty
10:15 – 10:40	Curriculum Activities (Art, Manipulatives, Science)
10:40 – 10:50	Clean up Time
10:50-11:00	Circle Time
11:00-11:30	Outside Play
11:30 – 11:40	Story / Wash Hands
11:40-12:00	Lunch Time
12:00-12:30	Diapers/Potty/Stories
12:30 – 2:30	Nap Time
2:30 – 3 :00	Wake up / Shoes On / Diaper / Potty/Table Activities
3:00 – 3:30	Story / Songs / Wash Hands / Snack
3:30 – 4:00	Outside Play
4:00 – 5:00	Art / Manipulatives / Free Choice (Diaper / Potty)
5:00 – 5:30	Table Top Activities/Books /Table Activities

*Please note that the infant room functions on a much looser schedule that is based on the individual needs of each infant based on their age. Younger infants who are not yet on a consistent schedule are able to sleep and eat as needed.

INFANT PROGRAM SPECIFICS

Primary Caregiving

All the children in our center will have a Primary Caregiver. The primary-caregiver system ensures that every child has a “special” person and that each parent has a primary contact. A fully qualified Teacher will be your child's primary. The primary caregiver forms a caring, nurturing, and responsive relationship with your child. In the classroom, this teacher will be the “expert” on your child, knowing pertinent information such as your child's individual schedule, developmental abilities and special needs, sleeping needs, and individual interests. Having a primary caregiver gives children a secure base. They learn to trust someone familiar who will care for

them as they explore and who will be there to comfort them when they are tired, upset, or frightened. Their relationship with a primary caregiver helps children feel secure enough to relate to other adults in the child care setting.

However, “primary” does not mean exclusive. Children should not become totally dependent on the presence of one person. The other staff in the classroom will develop a warm relationship with your child and have caring and learning interactions as your child explores the learning environment. Parents will have an initial needs and services meeting upon enrollment with their child’s primary caregiver, and will be given an opportunity to have a parent conference each fall and spring with their child’s primary caregiver.

What to bring for your child

Clothing/Seasonal Items

Active and sometimes messy play is going to be a part of your child’s day. It is recommended that children wear comfortable, washable play clothes that are easy to move around in and OK if something spills on it! Children must be dressed in clothing and not just wearing a diaper and/or onesie. Parents are asked to bring multiple changes of **labeled** clothing, including socks, onesies, shirts, pants, shorts, etc. to be left at school. *If clothing*

items are not labeled, it makes it extremely difficult to remember which items of clothing go to which children.

It is also a good idea to keep a light sweater or sweatshirt in your child’s cubby in case it feels a little chilly in the classroom or is chilly outside. For older infants who are walking, it is helpful if parents keep a clean pair of shoes here at the center for your child to wear in the classroom.

Children who are enrolled in the warmer months should also bring a hat, sunglasses, and sunscreen. Sunscreen will not be applied to infants under 6 months. If you want your child to have sunscreen applied before reaching 6 months of age, a doctor’s note **must** be provided to the center stating your child can have sunscreen applied. Please see sunscreen permission slip for us to apply sunscreen. Children who are enrolled in the colder, winter months must be properly dressed to go outside. Infants must have warm and protective clothing.

Blankets

Please bring a small blanket labeled with your child’s name for napping. Please bring the blanket home at least weekly for laundering. We will provide a nap sheet.

Bottles

Parents of infants are asked to bring as many bottles as needed for the day that are prepared and labeled (with name and date) to be kept at the center. We are not able to mix formula. Bottles need to be plastic, not glass.

Food

Parents must supply all food for their child(ren), labeled with contents, name and date. We will provide bowls, plates, and spoons as needed for each child as necessary. We will provide a bin for food storage in our refrigerator for each child and are able to warm food as necessary.

Pacifiers

If your child uses a pacifier, parents are asked to provide a labeled one. Children in the Infant room who use pacifiers will have them on an as-needed basis throughout their day.

Sleeping and Napping

Infants nap according to their own schedules. If an infant falls asleep while being rocked, held, or taken for a walk in a stroller, they will be put in their cribs to continue their sleep. When a child reaches 12 months or walking, mat sleeping will be encouraged. Children only sleep in cribs or on mats. Children are not left to sleep in car seats at drop off. Children are not placed in cribs to play; only to sleep.

Safe Sleeping Practices

It is our practice for infants in cribs to be placed on their backs to sleep. The infants using cribs are provided with a firm, tightfitting mattress and sheet that meets current safety standards. There will be no pillows, quilts, bumpers, comforters, sheepskins, stuffed toys, or other fluffy products in the crib. Two children are never sharing a crib at the same time.

We understand that practices may be different at home and that some children have unique situations (e.g. – twins that may sleep together in the same crib). However, we must follow licensing guidelines and adhere to the above stated policies. It may or may not be difficult for some children to adjust if they are used to sleeping in a different position or with a parent/sibling.

Diapering

Parents are to provide diapers for their child and make sure that there are enough for each day. CKC provides Costco brand wipes for children; however parents may provide their own brand for their child if desired. Your child will be changed at regular intervals throughout the day and as needed. Parents should supply diaper cream for their child if desired and must fill out a medication form listing the name of the product and directions on when/how to apply. We will not be applying baby powder on the infants. The use of powder has been linked to childhood asthma and other respiratory difficulties. Cloth diapers are allowed but must be returned to the parent in an airtight container for cleaning at home.

TODDLER PROGRAM SPECIFICS

What to bring for your child

Clothing/Seasonal Items

Active and sometimes messy play is going to be a part of your child's day. It is recommended that children wear comfortable, washable play clothes that are easy to move around in and OK if something spills on it! Parents are asked to bring multiple changes of **labeled** clothing, including socks, onesies, shirts, pants, shorts, etc. to be left at school. *If clothing items are not labeled, it makes it extremely difficult to remember which items of clothing go to which children.* It is also a good idea to keep a light sweater or sweatshirt in your child's cubby in case it feels a little chilly in the classroom or is chilly outside.

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Children who are enrolled in the warmer months should also bring a hat, sunglasses, and sunscreen. Please see sunscreen permission slip for us to apply sunscreen. Children who are enrolled in the colder, winter months must be properly dressed to go outside. Toddlers need to have clothing appropriate for playing on the playground (shoes, jacket, hat, etc).

Nutrition- Snacks Policies

Healthy choices are important for a child's diet, and we want to support these choices by offering nutritious snacks. We offer morning snack and afternoon snack for those in our Toddlers class. Menus are posted at least biweekly on the Parent Board and meet standards for amounts and types of foods as set by federal guidelines. If

your child has food allergies or special dietary needs this information will be posted in the food preparation area and classroom.

Lunch Policy

We ask that parents provide a healthy lunch for their toddler every day they attend our program. Please make sure your child's lunch box is labeled with their name. Please provide a lunch that doesn't require heating, refrigeration or preparation by a teacher.

Good options, if you would like to send items that should be kept chilled, are lined lunchboxes and ice packs. If you want to send in something to be served warm, you can heat it in the morning and send it in a thermos.

In order to plan a nutritious lunch for your child, try to include the following:

- (egg, dairy, soy, fish, meats)
- Fruit
- Vegetable
- Grain (bread, pasta, rice, etc.)

The following foods are not permitted for children under the age of five years:

- Large pieces of carrots (may be cut in small bites)
- Whole grapes(may be cut in ½)
- Nuts
- Celery
- Hot Dogs(may be cut in quartered slices)
- Whole olives (may be cut in ½)
- Tortilla or corn chips
- Popcorn

Please do not send foods with artificial coloring, flavoring or foods with high sugary content (for example, Yogurt, artificial fruit chews or roll-ups that aren't 100% fruit). Please do not send treats such as pudding, cookies, candy, etc. These items will be sent home at the end of the day. Please do not send a drink in your child's lunch box. We will provide water and milk.

To aid your child's feeling of independence and to help alleviate confusion during lunchtime, please peel eggs and fruit with rinds (e.g. oranges), cut fruit, etc. We will try to return leftover food to the lunch bag. This may give you an indication of what your child has eaten. Staff members interact with children while they are eating and work with those children who need guidance, containers opened, etc. Children and teachers use this time to work on socialization and table manners.

Other Items

If your child uses a pacifier, parents are asked to provide a labeled one. Children in the Toddler room who use them will have a pacifier **only** at nap time. Toddlers will not be allowed to walk around the classroom with a pacifier during the day for the following reasons: it is not healthy for a child to pick up a pacifier off the floor once dropped and put back into their mouth; another child may put someone else's pacifier in their mouth; it is difficult to understand a child who is trying to talk with one in his/her mouth; and, the muscles in their mouth and tongue need to learn how to work when talking without a pacifier in it.

Please provide a blanket labeled with your child's name for nap time and take it home at the end of each week, or more often, for laundering. If your toddler has a special "love" to sleep with, like a small stuffed animal, please label it and your child will have it during nap. At times a new child may have a hard time transitioning; we try to work with the families in helping this adjustment be less stressful. A toddler is welcome to bring a comfort item to help him or her transition into child care. Eventually, your child will not feel the need for it at school and will have formed positive relationships with his teachers. We view transitional comfort items as something that will benefit the child in helping him/her feel secure in this new environment.

Sleeping and Napping

We have a nap/rest time for all Toddlers that are at the center for a full day. It begins at 12:30pm and children are able to nap until approximately 2:45 p.m. The center provides a rest mat and sheet for each child. The mat is cleaned daily and the sheet is cleaned weekly and as needed.

Diapering/Toileting

Parents are to provide diapers for their child and make sure that there are enough for each day. CKC provides Costco brand wipes for children; however parents may provide their own brand for their child if desired. Your child will be changed at regular intervals throughout the day and as needed. Parents should supply diaper cream for their child if desired and must fill out a medication form listing the name of the product and directions on when/how to apply. Cloth diapers are allowed but must be returned to the parent in an airtight container for cleaning at home.

Most children are not ready to begin toilet training until 2 years of age. Generally we will not begin to have children learn to use the toilet prior to this time unless requested by the child's parent and after consideration of the child's developmental readiness. If you have begun to toilet train your child, please speak with your child's teacher and see your child's Infant/Toddler Needs and Service Plan to update as needed.

Infant and Toddler Developmental Topics

Separation Anxiety

Separation can be a difficult process for both the children and parents. When babies are somewhere between 8-10 months of age, many children are often distressed when they are separated from their parents. This anxiety can last into the second year of life. Typical reactions associated with separation anxiety are crying, clinging, and trying to follow. When a toddler becomes more verbal, separation anxiety may include words of protest: "Mommy stay" or "I go." New people and new routines can be scary for little ones. Every child is unique and they all respond to separations differently. Parents should be aware; however, that children take their cues from them. *When a parent feels good and responds positively to dropping their child off, the child will sense this.* The following is a list of things to do that can help the separation process go smoother for both you and your child. These helpful hints can be applied from the youngest of babies to the oldest of preschoolers.

- Talk to your child ahead of time as to what is going to happen, such as "Today is a school day!"
- Talk with your child's teacher daily and establish a friendly relationship. This helps when you may have to give your child to her at drop off and the more comfortable you are, the better your child will respond. You can help your child begin to settle by offering a toy or read a book.

- Say your good-byes to the child and then leave. Make the departure definite. Depending on your child, he or she can get mixed signals from a parent who hangs around for too long or from ones who go and then turn around and come back. On the other hand, it is never best to simply sneak away from your child without saying good-bye. Always tell your child good-bye and you will see him later. Sometimes it is helpful for a parent to get into a routine as to saying the same thing every drop off, like "I'm going to work now. Have a great day at school. I love you very much and I'll see you later. Good-bye." Children become comfortable with routine and life becomes somewhat predictable for them. When a child sees their parent departing positively, and then discovers that every day they do come back, separations become easier and a trust is built between the parent and child and makes him/her feel comfortable and good about being in school.

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- This last one may be a difficult one to do for a parent. If your child begins to cry while you are leaving, please don't turn around and come back. It is a natural reaction for many parents to immediately want to go back to comfort their child when they are distressed. Of course the teachers are sensitive to that. However, coming

back to ease a crying child will not make the separation any easier when a parent really has to leave; in fact, it may be harder for your child the second time around. It is typical for children to regain their composure and get into their daily routine shortly after mom or dad leaves.

Sometimes children who have had easy drop-offs for the first week or two may suddenly start to become upset at their parents' departure. This is a *typical* reaction in a group care setting. Then usually children become accustomed to the idea of coming to school every day or every week. Providing continuity of care will also be helpful as your child will have a consistent caregiver and group of friends for a long period of time. Having continuity provides for a very trusting and predictable environment for your child.

BEHAVIORAL MATTERS AND MANAGEMENT:

Biting

Children biting other children are unavoidable occurrences of group child care, *especially* with toddlers. It is a common happening in any child care program. When it happens, and sometimes continues, it can be scary, very frustrating, and very stressful for children, parents, and staff. *Every child in the Infant and Toddler classrooms is a potential biter or will potentially be bit.* It is important to understand that because a child bites, it does not mean that the child is "mean" or "bad" or that the parents of the child who bites are "bad" parents or they are not doing their job as parents to make this stop happening. **Biting is purely a sign of the developmental age of the child.** It is a developmental phenomena – it often happens at predictable times for predictable reasons tied to children's ages and stages.

Why do children bite?

Every child is different. Some bite more than others; or some may not bite at all. The group care setting is where the biting derives its significance. If a child has not really been around other children very much, he probably would not bite because neither the cause for biting or opportunities have presented themselves. There is always the possibility that **any** child, including your own, can be either a "biter" or be bitten. Group care presents challenges and opportunities that are unique from home. The children are surrounded by many others for hours at a time. Even though there are plenty of toys and materials available for all the children, two or three children may want one particular toy. The children are learning how to live in a community setting. Sometimes that is not easy. **Biting is not something to blame on the child, parents, or caregivers.** Confidentiality is always practiced with biting. We cannot tell a parent who bit their child. There are many possible reasons as to why an infant or toddler may bite:

1. Teething.

2. Impulsiveness and lack of control. Babies sometimes bite just because there is something there to bite. It is not intentional to hurt, but rather they are exploring their world.

3. Making an impact. Sometimes children will bite to see what reactions happen.

4. Excitement and overstimulation. Simply being very excited, even happily so, can be a reason a child may bite. Very young children don't have the same control over their emotions and behaviors as some preschoolers do.

5. Frustration. Frustrations can be over a variety of reasons – wanting a toy someone else has, not having the skills needed to do something, or wanting a caregivers attention. Infants and toddlers are simply lacking the language and social skills necessary to express all their needs, desires, and problems. *Biting will often be the quickest and easiest way of communicating.*

What do the teachers do in response to children who bite?

It is our job to provide a safe setting in which no child needs to hurt another to achieve his or her needs or wants, and in which the normal range of behavior is managed (and unfortunately biting is normal in group care). Again, the name of the child who bites will not be released because it serves no useful purpose and can make a difficult situation even more difficult. Punishment does not work to change a child who bites: neither delayed

punishment at home, which a child will not understand, nor punishment at the center, which will not be used and would make the situation worse. There are several things the teachers do to assess the biting situation and what can be done to prevent it from happening again. Teachers can try to minimize the behavior by:

- ◆ Letting the biting child know in words and manner that biting is unacceptable.
- ◆ Avoiding any immediate response that reinforces the biting, including dramatic negative attention. The teachers will tell the child that “Biting hurts” and the focus of caring attention is on the bitten child. The biter is talked to on a level that s/he can understand. The teacher will help the child who is biting work on resolving conflict or frustration in a more appropriate manner, including using language if the child is able.
- ◆ Examining the context in which the biting occurred and looking for patterns. Was it crowded? Too many toys? Was the biting child getting hungry/tired/frustrated?
- ◆ The teachers will keep track of every occurrence, including attempted bites, and note location, time, participants, and circumstances. Incident and Accident reports will be given to parents and a call will be made to notify parents of the incident that occurred.
- ◆ “Shadow” children who indicate a tendency to bite. This technique involves having a teacher with a child who bites at all times. This teacher would be able to then anticipate biting situations and to teach non-biting responses to situations and reinforce appropriate behavior in potential biting situations.
- ◆ The teachers may consider changes to the room environment that may minimize congestion, commotion, competition for toys and materials, or child frustration.

Temper Tantrums

When your toddler feels angry, frustrated, or helpless, he or she may kick, scream, and flop on the ground. *Tantrums are a normal, natural, and inevitable part of growing up.* That does not make them fun. Make a plan now for how you will handle it when your child begins to tantrum. The first step of the plan is preventative in nature. Help your child have some control over his or her life. Start small. Maybe your toddler can help you pick out what he or she wants to wear from several choices. Giving your toddler choices gives him or her experiences with making decisions and having them turn out successfully.

This experience is crucial in helping your toddler make good choices about whether or not to throw a temper tantrum. Make sure to reward appropriate progress in taking charge. When your child shows competence in getting in or out of the car, eating with a spoon or fork, or pulling on his or her own socks, reward these early attempts at independence and self-control with lots of hugs and kisses and validating their efforts! (“You did it Joe – you put your socks on all by yourself!”) Pick a safe place for your child to be out of control in your home. When your child is out of control – you can take him or her there.

Make sure to tell your tantrumming child calmly that he or she is free to stay out of control for as long as he or she needs – remember; part of this stage is learning that you can take charge of your own behavior: Choosing whether or not you want to scream for one minute or 10 is certainly taking charge of your own behavior! It is important to follow through with your response to tantrums. If children get attention from tantrums, they will last much longer than if they have no audience. Removing yourself as an audience quickly and calmly is the best thing you can do to lessen the frequency of tantrumming. When a tantrum is over – it’s over. Accept the child back into family life as if nothing has happened. Tantrums are a developmentally normal step in developing a competent, capable child. As frustrating as they can be for parents, a calm, confident approach will go a long way to preventing this stage from lasting very long.

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Managing Normal Aggression in Very Young Children

Every parent dreads the day when the teacher reports that his or her child is responsible for hurting another child. But that day will probably come. *Aggression is a normal part of young children’s experiences.* Aggression results from powerful emotions that are not yet under the child’s direct control. Children hit, pinch, bite, slap, and grab when their emotions cause them to act before they can think about doing something

different. Children at this age have such limited social and language skills that the best way to communicate is often through physical means.

Children learn to manage aggression when supportive adults *help them learn other skills* and connect consequences with aggression. Using aggression to stop aggression only teaches children that they must submit to adults who are bigger and more powerful. It does not help children gain control over aggressive behavior or replace it with more appropriate skills. Replacing aggressive behavior with more sophisticated skills is a process. Learning to express feelings appropriately is a lifelong task. The first steps are taken in the first three years.

Early experiences with the consequences of aggression help children learn over time that aggressive behavior doesn't accomplish much. After this lesson is learned, children can begin the process of becoming assertive enough to prevent from being victimized and becoming authoritative enough to be seen as a leader. Both of these important lessons will never be learned unless parents and teachers help children learn to manage normal aggression and convert it into constructive assertion and leadership.

(Information about tantrums and aggression from *Innovations : The Toddler Curriculum* by Kay Albrecht and Linda Miller)

Discipline Policy

Our discipline policy is designed to promote the development of self-direction, self-control and self-esteem. This is accomplished through sensitivity, consistency, firmness, fairness and follow-through. We believe every issue counts. We start with consistent routines and basic expectations stated in a positive manner.

Positive discipline including the use of natural and logical consequences is implemented by CKC, Inc. staff. We consistently reinforce positive behavior, and keep in mind the extreme importance of a child's self-esteem. When a consequence is necessary it must be age appropriate, reasonable, related to the behavior, and respectful to the child. No corporal punishment is allowed.

When a child has a difficult time appropriately following the discipline policy above, CKC, Inc. staff will make every attempt to consistently:

1. Reinforce positive behavior.
2. Encourage and facilitate conflict resolution skills as appropriate for the age of the child.
3. Document problematic behavior.
4. Notify parents of any problematic behavior.
5. Set up and meet in a parent conference, agreeing on a plan of action.

Set up and meet in a follow-up conference to determine progress, with the Preschool Program Director and the Site Director.

If at any time the child's behavior in any way threatens the safety of the other children or staff, the parents will be called immediately and will be expected to pick up the child within 30 minutes. If CKC, Inc. feels we are unable to meet the child's needs, alternative childcare arrangements will need to be made by the parent/guardian. If the above steps have been followed and the behavior persists or the other children in the program are at risk, CKC reserves the right to dismiss the child from the program.

Philosophy

CKC, Inc. Preschool Programs are designed to provide an emotionally and physically safe and stimulating environment for your child. We acknowledge and respect the diversity of the children, families, and community we live in. We believe in family and teacher collaboration because of the many benefits it provides for children's success.

It is important to us that both teachers and families share in decision making to keep care consistent so the child feels respected and safe. We also feel building networks of support between families is necessary for providing your child with problem solving, interpersonal, and communication skills, that are essential for successful living in a rapidly changing society.

Our staff is available to assist you with any questions, and we encourage you to contact the Director to discuss any concerns you have regarding your child. We feel two-way communication between staff and a family is a vital part of providing a safe and enriching environment for your child. We have an open door policy and invite you to visit our center at any time.

Personal Belongings

Please limit the items your child(ren) bring to school. Plan on bringing 2 ziploc bags, each with a complete set of clothing, one with extra shoes too and label with your child's name. Your child may also bring a blanket for nap each Monday and a jacket or sweater daily. Any other items such as toys, games, trinkets, should be kept at home. CKC, Inc. shall not be responsible for the loss or damage of personal belongings **Label all belongings brought to school.**

Nutrition

Healthy choices are important for a child's diet, and we want to support these choices by offering nutritious meals. We offer morning snack, lunch, and afternoon snack for our children.

If your child has food allergies or special dietary needs this information will be posted in the food preparation area and classroom. Menus are posted at least bi-weekly on the Parent Board and will be emailed and meet standards for amounts and types of foods as set by federal guidelines. If you choose to bring food for your child due to dietary restrictions or food allergies, it must come labeled with your child's name and the date. It must not require heating or refrigeration. We have limited storage so please check with your director on appropriate amounts to keep onsite.

If your child would like to celebrate a special event, please see the site director.

Art Work

Your child puts a great amount of effort into their projects and is excited to share them with you. These projects are usually child-oriented in nature. We are much more concerned with the process than the final product to allow the children's optimal use of their creativity. Children are free to create, experience, and discover.

We will have folders at the pick up table for you to get your child's artwork.

Field Trips

Field trips are not offered in our infant/ toddler program.

Parent Board

This area is used for announcements, menus, program schedules, special events, and required postings. Be sure to check it daily for important notices.

Parent / Teacher Communication

At each center you will find a teacher available at drop-off and pick-up to you so you can let staff know information about your child including, known absences, early pick-ups, an alternate pick-up person coming, vacations, the need to conference, etc. and they can write it down in the site communication log. You can always email your site director as well.

Parent Conferences

Parent Conferences will be held on an as needed basis and may be requested by the parent or site director.

Board of Directors

CKC, Inc. is a non-profit organization governed by a Board of Directors. If you are interested in becoming involved by serving either on the Board or on a committee, please contact the Executive Director at the Administrative Office.

Grievance Procedure

If a problem arises that you cannot resolve with your Site Director, please contact first our Program Director, then our Executive Director, and finally the Chair of the Board of Campus Kids Connection, Inc. Unresolved issues concerning our licenses may be directed to Community Care Licensing either by phone or in writing. The address and telephone number for Community Care Licensing can be found in this handbook.

HEALTH AND SAFETY

Please notify us right away when you have a new work or home phone number, or if you have moved and have a new address. If your child is sick or injured, it is important for us to be able to contact you right away. This also includes people on your emergency card.

Daily Health Check

Each day children are given a health check required by State law. The health check is informal and if the child is found to be ill we will call the parent to pick up the child within 30 minutes for the health and safety of all our children. If you are unable to pick your child up, please arrange to have another authorized adult pick your child up. Failure to pick-up your child within 30 minutes could result in additional charges or termination from the program.

Some of the symptoms that may exclude your child from the program are:

1. High Temperature – 100 degrees or above
2. Runny Nose (yellow or green)
3. Discharge from the eyes
4. Diarrhea
5. Vomiting
6. Rash
7. Persistent Cough
8. The presence of lice and/or nits (The child must be nit-free to attend)

Children must be healthy enough to participate in the programs daily routine. We do not have the facilities to care for sick children and therefore do not allow them to attend the program. For the safety and comfort of your child, please keep them home until they feel better and no longer present the danger of passing on their illness. If your child is sent home sick, they must remain home for 24 hours.

Illness Policy

If you are keeping your child home due to illness, please contact the center and let the staff know of your child's absence. When your child has a fever, please make sure they remain at home 24 hours after their temperature has returned to normal without the use of medicine or pain relievers. We may require a physicians release for any medical or health condition. If your child becomes ill while at the center you will be required to pick up your child when called.

Incidental Medical Services

Campus Kids Connection Inc. programs will follow American Disabilities Act, California Education Code, CKC Board Policy, and other regulation and guidance that govern our services to children in early care and education that may require incidental medical services.

Incidental Medical series provided may include the following:

- Inhaled medication for Asthma or Respiratory illness
- Blood-Glucose Monitoring
- Glucagon Administration
- Gastrostomy Tube (G-Tube)
- EpiPen Jr. & EpiPen
- Care of Ileostomy Bag
- Emergency Anti-Seizure Measures
- Prescription/Non Prescription Medication
- Other Incidental Medical Services

CKC programs do not have medical staff on site. All incidental medical services provided will have complete plans for individual children according to medical information provided by parents and reviewed by staff with medical consultation as needed. All plans will include, but not be limited to:

- The type of incidental medical service to be provided
- Parental/Authorized representative permission to provide the incidental medical service
- Written instruction from the child's physician
- Records of the medication/services that were provided on site (log)
- How specific medical equipment will be provided, stored, and be available to staff
- The training requirements for the services, including
- How to administer medication/service
- Use and maintenance of required equipment supplies
- What to do in emergencies
- Who will provided the training to staff or licensee
- Verification of staff training and staffing plan including the number of trained staff that will be available when children need specified incidental medical services while in care.
- Plans for field trip away from the facility (or statement that facility will not take field trips)
- Plan for ensuring proper safety precautions (appropriate action for exposure to blood and or body fluids, including wearing gloves, performing hygiene immediately before and after removal/disposal of gloves, and disposal of used instrument in appropriate containers.)

- Plan for transporting medication, equipment, and supplies with child (ren) to ensure medical services are not interrupted when there is a disaster that requires relocation of children.
- A description of how parent/authorized representative will be informed of each occurrence of incidental medical services to their child.

CKC Programs will follow Department of Social Services reporting requirement and timeframes including reporting of serious incidents of changes in the plan of operations.

Medication Policy

Our medication policy is primarily established to accommodate the administration of medications(s) commonly prescribed by physicians for the treatment of short-term illnesses. Prescription and “over-the-counter” medications will not be dispensed without a note from the child’s doctor. Parents must provide written consent as to the dosage, times and dates the medication is to be administered. All medications will be locked up and given to the child only at the times specific times requested by the doctor.

CKC, Inc. reserves the right to refuse responsibility for medication at the initial request of the parent or guardian, or at any time during the administration after providing proper notification to the parent. Please see you center Director for copies of the Medication Release Form

Accidents/Emergencies

In the event of a medical or dental emergency 911 will be called. In the event of an emergency, immediate action will be taken by the staff as per your orders on the emergency release form and emergency cards. If parents or other responsible adults are unable to be reached, the child will be taken to the nearest hospital for any necessary treatment. If your child is injured while attending CKC, Inc. a Student Accident Form will be filled out and you will receive a copy. Emergency contact forms are a very important piece of information for us to provide immediate help for your child. Please keep these accurate at all times by notifying your site director of any contact changes.

Adult Safety Guidelines

All parents, children and employees of CKC, Inc. have the right to be treated in a manner which is both professional and respectful and safe. Any parent, guardian or Center staff that jeopardize the safety of others may be prohibited from participation in the Center or any of its activities. All parents, children and staff must adhere to the following guidelines:

1. No child or adult will be physically abused including shaking, grabbing, hitting, pushing, etc.
2. No child or adult will be verbally abused or harassed.
3. Smoking is prohibited at the Center and at any Center activities.
4. No alcoholic beverages or illegal drugs will be allowed at the Center.
5. No weapons will be allowed at the Center.
6. Any prescribed or over-the-counter medication must be out of the reach of children at all times.
7. No child will be released to anyone who appears to be under the influence of drugs, including alcohol.
8. No corporal punishment is allowed.
9. No adult shall use swear words when talking with staff or children at CKC, Inc.
10. No adult shall harass any employee or children at CKC, Inc.

Natural Disaster Plan

Each center has a plan in place in case of a natural disaster of any type. The evacuation route is posted and children will be taken to a designated place should a disaster occur. Your Site Director can give you additional information about the plans and route for that center.

Power Outages

We are prepared for temporary power or water outages at our preschool programs. Each site is equipped with extra food, water supplies, lanterns/flashlights, and basic emergency kits. Our sites will remain open during such outages as much as possible. If we determine the power will not be turned back on before it gets dark, or for an extended period of time, we will call to have children picked up.

PARENT REQUIREMENTS

The following items are required for parents to complete in order to enroll your child in Campus Kids Connection, Inc.:

Admission Agreement	Parent's Rights
Identification and Emergency Information	Personal Rights
Parent Handbook Receipt	Parent Contract
CKC Emergency Information	Child's Health History
Consent for Medical Treatment	Billing Card
Physician's Report and Current Immunizations	Income Verification (if needed)
(Please provide us with a copy of your child's immunizations when they are updated)	

CKC, Inc. reserves the right to make changes and/or corrections to the Parent Handbook. Parents will be informed via posting at the child care centers of any significant mid-year policy changes. Due to the ever changing guidelines and protocol due to a pandemic, policies may be changed at any time to meet these requirements. We will provide an addendum to our handbook as these occur.