

Encino Creative Kids Parent Handbook

WELCOME

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

Please take a few minutes to read this 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.

Our friendly, knowledgeable and professional staff members are always available to address your child care needs.

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1 ENROLLMENT PROCEDURES

We are pleased to offer year round enrollment for child age 1 year to 5 years and summer and school break care for ages up to 12. We are excited to have your child join us as soon as possible.

The first step in enrollment is by touring with your child. After, we offer a 30-45 minute “playdate” for the two of you. Playdates are optional. The next step is to schedule your child’s trail day. It will be from 8-3. 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.

After you can secure your child’s place in the classroom by paying the Registration Fee and first week’s tuition. A completed enrollment packet is required before your child’s first day of attendance. Some of the forms will come from your child’s doctor, so please allow yourself plenty of time.

You are welcome to bring your child in to meet the teachers one morning between 9:00 and 11:00 a.m. or in the afternoon between 3:00 and 4:00 p.m. This must be scheduled so that we have proper staffing to accommodate the visit. You can also use this time to drop off supplies such as extra clothes, diapers, formula, etc. so there are fewer things to remember on the first day.

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, “Mommy and Daddy will be back.” Give a reassuring hug and leave promptly. Please do not sneak away, for that only heightens anxiety.

Mommies and Daddies who are experiencing separation anxiety are encouraged to call and check on their little ones anytime.

Encino Creative Kids reserves the right to refuse service or to dis-enroll a child at any time for any reason without advance notice.

2 OPERATING HOURS

ECK is open 8:00am to 5:00pm Monday through Thursday and until 4:00 on Fridays. We are open year round except for the following holidays: New Year’s Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and the day after, and we close for two weeks: the first is

Christmas Eve through New Years Day, and the second is a week in the summer. If the holiday falls on the weekend, ECK reserves the right to close on an alternate day.

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.

3 OPEN DOOR POLICY

Parents of children currently enrolled at ECK are welcome to visit at any time. 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 proceeding to the classroom or yard areas. 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 remember that the teachers must focus their attention on the children at all times and the classroom is not the best place for even a brief conference. Please speak with Ms. Deanne, so that your questions and concerns can be addressed promptly or so that arrangements can be made for another teacher to take the class while you and the teacher chat. We can also schedule a mutually convenient time for a telephone conference.

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 are also required.

6 INCLEMENT WEATHER 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.

This would be very rare!

ECK does have both a hot weather and cold weather plan in action.

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. We do have earthquake procedures and kits here.

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 with director, prior to entry.

8 ARRIVAL

Upon arrival, please take your child to the assigned classroom and ensure that he/she is greeted by the teacher. Please do not shove your child through the gate and leave. Children should arrive no later than 9:30 a.m. each day unless detained due to a medical appointment. Arriving by 9:30 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 2:30-5:00 after nap.

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.

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 your 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 families may bring a pack n play for younger children. Parents may provide a small (crib size) blanket 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 sideyard. 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.

Children who become ill at school must be picked up within 1 hour (or sooner, if possible) after the parent or other authorized person is notified. Children must be fever and vomit free for 24 hours without medication before returning to school. (This also applies to children that have been exposed to live head Lice and/or Nits.)

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.

13 TUITION

Registration is \$150.00 per child. These fees are non-refundable. They cover insurance and cot/bedding fee. Insurance will be due each September. Cot/bedding is a one-time fee.

Tuition is due in advance on Friday at 9:00am each week, for the following week's care. A late fee of \$25 per week will be added to your tuition for late payments. The NSF charge for returned checks is \$35. After two returned checks from any family, tuition will have to be paid by money order, or cash.

TUITION, WHETHER PAID WEEKLY, BI-WEEKLY, OR MONTHLY IS NON- REFUNDABLE.

There is no reduction in tuition due to absences or closings. Should it become necessary for your child to withdraw from ECK, please speak to the director right away. A two week notice is required and appreciated.

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 us your name (or your child's name). When that family signs a contract (after 30 day trial period), we will apply credit to your tuition or give you a gift card.

How much you pay? \$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 Facebook page for important general notifications for parents. Parents will also receive monthly letters, weekly notifications by email and/or text messages. ECK also has a small parent board on the left wall once you enter the classroom above your child's file holder.

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.

24 MEALS

Sample Breakfast served include:

French toast, Apple slices, milk
Pancakes, banana, milk
Cereal, strawberries, milk

Sample Lunch served include:

Grilled monterey jack cheese, whole wheat bread, broccoli, apple sauce, milk
Organic ground turkey meatballs, organic pasta, organic spaghetti sauce, fresh green beans, milk
Rotisserie chicken breasts, brown rice, squash, carrots, milk

Sample Snacks served include:

Organic Veggie chips, watermelon, water
Ritz crackers, cheese, water
Pretzels, cantaloupe, water

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.

Parents may choose to provide all meals and snacks from home if notation is made on the enrollment agreement stating that ECK is not responsible for its nutritional content or for meeting the child’s daily food needs. Information regarding a special diet as prescribed by a doctor must be provided by the parent and included in the child’s file. [Reminder- ECK is a peanut free school \(i.e. – No peanut butter/jelly sandwiches, cookies etc.\)](#)

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. We also need to know if you (or grandma and grandpa) will be joining the celebration in the classroom.

Please send store bought products that have a clear label of ingredients or if you are baking at home, products MUST be nut free.

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 or before the first day of enrollment. 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.

Tuberculin testing may also be required by the county. Please see the center director if you are not familiar with this procedure.

No personal belief statements will be honored at ECK.

27 HEARING AND VISION SCREENING

First time enrollees who are four years old or older and all children enrolled who are four years old by September 1 of each year may have to undergo hearing and vision screening. Results of the screenings must be in your child's file.

Testing can be obtained through your child's pediatrician.

28 POLICY CHANGES

Occasionally, changes in policies at ECK will occur. Notices will be posted on the Facebook page, parent information board, emailed, and a paper copy will be given for each family to sign.

29 TRANSPORTATION

ECK transports children under the following circumstances: field trips, for emergency medical treatment, and from public school. All drivers hold a valid state driver's license and our vehicles are properly maintained and insured.

ECK transports children rarely, beginning at age 3 only with a parental field slip signed and dated. Parent supplies the booster seats according to age and height requirements.

Children are required to sit with their back against the seat and their bottom on the seat, properly strapped into a seatbelt or properly strapped into a booster seat. The children are allowed to talk quietly, but no loud noises that can distract the driver. After a verbal warning we will talk to parents if a child will not behave on the vehicle, if the behavior continues we will inform the parents that we will no longer transport their child.

30 WATER ACTIVITIES

During the summer time, children age 12 months - 12 years may participate in water activities on the playground in water tables, splash pools, and/or sprinklers. Children age 2 and older and fully potty trained or using swimmers may also participate in these activities as well as inflatable water slides, and swimming in the small swimming pools. See the enrollment application for permission form.

31 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.

32 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.

33 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 conditons. 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 sideyard, classromm, or main house, we do not see the need to reapply sunscreen.

34 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 and last name.

35 FIELD TRIPS

Field trips are a fun way to broaden the learning atmosphere of the classroom. Some of our field trips are educational in that they serve as an extension of the weekly unit or theme. Some field trips are fun but also teach children valuable social skills.

Please see the Parent Notification board, website, or Facebook page for dates and times for field trips. The addresses and phone numbers for field trip locations are listed on this information board as well. Please remember, children cannot be dropped off or picked up during a field trip. It is important that children arrive at school at least 30 minutes before the scheduled time on the day of a field trip. Children must also be appropriately attired wearing the proper footwear, the required school T-shirt, and a jacket if the weather is cold in order to go on the field trip.

Typically only ages 3 and older go on field trips, unless a parent wants to drive and be responsible for child.

36 ANIMALS

If animals are to be on the premises at ECK, parents will be notified via the Parent Notification board. The animals will meet all the necessary state and local requirements and proper care and safety precautions will apply. This may be a special event or birthday celebration.

37 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 and/or her partner, John that must be the sole decision maker, as it is she that holds the liability and license.

38 OTHER INFORMATION

If you would like to review the most recent licensing inspection report, food program report or fire permit report, please ask director.

THANK YOU

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

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

Mother's Signature

_____ Date

Father's Signature

_____ Date