

# Infant Parent Handbook



**Trinity Lutheran Preschool**

**4726 W. 129<sup>th</sup> St.**

**Hawthorne, CA 90250**

**(310) 675-4493 Ext. 130**

**Lic. No. 197417953**

## MISSION STATEMENT

The mission of Trinity Lutheran Preschool is to provide a secure, nurturing, and Christian environment that allows children to develop skills needed to build their own knowledge and prepare them for lifelong learning.

## EDUCATIONAL PHILOSOPHY

Our program provides challenging and developmentally appropriate activities that help enhance our infant's social, physical, intellectual, spiritual, creative, and emotional well-being. We encourage our infant's natural curiosity and their eagerness to learn.

The infants are supported and nurtured by loving, professionally prepared teachers. We value and acknowledge the differences in our infants because they come from different experiences and are unique unto themselves.

Although the preschool can never replace a happy home and parental love, we strive to provide a happy, healthy, Christian environment.

## **Non-Discrimination Policy**

Trinity Lutheran believes that educational opportunities and programs should be open to boys and girls on an equal basis. We do not discriminate on the basis of sex, color, or national origin in administering our educational policies, programs, and activities.

## **Admission Requirements**

We are open to infants between 6 weeks and 24 months of age. We admit children of any race, creed, or national origin. Our doors are open 6:30 a.m. to 6:00 p.m.

## **Staff Qualifications**

All staff members are experienced early childhood educators. All participate in a continuous program of in-service education and professional growth in order to remain alert to the ever-changing needs of today's families and to the findings of current research. All teachers are trained in basic first aid and adult, child, and infant CPR.

## **Licensing**

Trinity Lutheran is fully licensed by the State of California Social Services and is visited regularly by a member of their staff.

# DAILY ACTIVITIES

Our daily curriculum is planned so that children can experience a variety of age-related activities. These activities include the following:

**Creative Movement:** Activities involving small and large motor development and hand-eye coordination (including movement to music, following the leader, acting out with dramatic play, singing songs).

**Motor Development:** Perceptual motor development through special indoor and outdoor activities (including infant exercises, balancing, walking with/without assistance, manipulating riding toys, climbing, crawling, sliding).

**Snack Time:** Time set aside twice a day to eat nutritionally balanced snacks in a group setting.

**Curriculum Time:** Individual daily activities set up to create curiosity and generate sensory experiences (art projects with various mediums, science activities, dramatic play, cooking).

**Outdoor Time:** Free play with various equipment in the infant play yard and walks with staff on the grounds.

**Story Time:** Opportunity to develop listening skills, build vocabulary, and expand language development with books, stories, poems, and finger plays.

**Social Time:** The opportunity to interact with infants of different developmental ages.

**Sand and Water Play:** A time to experience the properties of water through play in wading pools and water tables, as well as chances to experiment through using various tools to measure, pour, and scoop water.

**Music and Dance:** Fun time with instruments and moving to the beat of the music.

Additionally, our curriculum is designed to help our infants develop...

**Socially**—by providing experiences where each infant learns to share and show respect for others.

**Emotionally**—by helping each infant recognize and express feelings in acceptable ways.

**Physically**—by encouraging infants to develop large and small muscle coordination.

**Intellectually**—by providing creative learning opportunities to develop skills.

**Spiritually**—by learning about God's love through Bible stories and opportunities for Christian experiences and worship meaningful to the infant.

## DAILY SCHEDULE

**We do not stick to a strict schedule** in the Infant Rooms. With children this young, it is important to let the needs of each child be our guide that day. There is a basic schedule that is followed each day, however.

6:30 – 8:30	Infants arrive in room, Breakfast/Bottles (as needed)
8:30 – 9:00	Diaper checks/Changes, Infants may be put down for naps
9:00 – 9:30	Morning snacks (for older infants)/Bottles (for younger infants)
9:30 – 10:30	Indoor morning activities
10:30 – 11:00	Diaper checks/Changes
11:00 – 11:45	Outdoor playtime
11:45 – 12:30	Lunch time/Bottles
12:30 – 2:30	Diaper checks/Changes, Infants may be put down for naps
2:30 – 3:00	Afternoon snacks (for older infants)/Bottles (for younger infants)
3:00 – 4:00	Inside or outside playtime (weather permitting)
4:00 – 4:30	Diaper checks/Changes, Bottles (if needed)
4:30 – 6:00	Indoor activities/Dismissal

When enrolling in the program, parents must provide the center with the infant's schedule that is being used at home. We will maintain the feeding and sleeping schedules and the toilet training plan (if applicable) that are provided by the parents at the personal interview after enrollment. This plan will be put in writing and signed by the parent and the teacher. The written plan will be updated at least quarterly or as often as necessary to assure its accuracy. Diapers will be checked/changed approximately every two hours starting with the last diaper change given at home prior to arrival. Infants will also take naps and wake up from naps on their own time. The older infants, who are able to handle a more structured day, will follow our basic schedule.

**Nap Time:** For nap time, infants will need a light blanket and 2 fitted crib sheets. This allows us to have one in use and a spare in case of accidents. These items must be labeled with your child's name.

# POLICIES AND PROCEDURES

**Office Hours:** Our office is open Monday through Friday, 9:00 a.m. to 6:00 p.m. We are here to answer questions, receive payments, and help you with any problems or concerns that you may have. There is also a drop box on the wall by the office door for payments (checks and money orders only, please do not put cash in the drop box).

**Enrollment:** Trinity Lutheran Infant classrooms are open to children who are age eligible. Registration priority is not accepted until a registration form with the annual registration fee is submitted and processed in the preschool office. When a child is accepted into a program, the registration fee is **non-refundable**.

**Admission:** Admission to the school is considered on an annual basis. All children wishing to be enrolled for the coming academic year must submit an application during specified enrollment periods and meet the criteria as set out in this policy. Children will be admitted according to the following criteria and in the listed order of priority.

1. Returning children who have met their fulfillment of all financial obligations in a timely manner and have demonstrated full support of school policies, goals, and philosophy.
2. Children of Trinity Lutheran Church/School employees.
3. Siblings of children currently enrolled in Trinity Lutheran Preschool.
4. As room is available, children from the community who will support the school's goals, policies, and philosophy.

We do allow switching of days if space is available and arrangements have been made ahead of time with the director.

**Notice of Withdrawal:** Two weeks written notice is required if you are planning to withdraw a child. Tuition will be charged during that period. Upon discretion of the program director, it may be determined that the needs of a child may be beyond the program's ability. In such a situation, the parents will be given a two week notice that the child will be withdrawn. The parent may choose to have their child leave before the end of that period. Tuition will be charged through the child's last day of attendance.

**Extended Leave:** The program's expenses do not change when individual students take an extended leave of absence, therefore, tuition payments need to be made in full during the period of absence. If the child is removed from the program with the intent of returning at an unknown later date, the above procedures must be followed to secure the child's placement. If the child's place is not secured with regular tuition payments, the child may return only if space is available, and will be charged a returning registration fee of \$60. The preschool offers no guarantee that space will be available when you wish to return.

**Emergency Extra Care:** Child care for your child on days you are not scheduled to attend is not normally available in the Infant room. However, if you have a true emergency and need care for a few hours, you may ask if we have room for your child that day. The fee is \$8.00 per hour or \$60 per day.

**Tuition and Fees:** Our tuition is calculated on a budgeted yearly fee based upon a child continuing in our program here. Payments are made monthly. Center holidays are calculated into the payment schedule. No refunds or credits are made due to illness. All payments are delinquent 10 days past the due date and a late fee of \$30 will be charged. Consistent late payments may jeopardize your child's place in our center.

**Crystal Stairs/Calworks:** We only accept CS/Calworks on a full time basis. Anything that goes unpaid by CS/Calworks must be paid by the parent. Parents need to sign their CS/Calworks timesheets in and out daily. If your child is out for the day, please fill out the back of the timesheet with the reason. The bottom of the timesheet must be signed at the end of the month. The times you sign in and out must be accurate.

**Returned Checks:** There is a \$25 fee when a check is returned from the bank without payment. Money orders or cash will be required to replace the returned check.

**Attendance:** Please notify the center if your child is unable to attend that day, or if he/she will be arriving much later than normal. We appreciate knowing whether your child is ill or is absent for another reason. NOTIFY US IMMEDIATELY if your child has a contagious disease. We need to let other parents and staff know that they may have been exposed. Thank you for your cooperation.

**Arrivals and Departures:** The State of California requires that all children be signed in and out each day by an adult (18 years or older). The requirement must be met with a full signature and the time. If you neglect to sign in, we will call you to come back and sign them in. **State law states that the child must be signed in/out by an adult at the time of drop off/pick up.**

Upon arrival at the center, you will be asked to complete the daily log for your child which includes the time of day and any special instructions for the staff. The normal drop-off procedure includes completion of this form, putting your child's belongings in the designated container, checking and/or changing your child's diaper before you leave, getting your child settled into the center, and checking out with the staff before leaving. This procedure should take between 5-10 minutes each morning. Be sure to plan your schedule accordingly to allow yourself enough time with your child at the center each day.

**PLEASE DO NOT USE YOUR CELL PHONE WHILE DROPPING OFF OR PICKING UP YOUR CHILD.** Your little one needs your full attention during this transition time, so please finish your conversation before coming into the preschool. Thanks!

When your child is picked up, your child needs to be signed out with the time and a full signature. Again, at the end of the day, plan your schedule to have 5-10 minutes with your child at the center. This time together will help make transitions go smoothly for both the parents and the children in the center. **For the safety of the little ones, please drop off your older children before your little one. Older children (even siblings) cannot be in the room.** For the same reason, when picking up children at the end of the day, pick up your little one first, and then the older siblings.

**Late Pick Up:** Our center hours are from 6:30 a.m. to 6:00 p.m. From 6:00-6:15, you are charged a \$15 late pick up fee, and an additional \$15 from 6:15-6:30, and so on. This charge is needed to pay the teacher's overtime for staying late.

**PLEASE NOTE:** If there is a recurring pattern of late pickups, and you cannot designate an alternate person to pick up your child on time, we reserve the right to ask that you withdraw your child from our program.

**Authorization for Release:** No child will be released to anyone, other than the parent or legal guardian, without written authorization of the parent or guardian. *We must have written authorization for changes in this matter. Please keep your emergency form in our office up to date!* Parents, be sure to inform any individuals you send to pick up your child that photo identification will be required before the staff will release your child to them.

**Court Ordered Custody Agreements:** We honor custodial decisions of the State of California. If your child is affected by a court decision regarding parental guardianship or parental visiting rights, the preschool must have certified copies of these documents in the child's file to abide by them. If a restraining order is in place, the school must have an ORIGINAL copy on file. The teachers have been instructed to call the police if a non-custodial parent tries to pick up a child in violation of the most recent document in our files. Protect your child's rights by making sure that the school has current information.

**Calendar/Holidays:** We try to recognize the needs of working parents, staff, and their families, but we also recognize that holidays and breaks are necessary to the well-being of all. We operate a year-round schedule with a one-week break at the end of the summer. The preschool will be closed for the following major holidays:

- Labor Day
- Veterans' Day
- Thanksgiving Vacation
- Christmas Vacation
- New Year's Day
- Martin Luther King Jr. Day
- Presidents' Day
- Good Friday
- Memorial Day
- Independence Day

Occasionally, the preschool closes for teacher workshops and staff work days. Parents will be informed ahead of time to find other childcare services for that time. A calendar will be provided showing all closures and special events for the year. *Tuition has been figured for the school year on an annual basis, and divided into equal monthly payments. Therefore, there will be no adjustments given to monthly tuition because of the days the center is closed.*



**Dress Code:** Our program is about play and having fun. Children should be dressed ready to play in the sand, paint, and climb on equipment without worrying about getting their clothing dirty. Please do not send your child in his/her “good clothes.” If your child has begun potty training, clothing should be easy to take off and put on in the bathroom.

Tennis shoes and socks are the preferred foot attire. **No sandals, cowboy boots, Crocs, or party shoes,** as they impair walking, running, and climbing ability.

Because we are a Christian school, and wish to teach both morals and peaceful behavior, we ask that children’s clothing reflect those of Christian values. Please do not send your child to school in clothing or shoes depicting characters from violent TV shows and movies. **We ask that parents picking up their children abide by the code also.**

For children who are toilet-trained, dresses need to have shorts worn underneath them, both for the child’s comfort and safety, as well as to protect the child’s modesty.

**\*\*LABEL! LABEL! LABEL!\*\*** Please label everything that comes into the center. All items, including food containers, bags, and clothing you bring into the school need to be clearly labeled with your child’s name. Even though every child has a cubby, things get misplaced and sometimes lost. Items that are clearly labeled will be returned quickly to their owner.

**Wipes and Kleenex:** Because we use wipes for more than just bottoms, we ask each parent to bring in a box or bag of wipes when needed or asked for, to share with the center. A box of tissues for the never-ending runny noses would be appreciated every three months as well.

**Coats-Jackets-Sweaters-Hats:** It is important that your child has a jacket or sweater each day to wear at the center. Many times it gets “chilly” outdoors or on our walks. Be sure these garments are clearly labeled with your child’s name.

**Extra Clothing and Diapers:** Accidents occur and we need all children to have two sets of extra clothes at the center. If your child comes home wearing the “extra clothes,” please launder them and return them to us as soon as possible. The center does not supply diapers. The staff will alert you when your child’s supply is running low.

**Birthdays:** Birthdays are special days for your child and are celebrated at snack time. If you would like to provide a special birthday treat, special arrangements should be made in advance with the staff. You are welcome to bring a small treat of cookies, muffins, finger jello, or finger foods.

**Snacks:** All snacks for older infants will be provided by the center in accordance with the nutritional requirements set by the State of California. We will occasionally involve the children in the preparation of snack as it provides special learning opportunities. Snacks will continue to meet our low-sugar and nutritional guidelines. Snacks are served both mid-morning and mid-afternoon.

**Meal Times:** You will need to send all food for your infant. We do not provide lunch. Infant mealtimes will vary with the schedule set up on each daily log. For the older infants lunch is

from 11:45 to 12:30. Please be sure all food containers/lunch boxes are labeled with your child's name. Please remember to bring lunch daily so we don't have to call you at work to bring lunch.

**Parking:** Parents may park in the lined spaces in the driveway off of 129<sup>th</sup> Street and on the north side of the street. Please do not park in the preschool staff parking lot and do not park along the curb in the driveway.

**Emergency Procedures:**

- Fire—We practice fire drills once a month. In case of a fire, all children go to the grass area between the playground and the bike yard.
- Disaster—We also have periodic Disaster Drills in which we participate. In case of a disaster, all children will gather at the elementary school playground. When it is deemed safe, the children will be released to their parents. Parents may pick up their children at the staff parking lot gate next to the elementary school playground. Children will not be released at the preschool gate.

**Newsletter:** Each month a newsletter called the "Little People's Press" will be provided. This newsletter will include notes from the teachers, themes, and other information about upcoming events.

**Parent Communication:** It is important that parents and staff work together at this stage of development. We need to be able to communicate freely with each other. Each day many things affect you and your child at home and away from the center. We like to know the reasons for his/her excitement or excessive fussiness or moodiness. Please let us know what may be the reason for any changes in your child's day.

**Notes to the Office:** All messages that concern you or your child at school should be in writing or noted on your child's daily log sheet. Please leave your messages in the hands of a staff member and not in your child's bag or cubby. We really appreciate your help in keeping us informed.

**Student Office Files:** It is the parents' responsibility to keep all student files current. If you change your address, job, phone number, etc, please inform us immediately. Also, if any information on your child's emergency form should change (i.e. work number, extension change, cell phone, pager, etc.) we need to be notified in writing As Soon As Possible.

# Health and Your Child

Illness can travel quickly through an early childhood center, especially in a class of infants. A partnership between families and staff can help keep our children healthy and well.

## It is the Center's Responsibility to...

1. Check each child daily upon arrival for symptoms of illness.
2. Disinfect daily all surfaces in the classrooms.
3. Send home a letter if your child has been exposed to an infectious illness.
4. Remind children to cover their mouths with their arm when coughing/sneezing.
5. Make sure that children are dressed comfortably for outdoor play.
6. Administer medications when necessary.

**Please Note:** If it is necessary for the staff to administer medications, you need to fill out the Medication Form and give to the office with the medication. If it is prescription medication, it must be in the original container with the prescription label. Over-the-counter medications must also be in the original container with directions given on the appropriate places on the Medication Form. Medications must be age-appropriate.

## It is the Family's Responsibility to...

1. Inform the center immediately if the child has been diagnosed with an infectious illness.
2. Return the child to the center after an infectious illness only after cleared by the child's doctor and with a release note signed by the physician.
3. Dress the child in appropriate clothing for the weather.
4. Supply the center with extra clothing for changes in the weather during the day.
5. Assess their child's health each morning before bringing the child to the center. **The child should remain at home if the child exhibits any signs of illness.** These signs may include:

\*Symptoms of a communicable disease such as chicken pox, measles, scarlet fever, hand-foot-mouth disease, and Fifth's disease.

\*Fever of 101 degrees or more (this usually indicates the presence of an infection)

\*An excessive runny nose and/or a persistent cough unless explained by a doctor's note.

\*Watery or inflamed eyes or a pus secretion from an eye—a sign of conjunctivitis

\*Diarrhea

\*Vomiting

\*Ear Infection

\*Unexplained lethargy

\*Draining sores or burns

\*Rash other than mild diaper rash

\*Other symptoms at our discretion

Your child will not be admitted to the center if any of these symptoms are present at drop-off. Your child may also be sent home if he/she appears to have any symptoms of illness during the day. This includes a child who has more than one incident of vomiting or more than two incidents of diarrhea. If you are in doubt whether your child is ill, please keep him/her at home. A day at home may be better than having to leave work in order to pick up your child.

If you need care for the day, we recommend the TLC program for mildly ill children at Torrance Memorial Hospital. It is reasonably priced and parents have been pleased to use it when their child is sick. More information is available at [www.torrancememorial.org](http://www.torrancememorial.org) search: TLC Sick Child Care. Little Company of Mary Hospital also offers a similar program. Search: "Little Company of Mary, The Care Depot." You will need to pre-register for both these programs.

## More Important Health Notes

**If a child has had a fever of 101 degrees or more within the previous 24 hours, he/she may NOT attend school the next day. Wait until the fever has been completely gone for 24 hours before returning.**

If a child is sick for any reason, especially if sent home from the center the day before, it is highly recommended that he/she stay home for another day to regain complete health. However, if the child has recovered quickly, and you feel the child is well enough to return to the center, the child may return the next day with a written doctor's release.

**Bumps and Bruises:** Whenever a child gets hurt in the center, a staff member will fill out an "ouchie" report to explain what happened. When a child is injured at home, please write on the daily log how the injury occurred and any treatment that needs to be continued during the day at the center. (This includes any scrapes that are covered by a Band-Aid, bumps, and bruises.)

**Serious Illness or Injury:** If your child becomes seriously ill or injured, we will call you and possibly 911.

**Immunizations:** Your child's health is a matter of major importance to all of us. Upon enrollment, you must file with us a Physician Report signed by your child's physician. The immunization report must be in our files before your child begins at the center. If we have not received this, your child will not be able to attend.

Here are the immunizations required to attend all child care programs, by age:

<u>Age when enrolling:</u>	<u>Immunization needed:</u>
2-3 months	1 each of polio, DTP, Hib
4-5 months	2 each of polio, DTP, Hib
6-14 months	3 DTP, 2 each of polio and Hib
15-17 months	3 each of polio and DTP, 1 MMR (must be on or after the first birthday), at least 1 Hib given on or after the first birthday
18 months-4 years	3 polio, 4 DTP, 1 MMR (to be given on/after first birthday) at least 1 Hib given on or after first birthday, Hepatitis B (a 3-dose series), 1 Chicken pox

**\*\*We also require a current TB Test.\*\***

## A Note to Parents on Children Biting:

In even the best child care program, periodic outbreaks of biting occur among infants and toddlers, and sometimes even among preschoolers. Biting is unfortunately not unexpected in older infants, but can be very emotionally charged. When it happens, it's pretty scary, extremely frustrating, and very stressful for children, parents, and teachers. But however unfortunate, it is a natural phenomenon, not something to blame on children, parents, or teachers, and there are no quick and easy solutions.

Children bite for a variety of reasons: simple sensory exploration, panic, crowding, seeking to be noticed, intense desire for an item, or even in the excitement of a happy moment. Repeated biting becomes a pattern of learned behavior that is often hard to extinguish because it does achieve results: the desired toy, excitement, and attention. No one can predict which children will bite, but we are ready to help infants who do bite to learn other behaviors. We are also ready to give treatment, sympathy, and advice to children who are bitten.

Here are the ways that we will work to prevent biting and how we respond to it when it does happen:

- First, we try to program the day to avoid boredom, frustration, or over-stimulation. We provide a calm and cheerful atmosphere with a mix of stimulating, soothing, age-appropriate activities and multiples of favorite toys. We also work to model acceptable and appropriate behaviors for the children, helping them learn words to express their feelings and giving them tools to resolve conflicts with our help.
- Second, if a bite does occur, we help the child who was bitten. We reassure him or her and care for the bite. If the skin is not broken, we use a cold pack. If the skin is broken, we follow medical advice and clean the bite with soap and water. If it is likely the bite may get dirty, we will cover it to keep it clean. If your child is bitten, we will call you to let you know about the bite. The teachers fill out an Ouchie Report, keep a copy, and give one to you when you pick up your child. We also respond to the child who did the biting. We show the children strong disapproval of biting. Our specific response varies by circumstances, but our basic message is that biting is the wrong thing to do. Helping us to comfort the bitten child and holding a wet compress on the bite may be used as a way of showing that what he or she did hurts the other child. We help the child recognize his emotions and we validate the child's right to feel that emotion, but as teachers we cannot let the child act out his emotions by hurting another child, and so we help the child who bit learn different, more appropriate behavior.
- Third, we look intensively at the context of each biting incident for patterns. Was there crowding, over stimulation, too few toys, too much waiting, other frustration? Is the biting child getting enough attention, care, and appropriate positive reinforcement for not biting? Does the biting child need help becoming engaged in play or to make friends? We develop a plan to address the causes of the biting, focusing on keeping children safe and helping those who are stuck in biting patterns.
- Fourth, parents are notified if their child starts to bite. We ask parents to keep us informed if their child is biting at home. Children who bite in our program do not necessarily bite at home. But if your child is biting in both places, it is important for all of

us to be consistent in dealing with it. Communication is very important in order to help your child stop biting.

We wish that we could guarantee that biting will never happen in our program, but we know there is no such guarantee. Some children become “stuck” for a while in a biting syndrome, and it is frustrating for the parents of victims that we are unable to “fix” the child quickly or terminate care. We will make every effort to extinguish the behavior quickly and to balance our commitment to the family of the biting child to that of other families. Only after we feel we have made every effort to make the program work for the biting child do we consider asking a family to withdraw the child. Group living is tough. When biting occurs, we are all challenged to maintain a broader perspective and to pull together.

## Toilet Training Plan

Some of the older infants will go through the process of toilet-training while they are enrolled in our infant class. If a child in the Infant Room shows signs of being ready, we will initiate a toilet-training plan for that child, after meeting with the child’s parents, to discuss readiness and procedure.

Here at our center, we will be using the following technique to toilet train children that show readiness.

With patience and understanding, the staff will guide your child through the following steps of toilet-training:

1. Introduce the toilet areas and/or potty chairs.
2. Assist children with taking off and putting on clothes.
3. Teach children correct bathroom words.
4. Flush toilet
5. Wash hands with soap and water.

It is also our policy that:

- Children will be supervised while in the bathroom.
- Children may look at appropriate books while sitting on toilets.
- All wet clothes will be sent home at the end of the day to be laundered.
- No child will be forced to sit on or use a toilet.
- Children who are ready for toilet training will wear training pants or pull-ups.

We hope you as parents/guardians understand the toilet training procedures that your child will be taught at the center. We encourage you to use the same techniques at home for consistency while your child is toilet training.

If you have any questions, please feel free to talk with the staff.

## Our Responsibility for Reporting Suspected Abuse and Neglect

Child abuse and neglect is a terrible crisis. As caring and concerned parents and child care providers, we take very seriously our responsibility, as required by law, to report suspected cases.

Abuse and neglect, whether it may be physical or emotional, can happen in all types of families, from all walks of life, and in varying degrees. In all instances, the damage to children can last a lifetime and certainly affect their self-esteem and developmental process.

When abuse occurs, both children and parents are the victims and need support, understanding and help. Parents may ask the Director for a confidential referral for outside intervention and suggested resources for prevention and assistance in dealing with this problem.

Should a parent or staff member suspect abuse or neglect, these steps are the usual course of action:

1. Staff members are encouraged to discuss the suspected case with the Director. Teachers are required to report a "reasonable suspicion" whether their supervisor agrees or not because teachers are mandated reporters.
2. The Director will observe the child, talk with the child and further seek to determine if abuse or neglect may have occurred. These findings will be documented in the child's file.
3. The Director may talk with the child's parent(s) about the concerns.
4. The staff and the Director will make a determination of the need to call the appropriate child abuse agency in consultation with the Senior Pastor.
5. A social worker or representative of the agency may visit the child at the preschool or the child's home.

In a situation deemed to require immediate attention, a staff member may call the abuse hotline directly.

At Trinity Lutheran we are also very concerned about preventing abuse in the child care center. To protect the children in our care, the following measures are taken:

- Extensive screening of all staff members, including criminal background checks
- Close observations and performance evaluations of staff
- Involved, capable supervision monitoring the classrooms, activities, and staff members

# Code of Conduct

We believe that children learn best through experiences. We believe that teachers must guide and redirect children to help them learn to cooperate with their peers and to have positive, educational experiences to encourage and enhance their growth and development while in our care.

We believe we can accomplish this by:

1. Having a variety of activities available.
2. Using group management techniques, limiting children in areas and having sufficient materials, as well as giving the opportunity for constructive interactions.
3. Speaking with a child if behavior is inappropriate.
4. Using positive language with the child to give praise for appropriate behavior.
5. Redirecting a child to another area, if they are having problems cooperating.
6. Children are encouraged to solve relational problems among peers by using their words and their reasoning abilities, with a teacher standing by to provide encouragement or intervene if necessary.
7. We teach children “you may not hurt yourself, another person, or any equipment.” Teachers are trained to help each child adhere to this philosophy.

After exhausting these methods, if a child still has a problem with appropriate behavior the child is asked to sit in a chair to think about the behavior and with the help of the teacher, think of better ways to handle the situation.

Children with consistent difficulties are taken through the above steps and regular conferences are made with the parents. Ultimately the child will be dismissed from our program if behavior does not meet Trinity’s standards. This is seriously considered when health, safety, and welfare of this child, another child, or staff member are at risk.

Please be advised that under the law, any form of hitting, corporate punishment, abusive language, ridicule, harsh or humiliating or frightening treatment is illegal and is against our philosophy. Confinement to cribs, high chairs, playpens, or other similar furniture or equipment will not be permitted as a form of discipline or punishment.

We strive to maintain a caring, nurturing, Christian environment. Please be aware that any form of disrespect from a parent towards a staff member, another parent, or child can be cause for dismissal of the parent and child.



**Parent's Rights:** California Health and Safety Code Section 1596.857 requires that parents or guardians be informed of their rights:

To enter and inspect the child care center without advance notice whenever children are in care.

To file a complaint against the licensee with the licensing office and review the licensee's public file kept by the licensing office.

To review, at the child care center, reports of licensing visits and substantiated complaints against the licensee made during the last three years.

To complain to the licensing office and inspect the child care center without discrimination or retaliation against you or your child.

To request in writing that a parent not be allowed to visit your child or take your child from the child care center, provided you have shown a certified copy of a court order.

To receive from the licensee the name, address, and telephone number of the local licensing office.

Licensing Office Name:	<b>Community Care Licensing Division</b>
Licensing Office Address:	<b>6167 Bristol Parkway, Suite 400, Culver City, CA 90230</b>
Licensing Office Telephone:	<b>(310) 545-1730</b>

To be informed by the licensee, upon request, of the name and type of association to the child care center for any adult who has been granted a criminal record exemption, and that the name of the person may also be obtained by contacting the local licensing office.

To receive, from the licensee, the Caregiver Background Check Process form.

**NOTE: California state law provides that the licensee may deny access to the child care center to a parent/authorized representative if the behavior of the parent/authorized representative poses a risk to children in care.**

*For the Department of Justice "Registered Sex Offender" database, go to [www.meganslaw.ca.gov](http://www.meganslaw.ca.gov).*

**Personal Rights:** California Code of Regulations, General Licensing Regulations, Sections 80072 and 101223 lists these personal rights for Child Day Care Facilities. Each person receiving services from a community care facility shall have rights which include, but are not limited to, the following:

To be accorded dignity in his/her personal relationship with staff and other persons.

To be accorded safe, healthful and comfortable accommodations, furnishings, and equipment to meet his/her needs.

To be free from corporal or unusual punishment, infliction of pain, humiliation, intimidation, ridicule, coercion, threat, mental abuse, or other actions of a punitive nature, including but not limited to: interference with the daily living functions, including eating, sleeping, or toileting, or withholding of shelter, clothing, medication or aids to physical functioning.

To be informed, and to have the authorized representative informed by the licensee of the provisions of law regarding complaints including, but not limited to, the address and telephone number of the licensing agency's complaint receiving unit, and of information regarding confidentiality.

To be free to attend religious services or activities of his/her choice and to have visits from the spiritual advisor of his/her choice. Attendance at religious services, either in or outside the facility, shall be on a completely voluntary basis. (In child day care facilities, decisions concerning attendance at religious services or visits from spiritual advisors shall be made by the parents or guardians of the child.)

Not to be locked in any room, building, or facility premises by day or nights.