

# Preschool Parent Handbook



**Trinity Lutheran Preschool  
4726 W. 129<sup>th</sup> St.  
Hawthorne, CA 90250  
(310) 675-4493 Ext. 130  
Lic. No. 191600701**

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## **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 increase their knowledge and prepare them for lifelong learning.

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### **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 children between 2 years and 5 years 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.

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## EDUCATIONAL PHILOSOPHY AND GOALS

Our program provides challenging and stimulating activities that help enhance children's social, physical, intellectual, spiritual, creative, and emotional well-being. We encourage children's eagerness to learn by providing an age-appropriate curriculum. Our emphasis is on the process rather than the product.

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While pre-academic skills are included in our program, we believe that helping the child to mature emotionally and socially will create that strong foundation needed for future success in school and in the world. Time is taken to teach and demonstrate appropriate ways to interact with friends, including coaching the child through conflicts with other children, and working towards self-control.

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

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We believe that parents are an integral part of their child's success. We have an open-door policy and parents are welcome at any time of the day. Parents may also become involved in other aspects of the preschool. We rely upon our parents to volunteer their time, talents, and support in the many jobs that need doing.

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Although the preschool can never replace a happy home and parental love, we strive to provide a happy, healthy, Christian environment. We appreciate everyone's support and efforts in making us the quality program that we can all be proud of.

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# DAILY ACTIVITIES

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

**Inside Activity Time**—The teachers set up multiple activities in the room, including art experiences, learning games, dramatic play, manipulative and construction toys, and sensory experiences.

**Sharing Time**—Small groups working on communication and listening skills.

**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).

**Snack Time**—Learning to eat nutritionally and use manners 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, early literacy, dramatic play, cooking).

**Outdoor Time**—Free play and organized teacher-directed activities stressing large motor coordination in the play yard.

**Story Time**—Opportunity to develop listening skills and language/vocabulary with books, stories, poems and finger plays.

**Chapel Time**—A special time of worship with Jesus stories and songs about His love for us.

**Social Time**—The opportunity to interact with children of the same age.

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

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

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

**Physically**—by encouraging children 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 child.

## TENTATIVE DAILY SCHEDULE OF ACTIVITIES

6:30 – 7:30	Arrival, health check, and breakfast time (provided by the parent)
7:30 – 8:30	Separated into appropriate age groups
8:30 – 9:00	Snack and bathroom time
9:00 – 11:00 (Pre-K)	Group time (number recognition, concepts, alphabet, weather, seasons, story and music time, etc.) Cognitive development through arts and crafts, math, language, science, and music. Free play, games, books, dress-up, manipulative skills, and listening skills.
9:00 – 10:00 (2-4 yrs.)	Outdoor activities
11:00 – 11:30 (Pre-K)	Outdoor activities
10:00 – 10:30 (2-4 yrs.)	Group time (number recognition, concepts, alphabet, weather, season, story and music time, etc.)
10:30 – 11:00 (2-4 yrs.)	Cognitive development through arts and crafts, math, language, science, and music. Free play, games, books, dress-up, manipulative skills, and listening skills.
11:00 – 12:15	Lunch time and outdoor play
12:15 – 2:30	Nap time
2:30 – 3:30	Wake up and snack time
3:30 – 5:00	Outdoor play and/or teacher directed activities
5:00 – 6:00	Clean up time and get ready to go home. Story time, outside activities, or singing time.

**Nap Time:** For nap time, children will need a light blanket and a fitted crib sheet with the child's name written in permanent marker. The sheet and blanket will be laundered once a week at the preschool. Crib sheets are required by the State of California.

We know that it isn't always possible to be on time and will welcome your child when he/she arrives. However, children arriving late will miss valuable play and learning time. We ask that you help us by making late arrivals the exceptions rather than the rule.

# 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 Preschool 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.
- 5.

**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 an individual student takes 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 \$100. The preschool offers no guarantee that space will be available when you wish your child to return.

**Emergency Extra Care:** Emergency child care for your child may be arranged in advance with the director, based upon any openings that day. We do allow switching of days for our part-time students, if space is available, and arrangements have been made ahead of time with the director.

**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 or vacation time. All payments are delinquent after the 10<sup>th</sup> of the month and a late fee of \$35 will be charged. Consistent late payments may jeopardize your child's place in our center.

**Returned Checks:** There is a \$35 fee when a check is returned from the bank without payment. Money orders or cash will be required to replace the returned check. Consistently returned checks may jeopardize your child's place in our center.

**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.**

Each child is assigned a cubby for all communication (newsletters, fliers, ouchie reports, etc.), artwork, school work, etc. It is up to you and your child to retrieve all papers from their cubby each day they attend school. When you bring your child in the morning, please take his things to his room and put them away in his cubby. Check for any messages by the sign-in sheet, and escort your child to where the other children are playing. If for some reason, you are unable to pick up your child at the usual time, please call and let us know so that we can reassure and explain that you are on the way. When your child is picked up, your child needs to be signed out with the time and a full signature.

**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!

**Late Pick Up:** Our center hours are from 6:30 a.m. to 6:00 p.m. From 6:00 pm-6:15 pm, 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 always have written authorization for changes in this matter.* Please keep your emergency form in our office up to date! Parents, please 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
- Easter Vacation
- 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."

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.

Clothing should also allow your child to function independently in the bathroom. Pants and shorts should have buttons/snaps/zippers that the child can easily manipulate him/herself so that "accidents" are less likely to happen. Overalls are difficult for children to remove and should be avoided.

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. We cannot be held responsible for missing items so please do not send irreplaceable items to school.

**Extra Clothing:** Accidents occur and we need all children to have an extra set of clothes at the center, including shirt, pants, socks, underwear, and shoes. If your child comes home wearing the "extra clothes," please launder them and return them to us as soon as possible.

**Birthdays:** Birthdays are special days for your child and are celebrated at snack time or at lunch time. If you would like to provide a special birthday treat, special arrangements should be made in advance with the child's teacher. We will work with your plans to make this a special time for your child.

**Snacks and Lunch:** Snacks will be provided by the center in accordance with the nutritional requirements set by the State of California. Snacks are served both mid-morning and mid-afternoon. If your child has allergies to certain foods you may wish to provide your own snack. Please notify the teacher and director so they are aware of the food allergy. The preschool offers lunch five days a week, which is included in your tuition. Please inform all staff of any food allergies or special diets that we need to be aware of.

**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. Parents will be contacted for pick up.
- 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.

**Cubbies:** Each child is assigned a cubby for all communication (newsletters, fliers, ouchie reports, etc.), artwork, school work, etc. It is up to you and your child to retrieve all papers from their cubby each day they attend school.

**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. While we recognize that communication with your child’s teacher is important, it can be disruptive to the class if you spend too much time visiting. Each staff person has a job to do, materials to prepare, and children to watch. If you need to consult with your child’s teacher, we will be happy to schedule a time for you to sit down together.

**Progress Reports:** Twice a year, teachers will send home progress reports, one in January and one in May. The teacher may request a conference with the parents if they feel it is necessary.

**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.

**Field Trips:** Occasionally during the school year and mainly during the summer, different classes of children will be going on field trips.

- Permission slips for all field trips must be signed for the child to go. If there is a payment for a field trip, all payments must be made before the trip.
- Parents may volunteer to go along and that parent must pay for his/her admission as well. Parents may ride on the bus if there is space available, otherwise they will have to drive their own vehicle or carpool with other parents.
- If your child will not be attending, and there is a group staying behind, the child may stay with that group if there is space available. Otherwise, they will need other childcare services for that day. There will be no refund for missing that day.  
All children riding on the bus **must** return on the bus. **No exceptions!!!**

## Health and Your Child

Illness can travel quickly through an early childhood center, and requires a partnership between families and the staff to 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 100 degrees or more (this usually indicates the presence of an infection)
- \*An excessive runny nose and/or a persistent cough or sore throat
- \*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 (can return with a physicians note stating that the rash is not contagious)
- \*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 100 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.

**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 children. Biting is unfortunately not unexpected in younger children, 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 children 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 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 Duchie 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

The center recognizes that all children develop at different stages and toilet training may not be complete by the time the child enters preschool. As we work with each child to develop toilet training, we ask the parents to help and support us in every way. We recognize that accidents do occur and we do everything we can to help children avoid accidents at school. In the event a child must change his/her soiled or wet clothes, it will be done with adult supervision.

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.
2. Assist children with taking off and putting on clothes.
3. Teach children correct bathroom words.
4. Teach children to flush toilet
5. Assist with washing hands with soap and water.

It is also our policy that:

- Children will be supervised while in the bathroom.
- 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. Both parents and teachers need to be working together in this important process. When you feel that your child is ready, please discuss with the teachers your strategy, so we can provide a consistent training plan for the child, both at school and at home. 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. This period of time is limited to only a few minutes, appropriate for the child’s age.

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.

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) 337-4333</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.

