



Parent/Guardian Handbook

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916-405-0448

Moorelearning.com

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Hours of Operation & Holidays/Days Closed

Moore Learning Preschool & Childcare Center (the Center) is open from 6:00 A.M. to 6:00 P.M. Monday through Friday. **While we close at 6:00 P.M. Parent/Guardians with an end of the day schedule should arrive by 5:50 in order to check in with staff, gather children's belongings, and say goodbye (late pickup fees apply at 6:01).**

We are closed for the following:

- i. New Year's Eve and New Year's Day
- ii. President's Day
- iii. Memorial Day
- iv. Juneteenth (June 19th)
- v. Independence Day 4th of July (sometimes the 3rd or 5th)
- vi. Labor Day
- vii. Veterans Day
- viii. Thanksgiving Day and the Friday following Thanksgiving Day
- ix. Christmas Eve thru New Year's Day
- x. 3 Staff In-Service Days (Staff-In Service closures will be posted 20 days prior).

Holiday schedules are subject to change according to the Elk Grove Unified School schedules. Schedules will be posted yearly.

Tuition

- Tuition is due in advance and can be paid weekly, every other week, or monthly on the Friday before the week of attending. If Friday falls on a holiday, tuition is due the day before. Payment must be received by **Monday drop off or a late fee will be added to tuition. (See late tuition policy below.)**
- There is no reduction in the tuition amount if you go on vacation, if your child is out due to illness, or if there is a holiday. Payment of your tuition assures that your child's place in our program is maintained during his or her absence.
- Parent/Guardians are responsible for tuition until Moore Learning Preschool & Childcare Center has been notified that you plan to stop attending. If you wish to withdraw your child from the program, you are required to notify the Director/Management of Moore Learning with a written notice at least two (2) weeks in advance of your child's intended withdrawal.
- Payment may be made by Tuition Express (Credit Card or ACH), Check, or Money Order, **we do not accept cash.**

*****Please note: Personal Checks will NOT be accepted after one bounced check and a fee of \$40 will be added to any fees already due. Future payments will have to be paid by money order or credit card.***

Thank you in advance for understanding our position on the tuition policy. The success of our center depends upon the prompt payment of tuition/fees to take care of day-to-day expenses that are encountered.

Tuition and fees are based on the following factors in mind:

- Food, health supplies, craft/activity/curriculum supplies, toys, communication software and equipment, play equipment and books provided for the children.
- Outside play equipment and maintenance.
- Employee wages and benefits (sick, vacation, holiday and Kaiser Medical).
- Employee's Social Security, Medicare, Workers Compensation, Unemployment Compensation.
- Employee's continuing education.
- Building rent, heat/cooling, electricity, telephone, internet, maintenance, and liability insurance
- Additional time spent each day on record keeping, parent-provider communication, clean up and maintenance, plus any extra projects to keep our center new and exciting.

Tuition fees are subject to change at any time with a 30-day written notice.

Late Tuition

1. There will be a late fee of **\$15 assessed if not paid by Monday morning drop off.** If you do not come in on Mondays then you will need to make sure to pay on the last day of the previous week.
2. An additional **\$5 late fee will be charged for each day that payment is not made** by close of business.
3. Repeat late payments may be grounds for dismissal.
4. **Parents who are behind in tuition more than 5 days will be denied childcare until full payment is received,** this includes any tuition assisted payments.

These late fees cover the time it takes for collecting late tuition, making phone calls, emails, printing statements, and tracking who is late and who has paid on time.

Refund Conditions

There are no refunds for the tuition or registration fees (initial or annual). Please refer to the above stated policy, which requires at least two weeks written notice to discontinue your child's enrollment.

General Policies

Daily Schedule Policy

All parent/guardians must provide a schedule of days and times of care needed, up to 10 hours a day, 5 days a week. Please fill out and sign the attached form, then return it to the front desk to acknowledge that you have read and agree to the policy.

You will then be expected to follow those scheduled days and hours and be prompt when picking up your children. It is important to know when children will be attending so that we can schedule our staff accordingly. You may occasionally request to extend those hours, but it must be approved in advance so that we can adjust the staff schedules. We will also allow you the chance to change schedules when needed, however, you must fill out a new form in advance. We understand that sometimes your work schedules may fluctuate, so please let us know if we need to make special accommodations.

Pick-up time is determined from your scheduled contracted hours and time of pick up will be calculated from the ProCare program clock on the front counter. If your child is not picked up by the end of your contracted time, the following fees will be calculated and due upon pick up:

- \$15 for the first minute late
- \$2 a minute after the first minute, up to 15 minutes (please note the procedure for children left after 6:15pm)
- \$5 for every minute after the first 15 minutes late

*Note: For those parent/guardians receiving tuition assistance, you will be personally responsible for any late fees.

If your contracted time is at 6:00 P.M. parent/guardians should arrive before 5:50 P.M. to check in with staff, gather children's belongings and say goodbye.

There will be no exceptions or warnings. If you are late for ANY reason, a charge will be issued. This "No Exception" policy makes it easier for us to apply the late policy to everyone consistently and fairly. It will be greatly appreciated if parent/guardians call 916-405-0448 to notify us in advance if they will be late and give an approximate arrival time so that we can better comfort your child, however you will still have to pay the late fee. If this becomes a frequent problem, Moore Learning Preschool & Childcare Center reserves the right to dismiss a family from the program.

If, for some reason, a parent/guardian has not contacted Moore Learning Preschool & Childcare Center by 6:15, then we will follow the contact protocol below:

- 6:15: call the parent/guardian.
- 6:30: If no response from the parent/guardian, we will call from the child's authorized emergency contact list.

- If by 7:00 pm, we are still not able to reach a parent/guardian and/or an authorized emergency contact, we will call Department of Child, Family, and Adult Services and/or the local police department.
- Department of Child, Family, and Adult Services (Sacramento County) can be reached at: (916) 875-5437
- Local Elk Grove Police Department: (916) 478-8000

Admission Policy

Moore Learning Preschool & Childcare Center is dedicated to providing the quality in early care and education for young children ages 6 weeks to 12 years. Eligible children and families are served without regard to sex, sexual orientation, race, religion, ethnicity, or physical handicap. The program does not include religious instruction or worship.

Annual Registration

An initial \$100 registration and material fee is charged at the time of your family's enrollment. An annual material fee of \$50 per child will then be charged each year in September. All registration fees and material fees are non-refundable.

Sign In and Out

It is a State Licensing requirement that each child be signed in and out by a Parent/Guardian or authorized representative every day. Use the Procure Program located at the front desk to Sign In and Out. (sign in/out sheets are available only for times when Procure is not working). Failure to follow these procedures may result in termination of services. Once children are signed in they are the responsibility of the center staff. Once children are signed out they are the responsibility of the Parent/Guardian. Children may not be left unattended in the building or on the playground at any time.

Children will be released only to those authorized persons (at least 16 years old) designated on the Emergency Form. Picture identification will be required. The name on the identification must match the name on the Emergency Form and the picture must match the person presenting it. A photocopy of the identification card will be taken. It is the Parent/Guardian's responsibility to notify office personnel of any changes on the Emergency Form. You may update this form at any time. We will ask you to update the form once a year. We do not accept any notes or phone calls from Parent/Guardians stating that someone not on your Emergency Form will be picking up your child; they must be listed on the Emergency Form. NO EXCEPTIONS!

State law requires that all children must be secured in an appropriate child passenger restraint (safety seat or booster seat), until they are at least 6 years old OR at least 60 pounds. Never leave any child alone in the car no matter how short the time! It is not only unsafe, but also illegal.

Confidentiality

The use or disclosure of all information pertaining to the child and his/her family shall be restricted to purposes directly connected with the administration of the program.

The California Department of Social Services has the authority to interview children or staff, and to inspect and audit child or childcare center records, without prior consent. The Department also has the authority to observe the physical condition of the children, including conditions that could indicate abuse, neglect, or inappropriate placement.

Appropriate identification from the Department will be obtained prior to the interview. Written consent is required if Parent/Guardians want the Moore Learning Preschool & Childcare Center to share information regarding their child to another agency (school district, health provider).

Severability Clause

If any term of this Agreement is declared invalid or unenforceable, it will be severed and all other terms will remain effective to the extent that the original intent of the parties is preserved, and they will be construed as though the invalid term did not exist.

Overbreadth:

If a broad interpretation of a term or provision of this contract is found to violate public policy or otherwise be unlawful, that term or provision should be interpreted more narrowly to comply with the law. The meaning of the relevant term or provision should be narrowed only to the extent necessary to bring the term or provision in compliance with the law.

Waiver:

If the Center fails to require that you comply with any term of this Agreement, the Center will not be deemed to have waived its right to demand compliance, and the Center may later require that you comply with such terms after notifying you that it will require compliance.

Indemnification and Liability Waiver:

ACTING ON BEHALF OF YOURSELF AND YOUR CHILD, YOU HEREBY WAIVE AND AGREE TO RELEASE ANY CLAIMS WHICH YOU, YOUR CHILD, OR YOUR CHILD'S HEIRS AND SUCCESSORS MAY HAVE AGAINST THE CENTER AND ITS OFFICERS, DIRECTORS, EMPLOYEES, OR AGENTS FOR ANY AND ALL INJURIES, LOSSES OR DAMAGES TO YOUR CHILD, YOUR CHILD'S PERSONAL PROPERTY AND YOUR PERSONAL PROPERTY. BY SIGNING THIS ENROLLMENT AGREEMENT, YOU SPECIFICALLY LIMIT THE CENTER'S LIABILITY TO THE AMOUNT COVERED BY THE CENTER'S INSURANCE POLICIES. YOU AGREE TO BE RESPONSIBLE FOR, INDEMNIFY, AND HOLD HARMLESS THE CENTER FROM AND AGAINST ANY CLAIMS, SUITS, JUDGMENTS, OR COSTS WHICH MAY BE BROUGHT AGAINST THE CENTER, ITS OFFICERS, DIRECTORS, EMPLOYEES OR AGENTS FOR THE ACTUAL OR ALLEGED ACTS OR OMISSIONS OF YOU OR YOUR CHILD.

Parent/Guardian Responsibility

Clothing

Active play is very important to children's overall development. Your child will regularly participate in "messy" activities such as painting, cooking, sensory activities, etc. Sturdy and comfortable play clothes that are easy for little hands to manage are appropriate and help children to become self-sufficient. Play shoes that are low-heeled, slip on, or have Velcro closure, and a rubber sole are recommended.

Extra Clothing

Please provide your child with a complete change of clothing to leave in their classroom cubby. Children who are potty training or are prone to wetting should bring plenty of extra underwear.

It is very important to mark all clothing with your child's name. Staff will encourage children to take care of their belongings; however, we cannot be responsible for lost or damaged items. There will be a Lost and Found Box at the center, however many items look alike and if it is labeled with a name it will be easy to identify. Please help your child learn to take care of his/her belongings. We reserve the right to offer children alternative clothing if it is determined that a child is inappropriately dressed.

Weather

Children are outside on almost a daily basis as they explore the outdoor classroom. Children should come to school wearing appropriate clothing for the season for them to be comfortable while outdoors. On days of extreme temperatures (cold or hot) the amount of time outside may be reduced, but nonetheless, children will spend some time outdoors. Cold temperatures do not make children sick; germs do. On days of poor air quality, AQMD index of unhealthy or higher, children's active outdoor activities will be restricted.

Toys

Please help your child keep personal toys at home. Security objects such as a favorite stuffed animal are an exception and are welcome. Books and items related to the current theme or unit of study are encouraged at any time; just check with your child's teacher before bringing them in to the center. Please mark these items with your child's name. Toy guns, weapons and money are never allowed at Moore Learning Preschool & Childcare Center.

Birthdays

A child's birthday is a day of celebration for some families and we will be happy to help make this a special occasion. Children start talking about their birthday weeks ahead of time, telling the Teachers, "It's going to be my birthday." We want to include all children in the birthday celebrations, so we ask that families provide all juice popsicles for birthdays instead of items full of sugar or that may cause allergic reactions.

Visitors

All visitors at Moore Learning Preschool & Childcare Center need to sign-in at the office. Any visitors to see children need to show their picture identification and be listed on the Emergency Form as an authorized individual.

After Hours Care

Our Staff is not permitted to solicit or provide care for children enrolled at Moore Learning Preschool & Childcare Center outside normal working hours. Staff is not permitted to provide transportation for children enrolled.

It is the goal of Moore Learning Preschool & Childcare Center to maintain a safe, caring, respectful environment for children, staff, and Parent/Guardians. Unacceptable behavior will not be tolerated. Unacceptable behavior includes, but is not limited to, the following:

- Use of abusive or offensive language including, but not limited to harassment, threats, yelling, rudeness, and profanity.
- Theft or damage to property.
- Physical or verbal abuse of children, staff, or other Parent/Guardians.
- Defiance of authority.
- Alcoholic beverages, illegal drugs, and smoking are not permitted on Moore Learning Preschool & Childcare Center's premises. No child will be released to anyone who appears to be intoxicated or under the influence of drugs.

Parent/Guardians, children, and staff are expected to maintain a respectful relationship with each other. Parent/Guardians demonstrating any of the above unacceptable behaviors may be terminated from the program.

It is not appropriate for Parent/Guardians to approach other Parent/Guardians or children to address an incident that happened at the center. Parent/Guardians must deal with such concerns through the Teacher or the Director/Management of Moore Learning Preschool & Childcare Center.

1. If an incident occurs, the Parent/Guardians will be asked to leave the premises.
2. Then the Parent/Guardian will be required to meet with the designated administrative staff person for the child to remain in the program.
3. Continuation in the program will be determined on a case-by-case basis depending on the severity of the incident.
4. If the family continues in care, another such incident will result in a permanent termination from the program.

Health and Safety

Children are expected to be in good health and able to participate in the planned activities. Moore Learning Preschool & Childcare Center has several policies and procedures that are strictly followed for the health and wellbeing of each child in the program. Please read these carefully and talk to a Director/Management of Moore Learning if you have any questions.

Health Information Required

Current immunization, TB records, and a physical examination are required to be on file for each child. Immunization records should be updated anytime there is a change and must be updated yearly.

Daily Health Check

Your child's health status will be checked each day. This health check may be informal, however if your child appears to be showing signs of illness, he/she may not be admitted into the program. Daily health inspections allow staff an opportunity to check each child for any potential illness. It also allows time for communication between Parent/Guardians and staff to discuss how the child has been feeling and whether there has been an exposure to any contagious disease.

When doing the daily health check, we are looking for signs of illness such as, but not limited to, the following:

- Unusual behavior. Examples are crankiness, pain, discomfort, very sleepy, the child may not “look or act themselves,” or does not appear well enough to participate in routine school activities.
- Fever over 100 degrees.
- Skin that is flushed, pale, or unusually warm to the touch.
- Sores on any part of the body that are open, have fluid in them, or appear infected.
- Unexplained skin rash, especially when accompanied by fever or behavior changes.
- Red eyes with white or yellow discharge and/or crusty eyes.
- Sore throat with fever and swollen glands or mouth sores with drooling.
- Head lice or nits.
- Runny nose – A child with a runny nose (green, yellow, or clear) should only be excluded if they also appear ill, are too sick to participate and/or have any other symptoms that they need to be excluded.

Once at the center, if a child develops any of the following symptoms, the Parent/Guardian or other authorized adults will be called and may be required to pick up the child within a reasonable amount of time:

- Fever – over 100 degrees
- Flu Symptoms
- Cough – severe uncontrolled coughing, wheezing or difficulty breathing
- Diarrhea – runny or watery stools more than two times in an hour. Any bloody diarrhea
- Vomiting – more than two times in 24 hours
- Stomachache – pain lasting more than one hour
- Earache or foreign body/injury in the ear that causes pain or bleeding
- Head Injury – if the child has associated symptoms
- Lacerations – a wound that will probably require sutures
- Unexplained skin rashes – especially accompanied by fever and/or behavior changes
- Unusual behavior

Please remember that staff is making “assessments” regarding potential illnesses and they are not medical personnel. They look at each child’s case individually and are sensitive to the fact that family members need to go to work and school. Exclusion from the center is to protect your child as well as others at Moore Learning Preschool & Childcare Center. If there is a disagreement between the Parent/Guardian and staff member regarding exclusion, please talk with the Director/Management of Moore Learning.

Plan ahead

Parent/Guardians must keep emergency phone numbers current. We must be able to reach you if your child becomes ill. Once contacted the Parent/Guardian has 90 minutes to either pick-up the child or send an authorized contact to Moore Learning Preschool & Childcare Center.

Please make plans for who will care for your child if they are too sick to attend Moore Learning Preschool & Childcare Center or need to go home unexpectedly.

When your child is sick, please be sure to promptly notify the office staff of their diagnosis and treatment. Also notify them if your child has a contagious disease or has been exposed to one. Such reports are treated with confidentiality. When necessary, staff will need to notify families of a potential exposure to a contagious disease.

Guidelines for Returning after illness

Children should be symptom free for 24 hours before returning to school. Children may return to school as long as none of the aforementioned symptoms are present. Children who are prescribed antibiotics, in any form, are required to be on the medication for a period of 24 hours prior to returning to school. A permission to return to school note from the Physician is required for:

- Pink eye or conjunctivitis
- Contagious looking rashes e.g., scabies, impetigo, scarlet fever
- Strep throat or mouth sores with drooling

- Hepatitis in family
- Meningitis in family
- Any child that has been sick and does not seem to be improving
- Any time a child is hospitalized or has a procedure done as an “outpatient” basis

We have the right to request a permission to return to school note at any time it is in the best interest of Moore Learning Preschool & Childcare Center. We also reserve the right to exclude a child with signs of illness even if a permission to return to school has been obtained. If you felt it was serious enough to seek medical assistance, please remember to ask for a permission to return to school note while still at the Physician’s office.

Injuries

The staff work very hard to keep children safe and well, however, occasionally typical childhood accidents, such as bumps, scrapes and falls, occur while in care. Staff will tend to minor injuries that can be adequately dealt with by using soap, water, ice, and bandages. An injury report (aka: Ouchy Report) will be completed to inform you of the type of injury, location on the child’s body, how the injury occurred, where the injury occurred, treatment and child’s reaction to the injury. Please sign the injury report and leave it with your child’s Teacher. If you would like a copy of the report, check the box on the form indicating so and it will be provided for you. Parent/Guardians will be immediately notified of accidents requiring more extensive intervention.

If your child becomes injured while at Moore Learning Preschool & Childcare Center, these steps will be followed:

- The seriousness of the injury will be assessed.
- Parent/Guardians will be contacted, if necessary. Persons listed on your emergency form will be contacted if we are unable to contact you.
- You or the person you designate must pick up your child as soon as possible if you are called.
- First-aid will be administered.
- If necessary, emergency personal will be contacted.
- If necessary, arrangements will be made to have the child taken to the emergency room.
- After a medical evaluation and/or treatment is administered, please contact the preschool to inform us of your child’s status.

*****Please note: Moore Learning Preschool & Childcare Center is not responsible for the payment of fees such as medical or ambulance fees that may be associated with an injury that occurs on the premises.***

Plan of Operation for Incidental Medical Services

Medical Treatments

If your child is required to have one of the specific allowable treatment procedures, such as a nebulizer, Epi-pen, or blood glucose monitoring while in care, you will be asked to complete additional permission requirements, plus demonstrate the proper use of the treatment to office and management staff.

All intermittent health care shall be provided by office staff of Moore Learning Preschool & Childcare Center including but not limited to:

- Director
- Assistant Director
- Office Manager
- Office Administrators
- Qualified Teachers assigned to the Office

All staff including the above shall be instructed on Glucose testing, inhalers and EpiPens at scheduled First Aid & CPR recertification. Therefore, there shall always be at least 2 persons on campus trained.

Medications

All medicines and medical equipment shall be kept in our locked cabinet in the front office. The notebook with authorizations and medicine logs shall be kept there, as well as the log in and out form. Parent/Guardians of children taking ongoing medication (daily) will have access to medicine log in office to follow the dispensing of medication. EpiPens will be in the classroom under adult supervision and inaccessible to children. Upon completion of medication or expiration of prescription, medicine will be returned to Parent/Guardian and logged out.

Medication shall be taken from medicine closet upon any evacuation. Teachers shall take any medication needed for children under their supervision on any activity, event, or field trip away from campus. See special EpiPen instructions under EpiPen section.

Parent/Guardians of children receiving emergency medication shall be notified by a phone call at the time and given a written report at pickup.

If your child needs to receive the medication during the day, inform the Director/Management of Moore Learning who will give the medication to them. Parent/Guardians will need to complete a Medication Consent Form for all medications (prescription and non-prescription). Parent/Guardian's instructions on the consent form must be in accordance with the instructions from the Physician. If the consent form is incomplete, medication will not be administered, and Parent/Guardians may have to return during the day to give the medication until the form is completed. A new form needs to be completed whenever there is a change (i.e., dosage). Medications can only be given to the child indicated on the label. Twins and siblings cannot share medications! Parent/Guardians may ask their Pharmacist to dispense a second labeled medication container for school. Children may not bring self-administered medicines (i.e., aspirin, cough drops, eye drops), only prescribed medications with the correct label will be accepted.

It is encouraged for Parent/Guardians to give medications to their children at home. However, if it is necessary for your child to receive medication while at Moore Learning Preschool & Childcare Center, the following will apply:

Prescription Medication

Container must have the original pharmacy label listing the child's name, physician's name, name of medicine, issue date, dosage, expiration date, and directions for administration and storage.

Container must be child resistant

Medication must be prescribed in the United States

Medication must be for the current illness

Non-prescription Medication

Dosage instructions and reason for receiving medication must be from a **Physician** and shall include a pharmacy label listing the child's name, physician's name, name of medicine, issue date, dosage, expiration date, and directions for administration and storage.

Physician's dosage must be in accordance with instructions on label.

Must be in the original container which gives directions for safe use, expiration date, list of active ingredients, name and address of manufacturer, and be labeled with child's name and date.

Blood-Glucose Monitoring for Diabetic Children

Moore Learning staff performing the test must be entrusted with the child's care by the child's Parent/Guardian or authorized representative.

The test must be approved by the Federal Food and Drug Administration for over-the-counter sale to the public without a prescription

Moore Learning staff performing the test must have written permission from the child's Parent/Guardian or authorized representative to administer the test to the child.

Moore Learning staff performing the test must comply with written instructions from the child's physician (or designee, such as a nurse practitioner).

Moore Learning staff performing the test must have written instructions from the child's physician or designee regarding how to:

1. Properly use the monitoring instrument and handle lancets, test stripes, cotton balls, or other items used while conducting the test. (All this must be in accordance with the manufacturer's instructions).
2. Determine if the test results are within the normal or therapeutic range for the child, and any restrictions on activities or diet that may be necessary.
3. Identify symptoms of hypoglycemia or hyperglycemia, and actions to take when results are not within the normal or therapeutic range for the child and any restrictions on activities or diet that may be necessary.
4. The written instructions must include the telephone numbers of the child's physician and Parent/Guardian or authorized representative.

Administering Inhaled Medication

There must be a written authorization from the child's Parent/Guardian or legal guardian to administer inhaled medication and authorization to contact the child's health care provider. The authorization shall include the telephone number and address of the child's Parent/Guardian or legal guardian.

There must be specific written instructions from the child's physician to which all the following shall apply:

- 1) The instructions shall contain all the following information:
 - a. Specific indications for administering the medication pursuant to the physician's prescription.
 - b. Potential side effects and expected response.
 - c. Dose-form and amount to be administered pursuant to the physician's prescription.
 - d. Actions to be taken in the event of side effects or incomplete treatment response pursuant to the physician's prescription.
 - e. Instructions for proper storage of the medication.
 - f. The telephone number and address of the child's physician.
- 2) The instructions shall be updated annually.
- 3) When the inhaled medication is administered to the child, each instance shall be recorded, and a record provided to the minor's Parent/Guardian or legal guardian on a daily basis.

EpiPen Jr. and EpiPen

Moore Learning will provide emergency EpiPen administration in the event a child who has one provided has an allergic reaction.

The following applies to the use of the EpiPen Jr. or the EpiPen:

Every child with an EpiPen on hand will need a Parent/Guardian authorization/permission form along with an EpiPen in original box with prescription and instructions.

EpiPens will be kept in each classroom in a first aid kit that is out of reach of children, but accessible to adult staff and protected from exposure to light and extreme heat.

The expiration date will be noted on the unit and will need to be replaced prior to that date.

If the solution is discolored or contains a precipitate, the auto-injector will be replaced. (Both the EpiPen Jr. and the EpiPen have a see-through window to allow periodic examination of its contents. The physician may recommend emergency use of an auto-injector with discolored contents rather than postponing treatment.)

Parent/Guardians will teach the Director/Management of Moore Learning how to use the medication, the Director/Management of Moore Learning will teach other staff members and go over what to do in emergency. Staff will

have CPR and First aid training to administer any EpiPen. Any time a child with an allergy leaves the facility the EpiPen is to go with the staff member in charge of that child.

If the EpiPen is ever needed the first shot is to be administered and 911 is to be called. Then the second EpiPen is to be administered 5 min after the first and Parent/Guardians will be notified as soon as possible.

If an EpiPen is ever administered the Department of Social services will be notified within 24 hours.

Sunscreen

It is strongly recommended that children wear sunscreen to prevent sunburn. Parent/Guardians should apply sunscreen of SPF 30 or higher before children come to school. Sunscreen will be allowed to be left with the child if a permission slip is attached to the sunscreen

Allergies

Moore Learning takes allergies very serious. If your child has been diagnosed with allergies, you must notify the Director/Management of Moore Learning as soon as possible. We must have a written statement from your child's Doctor describing the specific allergy, any special precautions, emergency procedures, or medical treatment equipment your child may require.

If your child has any food allergies for which substitute foods or beverages are required, you must provide a written statement from the child's Doctor stating the nature of the allergy and what substitutions are necessary. We will post the information in each classroom and the kitchen to notify all staff of the allergy.

Emergency Information

Your child will be instructed on emergency procedures in case of fire or an earthquake while at school. She/he will participate in regular fire drills and learn other rules of safety. In the event of an emergency or natural disaster, staff will continue to care for your child until you or your authorized representative can pick up your child. Each center has sufficient food and water or juice and other supplies to take care of children and staff for up to three days. Staff has disaster/emergency training. At all times, at least one staff member on duty has been trained in Infant/Child CPR. In any kind of natural disaster, if our facility has been determined to be safe, all children will remain on site unless an injury requires release to an emergency medical facility. In the event of an evacuation, signs will be clearly posted at Moore Learning Preschool & Childcare Center giving destination of evacuated children. Only adults previously authorized on the emergency forms will be able to sign out children.

Emergency Center Closure

The center may close or delay opening if the following conditions are present:

- Natural disaster which prevents use of the facility
- Room conditions prevent adequate ventilation and breathing
- Disruption of utilities which prevent meeting the nutritional needs of the children or natural light is diminished to be a risk to children and staff
- Presence of live wires
- Loss of water that disrupts hand washing and toileting with clean running water

If possible, the outgoing message on the phone answering system will give information regarding closure and signs will be posted outside of the facility.

Staff Qualifications

Moore Learning Preschool & Childcare Center staff is composed of professionals trained in Early Childhood Education. It is important for us to select the employees with the best education and experience. All Teachers and Teacher Aides meet or exceed qualifications as required by California State Licensing. We encourage Teachers to continue their training at the college level and we provide additional in-service training. Qualified Substitute Teachers are provided when needed. Regularly scheduled staff meetings and professional development activities encourage staff members to continually increase their knowledge of developmentally appropriate Teacher practice so that they may better serve young children.

Ratios at Moore Learning Preschool & Childcare Center meet or exceed State Licensing. State requirements are as follows: Infants (0-12 months) 1:4, Toddlers (12-24 months) 1:4, Preschool (2-5yrs)1:12, School Age (6yrs and above) 1:14

All staff are fingerprinted for submission to California's Department of Justice (DOJ) who then complete a criminal background check. Prospective staff are not allowed to work with children until we have received clearance from the DOJ. Parent/Guardians who require more information regarding the Caregiver background check can request it at time.

Moore Learning Preschool & Childcare Center is licensed to operate by the California Department of Social Services, Community Care Licensing Division.

Discipline and Guidance

The goal of Moore Learning Preschool & Childcare Center discipline policy is to assist children in developing emotional regulation and self-discipline through respectful interactions that support children's emotional growth. The early years are a time of immense cognitive, physical, and emotional growth for young children. Young children are still egocentric, meaning they still think mostly of their own needs and wants as opposed to the needs of others. Because of this, it is not unusual for young children to use physical or verbal aggression in attempt to get their needs met. It is our job as adults in the environment to guide children through this time by setting clear limits and following through appropriately and consistently. Staff helps children understand the expectation for reasonable behavior by discussing, giving examples and by redirecting children to appropriate activities. Gradually, children are helped toward self-control and gain a sense of pride in their ability to care for themselves and each other.

"Rules" to Keep Everyone Safe

In our environment, there are behaviors that need to be stopped by adults:

- Physical aggression such as:
 - Hitting, slapping, pinching, biting
 - Throwing objects at others
- Willful destruction of school property such as:
 - Ripping books
 - Breaking toys
- Engaging in activities that may be physically or emotionally harmful to themselves or others such as:
 - Teasing, name calling, or threatening language
 - Using equipment in a dangerous way

This list is not meant to cover every incident that may occur. It is important that the adults in the environment manage each case individually.

Procedures for Dealing with Unacceptable Behavior

The use of corporal punishment which includes physical force is not allowed. This includes but is not limited to spanking, shaking, pulling, jerking, or frightening the child. If the unacceptable behavior persists over time the following procedures will be followed:

- The teacher will help the child to change the behavior.
- Methods used may include redirection, reinforcement of positive behaviors, and/or choices between acceptable behaviors.
- If the negative behavior continues, further action may be required and will include a Parent/Guardian conference, behavioral plan, observation, and referrals.
- If the behavior endangers others and/or is persistent the child may be removed from the program.

Child Abuse Reporting

All Moore Learning Preschool & Childcare Center staff is mandated by California law (California Penal Code 11165.7) to report cases of suspected child neglect and/or abuse (physical, emotional, and/or sexual) immediately to a child protection agency. Child Abuse law considers discipline that result in bruises and any other injuries caused by spanking to be a form of child abuse. If you need information about disciplining your children or help with other Parent/Guardian issues, please see the Director/Management of Moore Learning who will give you information, assistance and/or referrals to the appropriate services.

Transportation

After School Pickup

Moore Learning Preschool & Childcare Center may transport children to and from school. Please find the transportation permission form attached to the enrollment package. If your child will need transportation to or from school, you will need to sign and return the form to the Director/Management of Moore Learning.

Field Trip Participation:

The Center's regular program includes occasional field trips and other off-ground activities which involve transportation of children in vehicles owned by the Center and driven by Center employees, or in vehicles owned and driven by volunteers (usually Parent/Guardians of other children at the Center).

Grievance Procedure

Communication between Parent/Guardians and staff is important to achieving and maintaining a high-quality program. Parent/Guardians should have informal conversations with their child's teachers as well as check the activity board for plans and updates. If an issue arises it should be brought to the attention of the Lead Teacher. The next level of communication is with the Director/Management of Moore Learning.

Termination Policy

Moore Learning Preschool & Childcare Center reserves the right to exclude children and/or families when it is in the best interest of the program. Termination may include but is not limited to:

- Chronic late payment
- Excessive absence
- Fraudulent information
- Safety and Health concerns
- Failure to follow policies
- Failure to compile with state regulations and guidelines
- Failure to maintain current contact information
- If the staff of Moore Learning Preschool & Childcare Center is unable to meet the physical, social or emotional needs of the child.

Parent/Guardian Handbook Receipt

Please initial each of the following statements:

- () I understand that I am legally liable for any unpaid child care services even if I am on tuition assisted programs.
- () I agree to pay the established tuition required for services based on rates posted by Moore Learning Preschool & Childcare Center. I understand that I will receive notice of any change in fees (30) days prior to the date when such changes are to go into effect.
- () I understand that after 5 days of consecutive absence childcare for my child will be discontinued if I have failed to contact the Director/Management of Moore Learning.
- () All information that I have provided is true and correct.
- () I have read and understand the refund policy.
- () I understand the Department of Social Services (under Agreement 101200 (b)(c)) has the authority to interview children and/or staff and to inspect and audit childcare records without prior consent. The Department of Social Services has the authority to observe the physical condition of the child, including conditions that could indicate abuse or neglect or inappropriate placement.
- () I have received a copy of Moore Learning Preschool & Childcare Center's Parent/Guardian Handbook. I have read all policies and procedures and agree to them. I understand that failure to follow these policies may lead to termination of services.
- () I have read the Severability Clause; I understand and agree to the terms.
- () I have read the Overbreadth clause; I understand and agree to the terms.
- () I have read the Waiver; I understand and agree to the terms.
- () I have read the Indemnification and Liability Waiver; I understand and agree to the terms.

Changes to the Terms of this Contract:

After providing at least 30 days of advance written notice to Parent/Guardians, the Center has the right to amend the terms of this agreement to reflect changes in its standard policies and procedures. Parent/Guardians not agreeing to changes shall have the right to cancel their child's participation within 14 days of such notice, effective on the day before the amendment goes into effect. Should Parent/Guardians fail to cancel their child's participation with the 14-day period, the Parent/Guardian will be deemed to have accepted the change in the agreement's terms.

In signing this agreement, I (we) hereby certify that I am (we are) the sole legal guardian(s) of the child.

Date: _____

Child(ren)'s Name(s): _____

Parent/Guardian Signature(s): _____

Director/Management of Moore Learning's Signature: _____

Parent/Guardian Handbook Receipt (Copy for the office)

Please initial each of the following statements:

- () I understand that I am legally liable for any unpaid child care services even if I am on tuition assisted programs.
- () I agree to pay the established tuition required for services based on rates posted by Moore Learning Preschool & Childcare Center. I understand that I will receive notice of any change in fees (30) days prior to the date when such changes are to go into effect.
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