



# Parent Handbook

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**The Mission of the Long Beach Day Nursery is to provide quality early care and education for young children of working parents.**

## Welcome

Dear Parent/Guardian:

Welcome to Long Beach Day Nursery! It is our pleasure and privilege to share in the growth and development of your child. We are here to provide the best possible care and early education for your child. Our program offers the opportunity for learning through play and planned activities each day. We are proud of our enriched program; our spacious and well-equipped facilities; and our qualified teachers and administrators.

Long Beach Day Nursery has been serving the Greater Long Beach community since 1912. It's astonishing that a group of visionary women saw how important quality early care and education were even that long ago! We have deep roots in the community and decades of success working with children and their families in Long Beach.

We have prepared this **PARENT HANDBOOK**<sup>1</sup> to acquaint you with our program. It should answer most of your questions about our philosophy, our policies and our daily operations. Please become familiar with this handbook and refer to it often. Please note that the statements in this handbook are, of necessity, in condensed form. This handbook is not intended to state all the conditions and situations that may arise. Please bring any questions, comments and concerns to the management team at any time.

LBDN reserves the right to modify, supplement, revoke, suspend, terminate, revise and interpret any provisions of this handbook, at any time with or without notice.

We have many new experiences and activities to introduce to your child that will be fun, educational and rewarding. We will make every effort to inform you of your child's activities and development at the Nursery through our daily individual infant and toddler reports, our preschool daily classroom summary of activities, parent-teacher conferences, and special family events. This cooperation and communication between the home and school is a core belief at LBDN and one that we believe is integral to your child's progress.

We look forward to having your family join our family! We hope you have a wonderful experience at Long Beach Day Nursery.

Sincerely,



Whitney Leathers  
Executive Director

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<sup>1</sup> For the purpose of this handbook, "parent" is defined as any person living with a child who has responsibility for the care and welfare of the child.

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## A Tradition of Quality Early Childhood Education

### Mission Statement

The mission of the Long Beach Day Nursery is to provide quality early care and education for young children of working parents.

### Our History

Long Beach Day Nursery was founded in 1912 by a group of prominent Long Beach women who felt that working mothers needed quality child care – a radical idea at the time since very few women worked outside the home. More than one hundred years later, our mission could not be more relevant. Over the years, Long Beach Day Nursery has become the premier early childhood education solution, dedicated to the belief that tomorrow begins today.

Affordable, quality child care and early education at Long Beach Day Nursery is made possible thanks to the volunteer leadership of our Board of Directors, the support of the community and a variety of funding sources, some of which are listed below.

#### California Department of Education, Child Development Division

Long Beach Day Nursery is under contract with the State Department of Education for a limited number of children whose families meet established criteria.

#### Child and Adult Care Food Program

The Nursery participates in the Child and Adult Care Food Program through the United States Department of Agriculture. For more information regarding the Food Program, please see the Nutrition section of this handbook.

#### Stepping Stones to Success Scholarship Fund

Each year, the Board of Directors conducts a campaign to raise scholarship funds from foundations, corporations and individuals in our community. Scholarship funds are used to reduce the weekly tuition for a limited number of families who qualify.

#### Community and Philanthropic Support

In addition to our Stepping Stones fund, Long Beach Day Nursery benefits from significant support from foundations, corporations and individuals for both general operations and specific programs. The generosity of our contributors helps to sustain our quality programs while maintaining affordability.

### Community Involvement and Partnerships

Long Beach Day Nursery's long history in the community has provided us with opportunities for partnerships to leverage our ability to provide the highest quality care and education for your children.

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We have linkages with a range of health-related providers such as Long Beach Department of Health and Human Services, the Scottish Rite Foundation, and Long Beach Unified School District to address dental issues, immunizations, and speech assessments – all potential health concerns that can affect childhood behavior. We rely on these providers when health-related services are needed and beyond our scope of service delivery. Additionally, we provide annual vision screenings in partnership with UCLA Stein Eye Institute Mobile Eye Clinic and dental screenings in partnership with the Herman Ostrow School of Dentistry of USC.

We work closely with Long Beach Unified School District so that any children identified with developmental delays can take advantage of available district programs. For instance, children as young as 3 years old who are in need of speech therapy can receive these services free through the district. We have similar collaborative relationships with mental health providers such as the Child Guidance Center, The Children's Clinic, and Harbor Regional Center. Organizations including but not limited to Pediatric Therapy Network, For the Child, ChildNet and others assist in providing staff development and training.

Our partnerships and collaborations go beyond the provision of services. Long Beach Day Nursery staff are or have been active members of such committees and coalitions as the Long Beach Early Childhood Committee, the Los Angeles County Child Care Planning Committee, the Los Angeles Preschool Advocacy Initiative, the Long Beach City College Child Development Advisory Committee, CSULB Child Development Advisory Committee, the California Mentor Teacher Program, Children Now, and many others. Active membership is also maintained with the National Association for the Education of Young Children (and its state and local affiliates) and EveryChild California.

Long Beach Day Nursery board members and staff contribute to the Greater Long Beach community through membership in Rotary Club of Long Beach, Soroptimists International of Long Beach, Assistance League of Long Beach, and other service clubs.

## Philosophy

Long Beach Day Nursery is dedicated to the belief that a good start in the formative years of childhood provides children with a lasting foundation for success throughout their lives.

We are committed to partnering with working parents for the personal growth and development of each child. We provide a balance of physical nurturance and exercise; emotional support and encouragement; and intellectual stimulation and growth.

Young children develop rapidly. In fact, more development occurs during the first five years than at any other stage of life. A balance of physical, social, emotional and intellectual stimulation is essential for this development to be optimal. In our program we support or enrich this development:

- ❖ *Physically*, by providing a well-balanced diet and an outstanding playground;

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- ❖ *Socially and Emotionally*, by listening, encouraging self-care and independence, taking care of hurts, hugging and playing, as well as providing structure and consequences;
- ❖ *Intellectually*, by talking, exposing the children to new experiences, explaining new ideas and generally preparing them for future life experiences.

### Goals for Children

- ❖ Children are personally and socially competent.
- ❖ Children are effective learners.
- ❖ Children show physical and motor competence.
- ❖ Children are safe and healthy.
- ❖ Children are ready for school and life.

### Goals for Families and Parents

- ❖ Families support their children's learning and development.
- ❖ Parents can go to work or school, secure in the knowledge that their children are in a safe, welcoming, and nurturing environment.
- ❖ Families receive the support and resources that they need.
- ❖ Families are able to set expectations for themselves and their children, and can implement plans to achieve these goals.

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## ENROLLMENT PROCESS AND POLICIES

### Admission Policy

Long Beach Day Nursery is dedicated to providing the finest in early care and education for young children ages six weeks to six years, whose parents are working or attending school/training programs. In order to ensure that all children have equitable access to, and opportunity to participate in and benefit from, high-quality curricular and extracurricular activities, Long Beach Day Nursery does not discriminate on the basis of race, ethnicity, religion, color, sex (including childbirth, breast feeding, and related medical conditions), gender, gender identity or expression, sexual orientation, national origin, ancestry, citizenship status, uniform service member and veteran status, marital status, pregnancy, age, protected medical condition, genetic information, disability, or any other category protected by applicable state or federal law.. We welcome children with special needs and practice inclusion to the fullest extent possible. We understand the requirement of the Americans with Disabilities Act (ADA) to make reasonable accommodations for such children and plan to implement those accommodations in consultation with parents and specialists. We will also work as a team to support and implement the recommendations of an Individualized Educational Plan (IEP) as necessary.

### Enrollment Process

Long Beach Day Nursery maintains a waiting list of families at each facility. Once it is determined that space is available, families will be contacted to come to the Nursery for an Enrollment Interview with the Center Director or Associate Center Director. During the Enrollment Interview, parents will become familiar with policies and procedures, complete enrollment forms and have an opportunity to share information regarding their child and family. Families who are requesting subsidies from the state will be enrolled according to the eligibility priorities determined by the state. Please refer to the last section in this handbook, "State Contract Families," for more detailed information regarding how to qualify for the program and enrollment procedures for state subsidized services.

After the Enrollment Interview, a time will be scheduled for the child and parent to come and visit their classroom. During this one-hour visit, parents will have an opportunity to see the classroom environment in action. Parents will have a chance to meet the Teachers, briefly share pertinent information regarding their child and find out where things are located within the classroom. They will be able to observe how the Teachers interact with their child, the other children in the room and the adults in the room. Parents will stay with their child during this one-hour visit.

The next step in the enrollment process is for the child to stay, without parents, by him/herself, for a half day. This is done in the morning half of the day. Children should arrive in the morning at the time they normally would be attending and will remain at the Nursery until after lunchtime. All required enrollment forms need to be submitted to the office on the morning of the half-day attendance prior to the child being signed-in to their classroom.

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Tuition begins on the half day of attendance. After the half-day attendance, children will attend on their normal schedule. This process of a gradual introduction to the Nursery is designed for a smooth transition into the program.

## Enrollment Forms and Required Documents

The California Department of Social Services' licensing regulations stipulate that all children entering Long Beach Day Nursery must have the following forms completed and signed before the first day of attendance unless otherwise noted:

- ❖ Physician's Report – Child Care Centers (LIC 701)
  - This includes allergy report and immunizations
- ❖ Child's Preadmission Health History – Parent's Report (LIC 702) Consent for Emergency Medical Treatment (LIC 627)
- ❖ Parent's Rights (LIC 995)
- ❖ Personal Rights (LIC 613A)
- ❖ Identification and Emergency Information (LIC 700)
- ❖ Handbook Policy Agreement: This verifies that you have received the handbook including policies and procedures, parents and personal rights forms.

Some of these documents must be updated annually. Your Center Director will inform you of specific due dates. Failure to provide any of the above documents by the date requested will result in immediate termination from Long Beach Day Nursery.

In addition to the forms above, Long Beach Day Nursery requires the following information and/or forms completed and signed before the first day of attendance:

- ❖ Copy of the child's current immunizations (must be up to date for enrollment)
- ❖ Long Beach Day Nursery Admission Agreement (last page of Parent Handbook)
- ❖ Long Beach Day Nursery Family Enrollment Information
- ❖ Long Beach Day Nursery Application
- ❖ Needs and Services Plan (Infants and Toddlers only)
- ❖ Long Beach Day Nursery Health and Social Services Assessment
- ❖ Child Care Food Program Center Eligibility Application
- ❖ Copy of Parent's driver's license or other acceptable photo identification (must be current; no expired document will be accepted)
- ❖ Additional documentation is required for state subsidy families, please see page 40-49

It is important that the Nursery maintain current and accurate records on each child so that parents can be contacted in case of an emergency. The above listed forms must be kept current at all times. This information includes address, home and work telephone numbers, work location and names of at least two authorized persons to pick up your child. Your child's current immunization record must be received prior to or at the time of enrollment and must be kept current at all times. It is your responsibility to notify the Center Director of any changes. Failure to do so may result in termination of services.

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It is the responsibility of the enrolling parent or legal guardian to accurately complete and sign all enrollment forms and keep the information updated as needed. By signing the enrollment forms, the enrolling parent or legal guardian is also certifying that they have legal authority for the child. California law is clear that parents who have joint legal custody have equal access to all information regarding the child including enrolling the child and making changes to the enrollment information. Court orders are required to prevent a parent or legal guardian from certain activities such as picking up the child or visiting the child at the Nursery. We reserve the right, however, to prohibit individuals from being at the Nursery if the health and safety of any child or staff is threatened or compromised.

## Tuition

(The below tuition information does not apply to subsidized family; subsidized families please reference page 44-45 for information regarding subsidized care family fees)

Long Beach Day Nursery is a 501 (c) 3 not-for-profit corporation that receives its funding through a variety of sources, including the State of California, and charitable contributions from foundations, corporations, and individuals. However, tuition does represent a large source of income for us, and we rely on these fees to assure that we can continue to provide quality early education and care for your child at the most affordable rates possible. The cost of meals is included in your weekly fee. Please refer to the current tuition rate schedule, which is available at the Nursery. Tuition fees are subject to change at any time with a 30-day written notice.

Since full and timely payment of tuition is critical to our ability to maintain our operations, we would like to outline our policies and procedures regarding the payment of fees to LBDN, as follows:

- ❖ Tuition is due in advance on Monday morning of each week for the current week and should be given to the Receptionist, Center Director or Associate Center Director when your child is dropped off on Mondays. Tuition may be sent to the Nursery by mail, but must be received by the due date (Monday morning).
- ❖ Tuition may be paid by personal check or money order payable to Long Beach Day Nursery or LBDN. **Cash and credit cards are not accepted.** Returned checks will be subject to a \$20.00 returned check fee. If a check is returned, you will be notified and will be expected to obtain a money order for the original check amount plus the returned check fee. Henceforth, you will be required to pay your weekly tuition with a money order. Checks will not be accepted as payment.
- ❖ Tuition may be paid up to one month in advance. Tuition may not be paid in installments or on later days of the week.
- ❖ Tuition is charged on a weekly basis, Monday through Friday, including Holidays and Staff In-service days when the Nursery is closed.<sup>2</sup>
- ❖ There is a 10% sibling discount. The discount will be taken off the oldest sibling's tuition.

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<sup>2</sup> Families receiving state subsidies are subject to slightly different requirements. Please refer to the last section in this handbook, "State Contract Families," or ask your Center Director for details.

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- ❖ There is no reduction in the weekly tuition amount if your child is sick or on vacation. Payment of your tuition assures that your child's place in our program is maintained during his or her absence.
- ❖ If your child is ill or the family is going on vacation, the Nursery should be notified so that your child's place in the program is maintained. An absence of five (5) consecutive days when the Nursery has not been notified will result in immediate termination of enrollment. All outstanding tuition and fees will be due immediately.
- ❖ If your child is not picked up by the time of the Nursery's closing at 6:00 p.m., a late fee of \$15.00 for each ten minute period (or portion thereof) will be charged. All parents are personally responsible to pay late fees by the Monday following the week in which the late fee is assessed. For those parents receiving tuition assistance, please note that our Stepping Stones Scholarship and the State Department of Education will not pay late fees on your behalf. This late fee covers the costs of staff overtime necessary to care for children who are picked up after their contracted hours or the Nursery's closing time.
- ❖ Children will be able to participate in special programs or activities (graduation to Kindergarten, etc.) only if their accounts are current and any required documentation has been completed and turned in.
- ❖ Parents are responsible for the weekly tuition until Long Beach Day Nursery has been notified that you plan to discontinue enrollment. If you wish to withdraw your child from the program, you are required to notify the Center Director by giving a written notice **at least two (2) weeks in advance of your child's intended withdrawal from the Nursery or pay tuition equal to two weeks.**
- ❖ Long Beach Day Nursery reserves the right to discontinue services if tuition and any late fees are not paid in a timely manner as detailed above.
- ❖ Long Beach Day Nursery may accept a reasonable repayment plan from the parent(s) for payment of delinquent fees. Family may continue to receive services for the child, provided the parent(s) pays current fees when due and complies with the provisions of the repayment plan. If parent does not comply with the repayment plan, services will be immediately terminated.

### Refund Conditions

There are no refunds for the weekly tuition. Please refer to the above stated policy, which requires at least two weeks written notice to discontinue your child's enrollment.

### Annual Registration

An initial registration fee is charged at the time of your family's enrollment. An annual registration fee will then be charged each year in July. All registration fees and re-enrollment fees are non-refundable.

The annual registration fee is per family, not per child.

If your child leaves Long Beach Day Nursery during the year, there is no guarantee of a spot should you desire to re-enroll. Should there be available space and you re-enroll your child, a re-enrollment fee will be charged.

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## Hours of Operation and Holidays/Days Closed

6:30 A.M. to 6:00 P.M., Monday through Friday except the following:

- ❖ New Year's Day
- ❖ Martin Luther King Jr. Day
- ❖ President's Day
- ❖ Memorial Day
- ❖ Independence Day
- ❖ Labor Day
- ❖ Thanksgiving Day
- ❖ Friday following Thanksgiving Day
- ❖ Christmas Eve
- ❖ Christmas Day
- ❖ 3 to 4 Staff In-service Days (To Be Announced)

If a Holiday falls on a Saturday, we will be closed on the Friday before. If a Holiday falls on a Sunday, we will be closed the Monday after. We reserve the right to close more days during the year or close early some days. Every year parents will be provided with a school calendar with a list of days and dates of closures for the year.

## Daily Schedule

A regular predictable schedule helps children build friendships with adults and children. To better support their intellectual development they need uninterrupted and predictable time to explore learning materials as well as participate with peers in large and small group activities planned by the teachers. In order for a child to fully experience and benefit from the program and curriculum, parents are asked to bring their children on time and pick them up on time. A daily schedule is posted in each classroom and a copy is available upon request.

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## OUR PROGRAM AND CURRICULUM

### Accreditation by the National Association for the Education of Young Children (NAEYC)

Long Beach Day Nursery is proud to be accredited. Very few centers in the Long Beach area have achieved this nationally recognized standard of quality. Early childhood programs accredited by the National Academy of Early Childhood Programs—NAEYC's (National Association for the Education of Young Children) accreditation department—have voluntarily undergone a comprehensive process of internal self-study, invited external professional review to verify compliance with the Criteria for High-Quality Early Childhood Programs, and have been found to be in substantial compliance with the Criteria. The criterion addresses all components of a high-quality early childhood program:

- ❖ Interactions among teachers and children,
- ❖ Curriculum,
- ❖ Relationships among teachers and families,
- ❖ Staff qualifications and development,
- ❖ Administration,
- ❖ Staffing,
- ❖ Physical environment,
- ❖ Health and safety,
- ❖ Nutrition and food service, and
- ❖ Evaluation.

A copy of the Criteria can be obtained from NAEYC's Academy ([www.naeyc.org](http://www.naeyc.org)).

### Our Curriculum

Long Beach Day Nursery provides an educational program designed to meet the needs of the whole child. This program is based on the knowledge that young children are active learners involved in a process that uses all their senses as they work, and play with people and materials. Professionally trained Teachers and Caregivers plan activities and arrange stimulating learning environments which are appropriate for the different developmental stages of a child's life.

Our curriculum at Long Beach Day Nursery is based on the premise that children learn by doing. We believe that your child will discover and learn by making the decisions needed to work through an activity, rather than being told exactly how to accomplish a task. As a result of this process-oriented approach, you will find that no two-art projects look the same, for example, and your child will discover many individual approaches to accomplish a task; thus, your child will not be asked or required to complete activities in a specific manner. Rather, we support the interest of each child, helping them to grow in their social-emotional and cognitive skill development through hands-on experimentation with materials and concepts.

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Our curriculum is built around ideas of interest to the children. Each day there are opportunities for all children to explore materials and create meaningful experiences. This is what comprises an “Emergent Curriculum”. The activities *emerge* from the daily life of the children and adults in the program, particularly from the children’s own interests; it reminds us that spontaneity always has a place in the environments where young children play and learn. Nevertheless, as the word *curriculum* conveys, there is also Teacher planning and facilitation in such environments; it is not a “free-for-all” – there *is* a curriculum.

Our Emergent Curriculum provides opportunities in several basic areas:

- ❖ Language and Literacy—children are encouraged to talk, sing, listen, or otherwise use language and experience written material. Examples are flannel board stories, books, dramatic storytelling, dictations and puppet play.
- ❖ Mathematical Thinking—children are encouraged to develop a sense of number and quantity. Examples are activities that include counting, determining more or less, larger or smaller, how many, recognizing patterns and shapes and developing a sense of time awareness.
- ❖ Scientific Thinking—children focus on the world they know and understand. Knowledge grows from the child’s innate need to discover. Examples are measuring, comparing, using the five senses, questioning, predicting and analyzing results.
- ❖ Social Studies—children explore the roles of relationships in their world. Examples are dramatic play, block building, recognizing similarities and differences in people, families and professions, and understanding the reasons for social expectations.
- ❖ Personal and Social Development—children are encouraged to develop a self-concept and self-control through interacting with others, problem solving, and conflict resolution.
- ❖ Physical Development—includes large and small motor development, and an understanding of personal health and safety.
- ❖ The Arts—encourage children to express their creativity through art, self-expression, music, and dramatic play.

The day is a blend of child-initiated and Teacher-initiated activities including group time, free choice times, outdoor play, appropriate meals, snacks and rest times.

The following sections provide further details regarding our Infant, Toddler and Preschool Programs. While each age level has different developmentally appropriate needs, the underlying program and curriculum remains the same.

### *Infant Program*

Our Infant Program provides a warm, nurturing atmosphere in which Caregivers<sup>3</sup> play and talk with children as they care for their needs. They are cared for in a manner that will

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<sup>3</sup> All of our Caregivers in the Infant and Toddler Programs are generally referred to as “Teacher” and the titles are used interchangeably throughout this handbook.

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assist them in developing trust in their surroundings and with their Caregivers. Infants will have stable, consistent routines that are based on their own schedules for eating, resting and playing, and will include many sensory activities and outdoor play.

Infants are those children between birth and about eighteen months of age. This is a time of extremely rapid physical and mental growth. In these first two years, babies learn about the world through their senses and through motor activities of their bodies, they develop close bonds with special adults, and they begin to control more and more aspects of their behavior. Our roles as Caregivers in the infant program are to facilitate the development of curious children who are challenged by problems, who enjoy doing things for themselves, and who trust in adults.

Infants will be assigned a Primary Caregiver. Although all Caregivers are responsible for all of the children, the Primary Caregiver is there to meet the needs of your child, know your child best and to be your main contact person regarding your child. It is our goal that as your child develops and moves on throughout the Infant and Toddler programs, your child's Primary Caregiver will move with your child. Occasionally it does become necessary to change Primary Caregivers, but continuity of care is our goal. To help ensure consistency in the Infant rooms, a Lead or Head Teacher is assigned to train incoming staff as to the operation of the classroom.

Upon enrollment into the Infant Program, parents will complete an Infant Needs and Service Plan. This is where you will share information regarding your child in areas such as eating, sleeping and play activities. Infants, unless otherwise ordered by a physician, will be **placed on their back for sleep**. Please provide us with written documentation from your child's physician if your child is to be placed in a position other than on their back for sleep. If infants arrive to the program asleep, or fall asleep, in equipment not specifically designed for infant sleep, the infant will be removed and placed in appropriate infant sleep equipment. Nothing will be placed in the crib with the infant while they sleep and pacifiers cannot have attachments.

Diapers are checked every two (2) hours and when children wake up from nap. **Please note that parents should complete the first diaper check and change, if necessary, at the time of signing-in for the day.** Parents supply all diapering needs for their child (diapers, wipes, cream, and powder). There should be enough of a supply for at least three (3) full days. If your supply runs low, your Caregiver will give you a reminder to replenish your supply, but it is the parent's responsibility to check that the supply is adequate. If your supply is depleted, you will be called to bring a supply in immediately. Your child may not be admitted until a sufficient supply has been provided.

We will supply a blanket and crib sheet for each child. Parents may bring a favorite blanket for their child if they wish. The blanket should go home weekly for washing.

Please label all of your child's items (diapers, wipes, creams, powder, pacifiers, bottles, blanket, etc.) with his/her name.

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When dropping off your child, please remember to allow yourself enough time to complete your child's daily report, perform the first diaper check and change if necessary, and to wash your and your child's hands.

Our program believes that each infant has his or her own schedule. The day will include: napping, eating, diapering, quiet play, active play and outside time. Your child's daily report will reflect his/her day.

#### Play for Infants Not Yet Moving About:

Infants at this stage require very few toys. For these children, sights, sounds, and movements of the environment are stimulating enough. Once a baby begins to touch surfaces and move objects back and forth, we encourage exploration and curiosity by providing soft balls, squeeze toys, plastic rings and soft toys.

#### Play for Older Infants

At this age, most of their exploration is done with their hands, eyes, and mouth. We provide small dolls, balls of different sizes, and nesting toys. They enjoy objects that have moving parts. Toys with hinged doors and lids that open and close easily and books with cardboard pages are provided.

Please remember for the safety of the infants, only adults are allowed in the room. Siblings and other young guests may wait by the classroom doorway or in our lobby.

### *Toddler Program*

Children ages eighteen months to thirty-six months are growing rapidly in every area of development—socially, physically, intellectually and emotionally. Developmentally appropriate activities and routines are planned and offer each child many opportunities for challenge and success. Our curriculum includes both child and Teacher directed activities in areas such as art, language development, science, drama, math readiness, social skills and music.

Our program offers opportunities for fostering independence, creativity and self-esteem. Children have the freedom to make choices in a safe and stimulating environment that has been designed to meet all of their needs. Improving self-help skills and strengthening decision-making abilities develops independence. Lesson plans are posted near the parent area.

Toddlers will be assigned a Primary Caregiver. Although all Caregivers are responsible for all of the children, the Primary Caregiver is there to meet the needs of your child, know your child best and to be your main contact person regarding your child. It is our goal that as your child develops and moves on through the Toddler program, your child's Primary Caregiver will move with your child. Occasionally it does become necessary to change Primary Caregivers, but continuity of care is our goal. To help ensure consistency in the Toddler rooms, a Lead or Head Teacher is assigned to train incoming staff as to the operation of the classroom.

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Upon entering the Toddler program, parents will complete a Toddler Needs and Services Plan. This is where you will share information about your child in the areas of eating, rest time, activities, and potty training.

Diapers are checked every two (2) hours and when children wake up from nap. **Please note that parents should complete the first diaper check and change, if necessary, at the time of signing-in for the day.** Parents supply all diapering needs for their child (diapers, wipes, cream, and powder). There should be enough of a supply for at least three (3) full days. If your supply runs low, your Caregiver will give you a reminder to replenish your supply, but it is the parent's responsibility to check that the supply is adequate. If your supply is depleted, you will be called to bring a supply in immediately. Your child may not be admitted until a sufficient supply has been provided. Diapers and wipes are provided for children who qualify for, and are enrolled in, an Early Head Start Partnership classroom.

Your child's Caregiver will watch your child for signs of readiness for toilet training. Some of these signs include staying dry for long periods of time, asking to have their diaper changed and interest in other children who are using the toilet. If the Caregiver sees these signs over a period of time, parents will be contacted to discuss the toilet training process. Likewise, parents should also watch their child for signs of readiness over time, and to talk to their child's Caregiver if they believe that their child is ready. A plan will be developed in partnership with the parent(s) that meets the mutual needs of the child, parent(s) and the Nursery. Parents should plan on using either "regular" underwear or the thick cotton training underwear and bringing in at least five (5) extra changes of clothing. We do not allow "pull-ups" to be used at the center and discourage parents from using them at home during the toilet training process. The "pull-up" style of diaper is much more difficult, and sometimes messy, for the Caregiver to remove from the child. Additionally, it is similar to a diaper in terms of absorbency and the child isn't able to recognize the difference in feel on their skin like they do with the training underwear. They need to be able to make the connection that since they didn't use the toilet for their elimination, they are now uncomfortable because their pants are wet.

Parents may bring a favorite blanket for their child if they wish. The blanket should go home weekly for washing.

Please label all of your child's items (diapers, wipes, creams, powder, jackets, sippy cups, extra clothes, etc.) with his/her name.

When dropping off your child, please remember to allow yourself enough time to complete your child's daily report, perform the first diaper check and change if necessary, and to wash your and your child's hands.

### Play for Toddlers

Toddlers enjoy push and pull toys, simple wheel toys, large beads to string, stacking cones, containers and collections of small objects. Toddlers also enjoy sensory experiences. Activities such as water play and sand play are provided.

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## *Preschool Program*

Children are age eligible for Preschool program at age 24 months through the time they enroll in Kindergarten. Children in the Preschool program should be out of diapers as diapering facilities are not available. Per ADA regulations LBDN will make all attempts to make reasonable accommodations for children with developmental delays. Children are no longer assigned to a Primary Caregiver. The classroom team (two or three) Teachers works together to meet the needs of the children, arrange the environment, and plan and implement activities. Lesson plans are posted near the parent area.

Mixed age (2.5 years – 5 years) classrooms support our curriculum in the Preschool program. The Teacher sets up activities in which children make choices and take responsibility for their work as members of a group. Children with special needs learn to work in a democratic society that includes people who are different in many ways (including by age). All children in the group have an opportunity to learn to work with those whose abilities are different from their own.

For each child, mixed age grouping offers a different advantage. For older children, being able to engage in play with younger children is an important emotional and cognitive support. Others may develop new leadership abilities and cooperative working skills. Self-esteem is enhanced by these opportunities. Younger children can learn a variety of new social and intellectual skills from observing and interacting with older children. Both younger children and older children benefit cognitively when their ideas conflict and they must think through and articulate their differences.

## *Transition Process*

Children are promoted when the following conditions occur:

1. There is an opening in the age-appropriate class.
2. The child is developmentally ready (emotionally, socially, intellectually, and physically).

When a child is ready to move to the next age group, your child's current Primary Caregiver and Head/Lead Teacher will recommend promotion to the Center Director. Your child's Primary Caregiver will informally discuss with you that this transition will be happening in the future. We regret that requests for a specific classroom or Teacher cannot be guaranteed. Once it is determined when the transition will begin, the Center Director will notify you in writing. We follow a two to three-week transition period during which the child will visit his or her new classroom with his/her Primary Caregiver for a short period of time, then extending the period of time (sometimes without their Primary Caregiver when going to the Preschool program), staying through lunch and staying through rest time. You will also have an opportunity to visit and meet the staff in your child's new classroom during this time. If you would like to see the classroom and meet the staff, just set up a time to do so with your Center Director.

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If you have any concerns regarding your child moving to a new classroom or program, you should discuss them with your Primary Caregiver and/or Head/Lead Teacher. It often takes great coordination on the part of the Center Director to arrange for room for Toddlers to move to Preschool, Infants to move to Toddlers and new enrollees to enter the Infant program.

## Staff Qualifications and Ratios

Long Beach Day Nursery's staff is composed of professionals trained in Early Childhood Education. It is important to select the employees with the best education and experience. All of our Teachers meet or exceed qualifications as required by California Licensing. Most of our staff have their Child Development Permit issued by the State of California's Commission on Teacher Credentialing. Several staff members have their Associate's or Bachelor's degree.

Qualified Substitute Teachers are provided when needed. Substitutes must have the same educational and permit credentials as full-time Teachers. At times, other paraprofessional Aides may be involved in our program.

All staff is fingerprinted for submission to California's Department of Justice (DOJ) who then completes a criminal background check. Prospective staff are not allowed to work with children until we have received clearance from the DOJ.

The staff/child ratio in the Infant program is 1:3; in the Toddler program 1:4; and in the Preschool program 1:8. These ratios represent the greatest portion of the day. At certain times of the day, such as when children and staff are entering and departing the center, the ratios may increase or decrease slightly, but are still within state Licensing requirements (1:4 for children under 2 years of age, 1:12 for 2-5 years of age).

Long Beach Day Nursery is licensed to operate by the California Department of Social Services, Community Care Licensing Division and California Department of Education, Child Development Division.

## Staff Development Program

Long Beach Day Nursery supports the professional development of its teaching staff through a formal incentive program. Teachers who complete approved training opportunities (workshops, seminars, conferences, etc.) and develop a plan to use what they learn in their classrooms are eligible to receive a financial incentive at the end of the year. This program is supported by funds from a special endowment set up solely for teacher professional development, and is overseen by the Program Director.

Long Beach Day Nursery's Program Director also provides technical assistance to all teaching staff wishing to apply for stipends from Los Angeles County's "Investing in Early Educators" program; First 5 LA's ASPIRE program; the California Training Consortium;

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Long Beach City College Scholarships; and all other financial assistance programs that support continuing academic education.

Long Beach Day Nursery encourages Teachers to continue their training at the college level and also provides additional in-service training. Regularly scheduled staff meetings and professional development activities encourage staff members to continually increase their knowledge of developmentally appropriate Teacher practices so that they may better serve young children.

## Communication Systems

Open communication is vital to your child's successful experience at the Nursery. We have an open door policy. Parents are welcome visitors at any time. We welcome your comments, suggestions and concerns. Several communication channels are established so we encourage you to take advantage of these or make additional suggestions.

### Parent Board

This bulletin board or information area is used for information such as lesson plans, menus, daily schedules, and general announcements. There is a parent board in each classroom as well as in the lobby. Some classrooms also use a dry erase board to communicate the highlights of the day to families.

### Infant and Toddler Daily Reports

Daily reports provide feedback to parents on their child's eating, sleeping, diapering/use of toilet, and activities their child participated in that day.

### Parent File

Each family has a parent file located either in their child's classroom or in the lobby area. Communications from the center, receipts for payment and Scholastic Book order forms can all be found in your parent file or in your child's cubby. Your child's art and other projects may also be found in your file or child's cubby. **Please make every effort to check your file and your child's cubby on a daily basis.**

### Center Updates and Classroom Calendars/Newsletters

The center staff publishes Center Updates and Classroom Calendars/Newsletters. They contain important information such as field trips, general classroom news, and announcements, such as special events or meetings. These can be found in your parent file or in your child's cubby.

### Children's Sign-In/Out Clipboards

Notices requiring your immediate attention can be found attached to the clipboard.

### Face-to-Face Conversations

It is always helpful for Teachers to know when major changes happen in a child's life. These changes could include a family death, moving to a new residence, loss of a parent's job, a parent away for business, someone from the immediate family moving out of the

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home, etc. Children often are worried about these incidents but do not know how to express their concerns. The child's behavior may be affected. We are better able to assist your child when we are aware of these changes in the home. Staff is available and open to your comments and suggestions. We are here for you and your child, so do not hesitate to communicate with them frequently. Quick conversations and check-ins can happen during arrival and departure time. Please check with the Center Director as to the best times for extended conversations.

### Parent-Teacher Conferences

Parent-Teacher Conferences are offered at least twice a year. More information regarding these conferences can be found on page 30 in the section on "Parent Involvement."

## Early Intervention Program

Long Beach Day Nursery believes strongly that the early detection of possible learning and behavior problems is important. Many children are able to overcome mild to moderate behavior and learning disabilities when discovered at an early stage and appropriate activities are initiated.

Since 1983, Long Beach Day Nursery has utilized the services of a Child Psychologist to guide our Early Intervention Program. The Psychologist spends time every month at each of the branches of the Nursery, observing children in a group setting. Our Associate Center Directors also function as the Intervention Teacher at each site. The Intervention Teachers follow through with the recommendations of the Psychologist, providing specific activities that address the individual needs of each child.

The Psychologist meets with Teachers, the Intervention Teacher and parents and makes appropriate recommendations for individual children, or may refer the child to appropriate community agencies for further services. Parents of children who are meeting with the Intervention Teacher are kept informed of the child's progress.

During the course of providing intervention activities, it may become necessary to place a child and family on a behavior contract so that when a child's behavior is excessive, or causes an immediate threat to the health and safety to themselves, to the other children or to staff, the parent will be contacted and expected to pick up the child within a specified amount of time. Failure to abide by the behavior contract agreement, or unwillingness to agree to a behavior contract, will result in disenrollment from the program.

## Desired Results Developmental Profiles (DRDPs)

Throughout each child's stay at LBDN, his/her growth and development are tracked to determine that they are at the appropriate developmental stage for their age. Through assessment tools such as the Desired Results Developmental Profile- Infant Toddler View, and Desired Results Developmental Profile-Preschool View we are able to benchmark each child's developmental progress on key school readiness skills, including all indicators in the areas of Cognitive Competence, Math, Literacy and Learning. Satisfactory progress

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toward the attainment of these desired results gives us the information we need to determine school readiness. Our ultimate goal is that children who transition to kindergarten will demonstrate competency in all the desired developmental milestones. All teaching staff have been trained on completing DRDPs. Portfolios are maintained for each student containing staff/teacher observations, art samples, dictations and photographs. The age-appropriate DRDP is completed within 60 days of enrollment and every six months thereafter for each child to monitor development. Results of the DRDP are reviewed with parents during Parent-Teacher Conferences (please see page 30).

## Environmental Rating Scales

Long Beach Day Nursery utilizes the Infant/Toddler Environmental Rating Scale (ITERS) and the Early Childhood Environmental Rating Scale (ECERS) to ensure classroom environments and playgrounds are safe, stimulating and appropriately equipped. The scales define environment in a broad sense and allow us to assess the arrangement of indoor and outdoor space, the materials and activities offered to the children, the supervision and interactions (including language) that occur in the classroom, and the schedule of the day, including routines and activities.

## Other Curriculum Tools

**Conscious Discipline:** Long Beach Day Nursery has begun the implementation of Conscious Discipline, which is an approach that integrates classroom management with social-emotional learning and discipline in order to teach critical life skills to children.

Parents' complete Ages and Stages Questionnaires (ASQs) at the time of enrollment and then annually. These tools allow our staff to better engage parents in discussing developmental concerns and potential intervention needs.

## Religious Instruction

Long Beach Day Nursery refrains from any religious instruction or worship.

## Health and Safety

Children are expected to be in good health and able to participate in the planned activities. The Nursery has several policies and procedures that are strictly followed for the health and well-being of each child in the program. Please read these carefully and talk to the Center Director 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.<sup>4</sup> Failure to provide required health information will result in termination from the program.

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<sup>4</sup> "Current" is defined as within 30 days from the child's enrollment date.

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### Daily Health Check

Your child's health status will be checked each day by the teacher before you sign them in. 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 that day.

These daily health inspections allow staff an opportunity to check each child for any potential illness. It also allows time for communication between parents and staff to discuss how the child has been feeling and whether there has been an exposure to any contagious diseases.

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 like themselves", or doesn't appear well enough to participate in routine school activities)
- ❖ Fever of 100 degrees Fahrenheit or more
- ❖ 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
- ❖ Itchy scalp, or (during a lice outbreak) nits
- ❖ Excessive coughing
- ❖ 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 for.

A child should NOT attend if they have the following:

- ❖ Any illness that prevents the child from participating comfortably in activities.
  - Your child's Caregiver/Teacher makes the decision about whether a child is participating comfortably relative to the staff's ability to provide care.
- ❖ Any illness that results in a greater need for care than the staff can provide without compromising the health and safety of the other children.
  - Your child's Caregiver/Teacher makes the decision about whether staff can care for the child without putting the other children at risk.
- ❖ The child has any of the following conditions, unless a health care professional<sup>5</sup> has found that the child can be safely included in the program:
  - **Blood in stools** not explainable by dietary change, medication, or hard stools.

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<sup>5</sup> Throughout this manual, "health care professional," "health care provider," or "physician" means the child's pediatrician, not a family member who is a physician, and not the physician of another family member.

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- **Chickenpox (Varicella-Zoster)**, until all sores have dried and crusted (usually 6 days).
- **Diarrhea**, defined by two or more watery stools, decreased form of stool that is not associated with changes of diet, and increased frequency of passing stool, that is not contained by the child's diaper or ability to use the toilet. Children with diarrheal illness of infectious origin generally may be allowed to return to the program once the diarrhea goes away. Exceptions are:
  - Children with diarrhea caused by *Salmonella TYPHI* must stay at home until 3 stool cultures test negative and the health department clears the child's return.
  - Children with diarrhea caused by *Shigella* or *E. coli 0157* must stay home until 2 stool cultures test negative, and the health department approves the child's return.
- **Fever** 100° F or above accompanied by behavior changes or other signs or symptoms of illness.
- **Head lice (Pediculosis)**, from the end of the day until after two full days of treatment.<sup>6</sup>
- **Hepatitis A virus**, until 1 week after beginning of illness, jaundice (yellow skin and eyes), or as directed by the health department when passive immunoprophylaxis (currently, immune serum globulin) has been administered to appropriate children and staff members.
- **Herpes simplex lesions.**
- **Impetigo**, until 24 hours after treatment has been initiated.
- **Measles**, until 4 days after onset of rash.
- **Mouth sores with drooling**, unless a health care provider or health department official determines that the child is not infectious.
- **Mumps**, until 9 days after onset of parotid gland swelling.
- **Persistent abdominal pain** that continues more than 2 hours or intermittent pain associated with fever or other signs or symptoms.
- **Pertussis**, until 5 of the 14 days of appropriate antibiotic treatment has been completed.
- **Pink eye** – Purulent conjunctivitis (defined as pink or red conjunctiva with white or yellow eye discharge), until after treatment has been initiated. In epidemics of pink eye without pus, exclusion shall be required only if the health authority recommends it.
- **Rash with fever or behavior change**, until a health care provider determines that these symptoms do not indicate a communicable disease.
- **Rubella**, until 6 days after onset of rash.
- **Scabies**, until after treatment has been completed.
- **Shingles** (herpes zoster), if the rash cannot be covered up.
- **Strep throat or other streptococcal infection**, until 24 hours after initial antibiotic treatment and cessation of fever.
- **Symptoms and signs of possible severe illness**, including:
  - Sluggishness that is more than expected tiredness.

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<sup>6</sup> Please contact your health care professional if you have any questions regarding appropriate treatment.

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- Uncontrolled coughing.
- Inexplicable irritability or persistent crying.
- Difficult breathing.
- Severe wheezing.
- Other unusual signs for the child.
- **Tuberculosis**, until a health care provider or health official states that the child is on appropriate therapy and can attend the program.
- **Vomiting** – two or more episodes of vomiting in the previous 24 hours – until vomiting stops or until a health care provider determines that the cause of the vomiting is not contagious and the child is not in danger of dehydration.

Once at the center, if a child develops any of the above illnesses or symptoms, the parent or other authorized persons will be called and may be required to pick up the child within a reasonable amount of time.

A child may be able to attend with the following illnesses and conditions (unless a health care provider determines the child should not attend) including:

- Bacteria or viruses in urine or feces in the absence of illness symptoms, like diarrhea.
- CMV (Cytomegalovirus) infection.
- Common colds, runny noses, and coughs.
- Fifth disease (parvovirus B19 infection) in a person with a normal immune system.
- Hepatitis B virus carrier state, provided that children who carry HBV have no behavioral or medical risk factors, such as unusually aggressive behavior (biting, frequent scratching), generalized dermatitis, or bleeding problems.
- HIV infection, as determined on a case-by-case basis by the child's health care team.
- Pink eye (Conjunctivitis) without pus, defined as pink conjunctiva with a clear, watery eye discharge and without fever, eye pain, or eyelid redness.
- Rash without fever and without behavior changes.

Please remember that staff are making judgment calls 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 the others at the Nursery. If there is a disagreement between the parent and staff member regarding exclusion, please talk with the Center Director or Associate Center Director.

Plan ahead:

- ❖ Parents should keep emergency phone numbers current
- ❖ Make plans for who will care for your child if they are too sick to attend the Nursery or need to go home unexpectedly

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**When your child is sick, please be sure to promptly notify the Long Beach Day Nursery 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 at the Nursery of a potential exposure to a contagious disease.

#### Guidelines for 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. Children must be fever-free for a period of 24 hours (without the use of medication to reduce fever) before 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 for five (5) or more consecutive days
- ❖ Any time a child is hospitalized or has a procedure done as an “outpatient” basis

Long Beach Day Nursery has the right to request a permission to return to school note at any time it is in the best interest of the Nursery. The Nursery also reserves 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. A permission to return to school note needs to be from the child’s primary physician or their medical group partner and not from a family member who is a physician.

Please help us to reduce the spread of germs by teaching your child to cough and sneeze into their sleeve (at the elbow level). This helps keep germs from flying through the air and sleeves, unlike hands, don’t usually come into contact with doorknobs and other surfaces.

#### 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. Long Beach Day Nursery staff will tend to minor injuries that can be adequately dealt with by using soap, water, ice and bandages. . A pink injury 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 the 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, please check the box on the form indicating so. Parents will be notified of accidents requiring more extensive intervention.

If your child becomes injured while at the Nursery, these steps will be followed:

1. The seriousness of the injury will be assessed.

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2. First-aid will be administered.
3. If necessary, parents will be contacted.
4. Persons listed on your emergency form will be contacted if we are unable to contact you. **It is essential that you notify the Nursery if you are not going to be at your regularly scheduled work or training site, and leave an alternate phone number.**
5. Arrangements will be made to have the child taken to an emergency room if necessary.
6. You or the person you designate (must be on emergency form authorizing them to pick up) must pick up your child as soon as possible (within an hour if possible) if you are called.
7. After a medical evaluation and/or treatment are administered, please contact the Nursery to inform us of your child's status.
8. A return-to-school note from the physician treating your child must be provided when your child returns.

While our Teachers are extremely vigilant, sometimes it is possible for a minor injury to go unnoticed, especially if the child does not react to it or does not communicate it to his/her Teacher. Should this occur, please bring it to the immediate attention of your child's Teacher and the Center Director or the Associate Center Director.

### Medications

Parents are strongly encouraged to give medications to their children at home. However, if it is necessary for your child to receive medication while at the Nursery, 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.
- ❖ Correct and clearly marked dosing instrument (dosing syringe, cup, etc.) must be provided. Teachers will NOT use teaspoons or measuring spoons or any other measuring instrument to administer medication.
- ❖ Container should be child resistant.
- ❖ Medication must be prescribed in the United States.
- ❖ Medication must be for the current illness.

#### Non-prescription Medication

- ❖ 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 the child's name and date.
- ❖ Dosage instructions and reason for receiving medication from a Physician must accompany the medication. Physician's dosage must be in accordance with instructions on label.
- ❖ Correct and clearly marked dosing instrument (dosing syringe, cup, etc.) must be provided. Teachers will NOT use teaspoons or measuring spoons or any other measuring instrument to administer medication.

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- ❖ Medication must be for the current illness.

If your child needs to receive medication during the day, inform your child's Caregiver/Teacher and give the medication to them. Parents will need to complete a Medication Consent Form for all medications (prescription and non-prescription). Parent'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 parents may have to return during the day to give medication until the form is completed. The Medication Consent Form is only valid for three (3) months. A new form needs to be completed whenever there is a change, i.e., dosage, or the form is three (3) months old. Medications can only be given to the child indicated on the label. Twins and siblings cannot share medications! Parents may ask their Pharmacist to dispense a second labeled medication container for school. Most medications will be stored in a locked container or cabinet. Medications that must be readily available are stored in a safe manner, inaccessible to children, while allowing for quick access by staff. Children may not bring self-administered medicines to the Nursery, i.e., pain relievers, cough drops, vitamins, eye drops.

Medication dosage instructions need to be from the child's primary physician or their medical group partner and not from a family member who is a physician.

#### Medical and Dental 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 for staff the proper use of the treatment. You may be asked to review with staff every four to six months as may be needed.

#### Sunscreen

It is strongly recommended that children wear sunscreen to prevent sunburn. Parents should apply sunscreen of SPF 15 or higher before children come to school. Staff will reapply sunscreen before going outside in the afternoon if the parent signs a consent form and supplies a bottle labeled with the child's name. Expired sunscreen will not be used. Sunscreen will not be shared among children.

#### Lotions and Creams

If your child requires lotion or cream (for example, during the dry winter months), parents should apply lotion before children come to school. Staff will reapply lotion if the parent signs a consent form and supplies a bottle labeled with the child's name and written instructions for application. Lotion should be fragrance free. Lotion will not be shared among children.

#### Allergies

If your child has been diagnosed with allergies, you must notify the Center Director or Associate Center Director. We must have a statement in writing from your child's Doctor

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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 statement from the child's Doctor stating the nature of the allergy and what substitutions are necessary. If the center is unable to provide a suitable substitution for a specific food or beverage and the parent can provide the allergen free substitute, they are welcome to work with the Center Director or Associate Center Director to arrange to meet their child's nutritional needs.

#### Underimmunized

If your child has a medical exemption or is on a delayed schedule for any of the immunizations required for child care they will be considered under immunized. Underimmunized children will be promptly excluded from the program if a vaccine-preventable disease to which children are susceptible occurs in the program. LBDN staff will let you know when it is safe for your child to return.

#### Emergency Information

Your child will be instructed on emergency procedures in case of fire or an earthquake while at school. S/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 such time as you or your authorized representative can pick up your child. Each center has sufficient food and water 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, as long as 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 the Nursery 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 appropriate diapering, 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.

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## Nutrition

Meals served at Long Beach Day Nursery are planned, prepared and served following the Child and Adult Care Food Program guidelines. All Infants, Toddlers and Preschoolers receive breakfast, lunch and snack daily at no extra cost to parents. Weekly menus are available in the parent information areas. Menus reflect nutrition guidelines for children as developed by the United States Department of Agriculture (USDA). In many cases, our meals exceed the recommended guidelines. The Nursery reserves the right to make adjustments to the menu as needed.

Meals are served family style in each classroom. A Teacher is present and adequate time is given for eating and pleasant conversation. Children are encouraged to serve themselves and try all foods, but are never forced to eat. Every effort will also be taken to ensure that children do not overeat. Active involvement in food service, table set-up and clean-up is included to facilitate the development of social skills.

The Nursery offers infant formula and cereal, but parents may choose to bring in their own if they wish. Breast milk may be supplied by parents, as well as jarred or homemade infant food.<sup>7</sup> Breast milk needs to be labeled with the child's name and date the milk was expressed. Breast-feeding mothers who wish to breast feed on-site may make arrangements with their child's Primary Caregiver or the Head Teacher to schedule feeding times. For those who bring in their own food, a suitable variety should be on hand at the Nursery. Please check your infant's supply of food regularly. Infant food and bottles should be clearly labeled with the child's name and current date.

Meal times are:

- ❖ Breakfast—8:15 a.m. – 8:45 a.m.
- ❖ Infant & Toddler Lunch—11:15 a.m. – 11:45 a.m.
- ❖ Preschool Lunch—11:30 a.m. – 12:00 p.m.
- ❖ Snack—2:45 p.m. – 3:15 p.m.
- ❖ A light late snack will also be available at 5:30 p.m.

Our Food Program policy requires all Nursery food be consumed on our premises.

Other than the infant food noted above, please do not bring in any food for your child to consume while at school. If it is necessary for your child to arrive with food, you will be asked to stay with your child while the food is consumed outside of his/her classroom.

Please ensure that your child arrives in time for meals, as food will not be saved for children that arrive after meal times. Please do not remove food from our kitchen or from the serving cart for your child. This includes snacks.

If your child has any food allergies for which substitute foods or beverages are required, you must provide a statement from the child's Physician stating the nature of the allergy

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<sup>7</sup> Homemade infant food must be clearly marked with the contents, date prepared, and the child's name. No vitamins, dietary supplements or medications may be included in any homemade infant food.

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and what substitutions are necessary. This includes milk substitutions. You may be asked to bring in substitutions if we are unable to make the necessary substitutions. Please see your Center Director if you have any questions.

### Child Care Food Program Meal Benefit Form

You will be asked to complete a Meal Benefit Form when you enroll and annually in October thereafter to be eligible for meal service.

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotope, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: How to File a Complaint, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov).

This institution is an equal opportunity provider.

## Parent Involvement

Long Beach Day Nursery wants parents to feel involved and knowledgeable concerning their child's experience at the center. Parents are invited to visit their child's classroom or join the children for lunch whenever possible. You will be notified of events such as holiday parties, Sunshine Day (open house) or special luncheons. Please plan to attend!

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### Parent-Teacher Conferences

Parent-Teacher Conferences are offered at least twice a year. At the conference, one of the items that will be discussed is your child's most recent developmental assessment. Your child's Caregiver/Teacher will inform you when the assessment has been completed and it is time for a conference. If you wish to have a conference with your child's Caregiver/Teacher, inform your child's Caregiver/Teacher and arrangements will be made to allow for private conversation outside of the classroom. The conference is usually 15-30 minutes long and provides time for you and your child's Caregiver/Teacher to discuss your child. Conferences may also be scheduled as needed at the request of the parent or the Nursery during the year to discuss your child's progress.

### Parent Advisory Committee/Parent Meetings

We encourage you to serve on your Parent Advisory Committee. The purpose of the Parent Advisory Committee is to support program evaluation and participate in solutions or innovations that help the center reach its goals. Our Parent Advisory Committees are also active fundraisers for the centers, as well as volunteers during special events such as our Fall Feast and Sunshine Day (open house). If you are interested in serving on this committee, please inform your Center Director.

Special workdays and fundraising events are held periodically during the year. Parent education meetings, workshops and/or special family involvement activities are scheduled, as well.

## Ways Parents and Teachers/Caregivers Can Work Together

1. Visit the Nursery whenever you can. Observe classroom activities and get to know your child's Teacher/Caregiver and friends.
2. Talk with your child about his/her day at school. Read to your child.
3. Tell the Teacher/Caregiver, what your child likes— special foods, games, things to talk about.
4. Show your child you are happy about all the new things he or she is learning to do by displaying his/her artwork or special projects and talking about them at home.
5. Share your ideas or concerns about the children's activities with the staff. Tell us what you like or don't like.
6. If you have some time and talent to share such as singing, drawing, carpentry, etc., please let us know. Parent speakers are welcome.
7. Tell us how we can help you with your child. You are encouraged to request a conference at any time.
8. Special programs on a variety of topics of interest to you and other parents will be held about three or four times a year. If you want to know more about an area (i.e., children's toys, discipline, or how children learn to read), please let us know.
9. Encourage your child to dress and feed him or herself, to the best of their ability. Invite your child to help you at home (i.e., cooking, setting the table).
10. Attend scheduled parent conferences and meetings.
11. Join us for field trips, special activities or meals.

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12. Share your culture and ethnic background with us. We want to learn about, and appreciate, you and your child.

### Program Self Evaluation Process

Long Beach Day Nursery has a number of evaluation mechanisms in place to ensure quality programming and environments. These include processes needed to maintain our national accreditation, annual parent satisfaction surveys, and reports to the California Department of Education, along with our internal use of assessment tools. Additionally, each year, our program management team develops a program plan which is based on our strategic plan, and objectives are monitored quarterly to ensure continuous quality management. Periodically, focus groups are held with staff and parents as well.

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## OTHER POLICIES, PROCEDURES AND GUIDELINES

### General Policies

#### Sign In and Out

It is a State Licensing requirement that each child must be signed in and out by a parent or authorized parent representative every day on the Sign In and Out sheets located in the classrooms. Children should be signed in after a Teacher has completed the daily health check. A full signature and the time are required; no initials. Failure to do so may result in termination of services.

Children will be released only to those authorized persons (at least 18 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. Children will not be released to anyone who cannot confirm their identity with proper identification. It is the parent'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 at least once a year. We do not accept any notes or phone calls from parents 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 children must remain in a rear facing car seat until they weigh 40 pounds or more or are at least 40 inches tall. All children under the age of eight (8) must be secured in a car seat or booster seat in the back seat. Children under the age of eight (8) who are 4'9" or taller may be secured by a safety belt in the back seat. Never leave any child alone in the car no matter how short the time! It is not only unsafe, but also illegal. LBDN discourages idling vehicles in our parking areas. Please make sure to turn off your engine and lock your cars when dropping off and picking up your child(ren).

#### 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 child care center records, without prior consent. The Department also has the authority to observe the physical condition of the child(ren), 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 parents want the Long Beach Day Nursery to share information regarding their child to another agency (school district, health provider).

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### Child Abuse Reporting

All Long Beach Day Nursery staff are 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 results 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 parenting issues, please see your Center Director or Associate Center Director to get information, assistance and/or referrals to appropriate services.

If a staff member is accused of violating a child's personal rights they will promptly be removed from the classroom. LBDN will timely investigate all allegations and suspicions of misconduct in a manner commensurate with the seriousness of the alleged or suspected offense and take appropriate action. If the incident is unfounded or inconclusive the staff member will receive training in the area of concern. If it is found there was misconduct LBDN will determine the appropriate disciplinary action

### Adult Conduct

It is the goal of Long Beach Day Nursery to maintain a safe, caring, respectful environment for children, staff and parents. 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, sexual harassment, threats, yelling, rudeness and profanity.
- ❖ Theft or damage to property.
- ❖ Physical or verbal abuse of children, staff or other parents.
- ❖ Defiance of authority.

Alcoholic beverages, illegal drugs and smoking are prohibited on the Nursery's premises. No child will be released to anyone who appears to be intoxicated or under the influence of drugs.

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

It is not appropriate for parents to approach other parents or children to address an incident that happened at the Nursery. Parents must deal with such concerns through the Teacher, Associate Center Director or Center Director.

1. If an incident occurs, the parent will be asked to leave the premises.
2. The parent will be required to meet with the designated administrative staff person in order 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 termination from the program.

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We request that parents do not use any form of corporal punishment, such as spanking, striking, jerking, shaking, etc., with their child while on Long Beach Day Nursery's premises.

In addition, the Education Code, State of California provides that "any parent, guardian, or other person whose conduct in a place where a school employee is required to be in the course of his or her duties materially disrupts class work or extracurricular activities or involves substantial disorder is guilty of a misdemeanor which is punishable by fine not exceeding one hundred dollars (\$100.), by imprisonment in the county jail for a period of not more than 10 days, or both."

### Clothing

Active play is very important to your child's overall development. Your child will regularly participate in "messy" activities such as painting, cooking, sensory activities, etc. Expensive, dressy clothes are not appropriate as clothing will become soiled as a result of our normal activities. Sturdy, washable and comfortable play clothes that are easy for little hands to manage are appropriate and help children to become self-sufficient. Play shoes and sandals must be closed toed with a back strap, low-heeled, lace-up or have Velcro closure, and a rubber sole.

We reserve the right to restrict a child's activities or offer them alternative clothing if it is determined that a child is inappropriately dressed.

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 including clothing, books, games or toys. There will be a Lost and Found Box at each center. Please help your child learn to take care of his/her belongings.

Parents must provide an extra set of seasonal clothing, including underwear and socks, in case of accidents or spills. An extra pair of shoes is optional. If your child needs a change of clothing and they do not have any available, parents will be contacted and required to bring in a change of clothing for their child.

### Weather

Children are outside virtually on a daily basis. Children should come to school wearing appropriate clothing for the season in order for them to be comfortable while outdoors. Children will be encouraged to wear their jacket/sweater/sweatshirt, but they will not be forced to keep it on while they are actively playing. On days of extreme temperatures (cold or hot) the amount of time outside may be reduced, but nonetheless, children will still spend some time outdoors. On days of poor air quality (AQMD index of unhealthy or higher), children's active outdoor activities will be restricted.

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### Toys

Please help your child keep toys at home. Security objects such as a favorite stuffed animal are an exception and are welcome, although they will remain in the child's cubby until naptime. Books and items related to the current unit of study are encouraged at any time; just check with your child's Teacher before bringing them in. Please mark these items with your child's name. **Toy guns, swords, and other weapons are not allowed at the Nursery.**

Children in the preschool rooms have designated days to bring items from home to share with their class. You are strongly encouraged to help your child find something that ties in with the current unit theme or has educational value to bring on this day.

### 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 at the Nursery. Children start talking about their birthday weeks ahead of time, telling the Teachers, "It's going to be my birthday."

Because there are often several birthdays within the month in a classroom, if you want your child to share his or her birthday with the class, you must make arrangements with your child's Teacher one week ahead of time. You may bring one cupcake per child or one or two cookies per child. The Nursery will furnish milk or water. We are required to serve our regular snack first. Please refer to the parent letter regarding birthdays that is provided at the time of enrollment. This letter can be requested at the front desk. We request, and even insist, that birthday invitations or party bags are not to be brought to school. Thank you for your cooperation.

### Holiday Celebrations

LBDN is enriched by the diversity that exists among our families and our staff. We encourage you to work with your child's teacher to share your own special celebrations, traditions and heritage. Our approach is to recognize and celebrate holidays, as appropriate, but to not let them consume program curriculum. We are sensitive to the fact that some families celebrate a wide variety of holidays, and others do not. Special holiday celebrations within LBDN are announced in advance to afford you the opportunity to choose whether or not you would like to participate. We also try to focus on values related to the holiday, such as sharing the harvest in the fall or caring and sharing during the winter holidays. We do encourage children to discuss important events in their lives, including holidays and church, mosque, temple or synagogue experiences, but do not plan for it formally. We strive to respect diversity and to celebrate our different traditions. Please let us know if there is any way we can support your family's beliefs and traditions.

### Visitors

All visitors to the Nursery need to sign in at the front desk. Any visitors to see children need to show their picture identification and be listed on the Emergency Form as an authorized individual. Staff members who receive visitors will be asked to meet their visitor in the lobby or be accompanied by a Nursery Administrator.

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### After Hours Care

Staff is not permitted to solicit or provide care for Long Beach Day Nursery children outside normal working hours. Staff is not permitted to provide transportation for children enrolled at Long Beach Day Nursery.

### Entering & Exiting the Center and Mobile Phone Free Zone

The main entry doors will remain locked at all times and families and visitors will be buzzed in. Parents and individuals authorized for pick up will be allowed in the classroom. When entering and exiting the facility, we ask parents to have responsibility for their children, enrolled or otherwise, and keep their children with them while they walk through the facility. Parent's adult visitors should also remain with parents.

We respectfully ask that you finish your mobile phone conversation before entering our facility or wait until you exit our facility to begin your conversation.

### Court Orders and Other Legal Actions

We understand that families may undergo legal difficulties and/or be involved in legal actions that involve their children. Our policies do not allow Nursery staff to make copies of forms and other documents or provide testimony, verbally or in writing, about any child involved in a legal action, unless subpoenaed by court order. Designated senior administrative personnel in our Administrative office may review subpoenas and direct staff accordingly. It is not in the best interest of any child for Nursery staff to act with partiality to one parent or the other. If you should have any questions, please speak with your Center Director.

## Discipline and Guidance

The goal of the Nursery's 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 an attempt to get their needs met. It is our job as the adults in the environment to guide children through this time by setting clear limits and following through appropriately and consistently. Staff help children understand the expectations for reasonable behavior by discussion, example and by redirecting children to an appropriate activity. Gradually, children are helped toward self-control and a sense of pride in their ability to care for themselves and each other.

### The "Rules"

In our environment there are three basic rules, or behaviors, that need to be stopped by adults:

1. Physical aggression is unacceptable
  - Hitting, slapping, pinching, spitting, scratching
  - Throwing objects at others

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2. Willful destruction of school property is unacceptable
  - Ripping books
  - Breaking toys
3. Engaging in activities that the Teacher has determined may be physically or emotionally harmful to themselves or others
  - Teasing, name calling or threatening language
  - Using equipment in a dangerous way

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

#### Procedures for Dealing with Unacceptable Behaviors

If a child has a specific unacceptable behavior that persists over time, the following procedure will be followed:

- ❖ The Teacher will attempt to help the child change the behavior. Methods may include redirection, positive reinforcement, and choices between acceptable behaviors. If the behavior continues to be disruptive to the classroom environment, further action will be taken, including parent conferences, observations, consultations, and referrals. If the behavior continues, and is a detriment to the program, the child may be removed from the program.

Corporal punishment is strictly prohibited. LBDN staff will not utilize any form of physical punishment, psychological abuse, or coercion when disciplining a child. This includes actions such as pinching, spanking, striking, shaking, shaming, name calling, threatening or any other humiliating or frightening experiences. Staff cannot require children to remain inactive for a long period of time or force a child to sit, lie down or stay down. If a child is in danger of hurting him/herself and is seriously out of control, the staff may physically hold the child in a manner which keeps him/her and others safe until the child has regained some measure of composure.

#### Biting

Periodically, outbreaks of biting occur in Infant and Toddler rooms, and sometimes among preschoolers. This is an unavoidable result of young children in group care. When it happens, it can be very scary, very frustrating and very stressful for children, parents and Teachers. Biting, however unfortunate, is a natural occurrence, not something to blame on children, parents, or Teachers. There isn't a quick and easy solution.

Children bite for a variety of reasons: the simple sensory exploration of Infants, panic, competition for toys, crowding, or seeking to be noticed. Repeated biting becomes a pattern of learned behavior that is often hard to stop because it achieves results: the desired toy, excitement, and attention. Some children become "stuck" for a while in a biting behavior and it is frustrating for the parents of the victims that we are unable to "fix" the child quickly or terminate care. We make every effort to stop the behavior and balance our commitment to the family of the biting child with that of other families. Parents of children who are doing the biting will be informed of incidents and actions being taken by the staff to prevent further incidents.

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### Procedure for Bites

1. Comfort and TLC (Tender Loving Care).
2. Wash with soap and water.
3. Antiseptic solution (if signed consent form is on file) and ice on bitten area.
4. Parents will receive an injury report.
5. Parents will be notified by phone if skin is broken.
6. We will not disclose the name of the biter.

### Sexual Harassment

Long Beach Day Nursery is committed to creating and maintaining an environment where all persons who participate in our programs and activities can work and learn together in an atmosphere free of all forms of harassment, exploitation, or intimidation. Every member of the Nursery community should be aware that Long Beach Day Nursery is strongly opposed to sexual harassment, and that such behavior is prohibited both by laws and by Nursery policy. Long Beach Day Nursery will respond promptly and effectively to reports of sexual harassment, and will take appropriate action to address behavior that violates this policy. Individuals who commit sexual harassment are subject to action up to and including termination of services, the filing of criminal charges with the proper authorities, and liability through civil litigation as well.

A copy of our sexual harassment policy may be obtained upon request to the Program Director.

### Grievance Procedure

We feel communication between parents and staff is important in achieving and maintaining a high quality program. It is our sincere desire to work with the parent, to hear concerns, and to address them in a timely manner. We encourage parents to have informal daily communication with their child's Teacher to maintain an open channel at all times.

If you have a complaint, we ask that you try to work it out first with the staff member most closely involved. The next level of communication is with the Head/Lead Teacher, and then with the Associate Center Director or Center Director.

If you still feel that your concerns are not addressed and an issue remains unresolved, please request a meeting with the Program Director, who can be contacted at the West Branch. In the event the Program Director is unavailable or the issue remains unresolved, the Executive Director is the next appropriate contact and can be reached at the West Branch.

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## Disenrollment Policy

The below section is not applicable to state subsidized families. Subsidized care termination policies are prescribed by title 5 regulations and listed on page 47-48 of this handbook.

Long Beach Day Nursery reserves the right to exclude a child and/or family when it is in the best interest of the program. Reasons for termination may include, but are not limited to:

- ❖ Chronic non/late payment of fees.
- ❖ Excessive absences.
- ❖ Family knowingly misleads LBDN by providing misinformation for child or family records.
- ❖ Safety and/or Health Concerns (Child or Nursery's best interest).
- ❖ Failure to follow policies and procedures that govern the operation of LBDN.
- ❖ Failure to comply with State regulations and guidelines.
- ❖ Failure of parent(s) to work in a cooperative effort with LBDN to address children's unacceptable behaviors, including agreement to a contract or the contract's conditions.
- ❖ Failure to maintain a current, accurate list of at least two persons to call in case of emergency.
- ❖ The Nursery is unable to meet the physical, social or emotional needs of the child.
- ❖ Parent or parent's authorized representative interacting with staff in a manner that is considered to be threatening, either verbally or physically, or harassment, sexual or otherwise, by parent or parent's authorized representative.

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## STATE CONTRACT FAMILIES

This section outlines policies and procedures for subsidized families, and may be duplicative of some of our general policies and procedures. Additional policies and procedures will also be reviewed with you during your Enrollment Interview.

In this section, the California Department of Education and Early Learning and Care Division are abbreviated as CDE/ELCD.

### General Eligibility and Need Criteria

Families must meet CDE/ELCD eligibility and need requirements as well as residency requirements, and must provide required supporting documentation.

To be eligible for services the child must live in the State of California while services are being received. Evidence of a street address or post office address in California will be sufficient to establish residency. A person identified as “Homeless” is exempted from this requirement and shall submit a declaration of intent to reside in California.

### Eligibility Requirements

The family’s adjusted monthly income cannot exceed the income ceilings established by the California Department of Education at the time of enrollment except for Child Protective Services children with a fee exemption. Eligibility is based on documentation and verification of at least one of the following:

- ❖ Income (for the month preceding the initial certification) – total countable income means all income of the individuals counted in the family size, for example:
  - Gross wages or salaries; overtime; tips; cash aid, child support payment received; portion of student grants or scholarships identified for educational purposes.
  - Income documentation is for the month preceding certification or recertification.
  - Self-employed – letter from the source of income; copy of the most recent signed tax return; other business records such as ledgers, receipts, business logs.
  - Additional documentation may be asked for to verify income if necessary.
- ❖ Current Aid Recipient
- ❖ Homelessness
- ❖ Child Protective Services Referred
- ❖ At Risk of Abuse, Neglect, and/or Exploitation Referral

### Family Size

The parent must provide supporting documentation regarding the number of children and parents who comprise the family household in which the child receiving services is living. For purposes of income eligibility and family fee determination, when a child and his or her siblings are living in a family that does not include their biological or adoptive parent, “family” shall be considered the child and related siblings. Documentation for children/parents must be at least one of the following: birth certificate; child custody court

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order; adoption documents; foster care placement records; school or medical records; county welfare department records; other reliable documentation indicating the relationship of the child to the parent.

### **Need Requirements**

Families who are eligible (see above for criteria) for subsidized child care and development services must provide documentation that each parent in the family meets a need criterion. Having a “need” for services is based on documentation and verification of at least one of the following:

- ❖ Child Protective Services Referral
  - For CPS families, services are provided based on a certification from the local county welfare department child protective services unit certifying that the child is receiving child protective services and the child care and development services are a necessary component of the child protective services plan.
- ❖ At Risk of Abuse, Neglect, and/or Exploitation Referral
  - For children referred under the “at risk” category, a referral must be given by a legally qualified professional from a legal, medical, social services agency, or emergency shelter identifying the child as being abused, neglected, exploited, or is at risk of abuse, neglect, or exploitation, and that the family needs child care and development services. A license number is required from the referring professional.
- ❖ Parental Incapacity
- ❖ Employment
- ❖ Vocational training leading directly to a recognized trade, paraprofession, or profession
  - Ongoing eligibility for services based on vocational training is contingent upon making adequate progress. At recertification the parent shall provide documentation of the adequate progress from the most recently completed quarter, semester, or training period.
- ❖ Education program for English language learners
- ❖ Educational program for attainment of high school diploma or GED
- ❖ Actively Seeking Employment
  - Documentation of seeking employment shall include a written parental declaration signed under penalty of perjury. The parent shall identify a general description of when services will be necessary not to exceed 29 hours per week.
- ❖ Seeking permanent housing for family stability

### **Hours of Care**

Care is based on need on an hour for hour basis. The parent shall provide documentation of the days and hours care is needed. Parents may make a written request for travel time to and from work or school. Travel time is also allocated on an hour for hour basis and depends on parent’s transportation method and distance traveled from LBDN. In a two-parent family, child care hours are based on the parents’ combined needs that require the least amount of child care. For example: if father’s work schedule is 6:00 AM to 3:00 PM

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and mother's schedule is from 8:00 AM to 5:00 PM, eligible hours of care are from 8:00 AM to 3:00 PM plus applicable travel/commute time.

### Further Eligibility Requirements for State Preschool Program

Child must be 3 or 4 years old at the time of enrollment. The following definitions apply:

- ❖ Three-year-old children are defined as children who turn three years old on or before September 1 of the fiscal year in which they are receiving services. (The Fiscal Year is from July 1 – June 30.)
- ❖ Four-year-old children are defined as children who turn four years old on or before September 1 of the fiscal year in which they are receiving services.

### Availability of State Funds

The availability of funds for subsidized services is dependent upon contracts awarded to LBDN by CDE/ELCD, which in turn are dependent upon the budget of the State of California. It should be noted that even if a family qualifies for state assistance, funds may not be available.

### Waiting List

The subsidized program's waiting list is not first-come-first-served, but based on priorities established by CDE/ELCD. All families are placed on a waiting list as required by CDE/ELCD.

#### *Enrollment Priorities:*

Long Beach Day Nursery maintains a current eligibility list in accordance with regulations from CDE/ELCD admission priorities. This requirement is maintained by completing a LBDN enrollment application

First Priority: Neglected or abused children who are recipients of child protective services or children who are identified as or at risk of being neglected, abused, or exploited shall be admitted first. Within this priority, children receiving protective services through the local county welfare department shall be admitted first. If unable to enroll a child in this first priority category, LBDN will refer the child's parent or guardian to local resources and referral services in an attempt to locate services for the child.

Second Priority: All children and families who are not within the first priority for admission shall be admitted in accordance with income eligibility. Families with the lowest gross monthly income in relation to family size shall be admitted first. When two or more families have the same income the family that has a child with exceptional needs shall be admitted first and next the family that has been on the waiting list the longest.

As space becomes available, families are called based on priority. Before acceptance into the program parents must complete the necessary enrollment forms including a verification

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of income and documentation of need for child care. The cost of child care is based on state guidelines. Families will need to be re-certified after the completion of 12 months to continue to receive services.

### *Additional Enrollment Priorities for State Preschool:*

First Priority: four-year-old or three-year-old neglected or abused children who are recipients of child protective services or who are at risk of being neglected or abused, upon written referral from a legal, medical, or social service agency.

Second Priority: eligible four-year-old children in the following order:

1. Children who were enrolled in the State Preschool Program as a three-year-old.
2. Children whose families have the lowest income ranking.
3. When two or more families have the same ranking, the child with exceptional needs shall be admitted first.

Third Priority: eligible three-year-old children in income ranking order. When two or more families have the same ranking, the child with exceptional needs shall be admitted first.

## Required Forms and Documentation for Enrollment

**The following forms are required in addition to the documents listed on page 7 of this handbook.**

### **California Department of Education, Early Education and Support Division (CDE/ELCD) Forms**

- ❖ Application for Services (CD9600)
- ❖ Child Care Data Collection Privacy Notice and Consent Form (CD-9600A)
- ❖ Notice of Action (CD-7617)
- ❖ Documentation of need for each parent included in the family size (includes parent's schedule)
  - 1) Documentation of employment, self-employment, enrollment in a school, college or vocational training institute, parental incapacity, referral or signed statement from a shelter, transitional housing agency or homeless support program for seeking permanent housing.
  - 2) Required documentation for CPS and "At Risk" children will be discussed at time of application.
  - 3) Training/education documentation will include
    - a) a statement of the parent's vocational goal with the anticipated completion date
    - b) class schedule which includes courses enrolled in, day(s) of the week and time(s) of the courses
    - c) report cards, transcripts, or other records to document that the parent is making progress toward the attainment of the vocational goal.
- ❖ Documentation of Income for the month prior to certification and recertification. If income is variable, income for the past three months is required.

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- ❖ Documentation of family size.
- ❖ Birth record that links the parent to the enrolling child

*Additional forms may be required. ALL forms and documents must be completed within 10 days of request.*

## Notice of Action

A Notice of Action will be given to parents: a) to inform them of the agency's decision to approve or deny services, b) when any changes to the child care services are made, c) if there are delinquent family fees or, d) for disenrollment. An appeal process is clearly defined on the back of the Notice of Action and explains how to appeal the agency's decision.

This form will be provided and reviewed with the enrolling parent/legal guardian at the time of enrollment. If a family is approved for services they will need to be re-certified after the completion of 12 months to continue to receive services.

## Notification of Changes

A family may voluntarily requests a reduction to their family fee by reporting a change such as family income, days and hours of care needed, or family size, the contractor must reassess the family fee. The parent must provide documentation to support the reported change. The family fee reduction takes effect on the first of the month following the receipt and approval of the required supporting documentation.

A family may voluntarily request a change in the hours of care needed. This request must be made in writing and the parent must provide documentation to support the reported change. The new schedule and effective date will be shown on the Notice of Action.

Parents/Guardians must notify LBDN of changes when the family's gross income exceeds 85 percent of the SMI, adjusted for family size. Families, whose adjusted monthly income exceeds 85 percent of the SMI, will have reached the exit threshold and are no longer income eligible for ongoing subsidized services.

## Family Fees

Family Fees are determined by the family fee schedule provided by the CDE/ELCD. To be enrolled in subsidized child care families must fall below 70% on the above mentioned State Family Fee Schedule. Fees are assessed according to the family's total countable adjusted gross monthly income, family size, and number of hours for the child in the program with the longest hours. The fees are charged per family, not per child. There are no adjustments for absences (both excused and unexcused). Therefore, if a child is absent for any reason, the parent must pay for the days absent as well as the days present.

Families receiving child care and development services because the child(ren) is/are identified as being abused, neglected or exploited or at risk of abuse, neglect, or

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exploitation or receiving child protective services, and the written referral specifies that it is necessary to exempt the family from paying a fee, then the parent will not be required to provide documentation of total countable income

For families paying fees, payment is due in advance of service. Payment is due on or before the first day of services and then every first of the month. Payments should be made by check or money order payable to: Long Beach Day Nursery. Cash and credit/debit cards are not accepted.

Fees shall be considered delinquent if not paid after seven calendar days from the due date. Payment reminders will not be sent. If payment has not been received, the following action will be taken:

- ❖ A Notice of Action, Delinquent Fees, will be given to the family stating the following: (a) the total amount of unpaid fees; (b) the fee rate; (c) the period of delinquency; and (d) that services shall be terminated two weeks from the date of the Notice unless all delinquent fees are paid before the end of the 2-week period.
- ❖ Long Beach Day Nursery may accept a reasonable repayment plan from the parent(s) for payment of delinquent fees. Family may continue to receive services for the child, provided the parent(s) pays current fees when due and complies with the provisions of the repayment plan. If parent does not comply with the repayment plan, child care and development services will be immediately terminated.
- ❖ Upon a second occurrence of delinquent payment in a fiscal year, a Notice of Action, Termination of Services for nonpayment of fees shall be given to the family. The family will be ineligible for child care and development services for a period of six (6) months **and** until all delinquent fees are paid.

When changes in fees occur, a Notice of Action will be given to the parents for the new fee to take effect.

## Contracted Hours/Days

Children may only attend during contracted hours and days, which are based on the family service needs. It is the responsibility of the parents to notify the Center Director in writing if the contracted hours/days need to be changed. Verification of the need for change must be provided by the parent. Only the Center Director or his/her authorized representative approves schedule changes. A Notice of Action will be issued.

## Absences/Attendance

Parents are asked to phone the center each morning the child will be absent and give the reason for the absence. If the child is absent due to illness consecutively for five (5) days or more, a doctor's note is required upon child's return. Additionally, the parents will be required to complete and sign a Verification of Absence for each absence on a contracted

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day without a phone call to the Center. Below is a list of excused and unexcused absences.

### Excused Absences

- ❖ Illness or quarantine of the child (stomach ache, headache, fever, sore throat, runny nose, diarrhea, flu, cold, unidentified rashes, ring worm, scabies, head lice, or any other serious illnesses or contagious diseases) or medical appointment.
- ❖ Illness or quarantine of the parent (same as above)
- ❖ Appointments for the healthy development or wellness of the child (i.e. therapy, WIC appointments, speech, social services home visit, medical and dental appointments)
- ❖ Family emergency – A family emergency is best defined as:
  - Serious illness or injury of an immediate family member
  - Death in the family
  - No transportation and/or transportation problems (serious mechanical failure, car accident, bus didn't come, metro was stopped) that are beyond your control.
  - No one to pick up or drop off child
  - Required court appearances
- ❖ Court ordered visitation – if an excused absence is based on time spent with a parent or other relative as required by a court of law, the basic data file shall contain a copy of the Court Order.
- ❖ Unexpected day off due to employer action
- ❖ Best Interest of the Child – is **limited to 10 days per fiscal year** (children who are recipients of protective services or at risk are exempt from the 10 day limit. An absence in “the Best interest of the child” is defined as:
  - Religious Holidays
  - Visit with family members
  - Need to be with parent for the day
  - Family vacation/out of town or personal day.

### Unexcused Absences (Are best defined as but not limited to):

- ❖ Didn't get up (parent or child)
- ❖ Woke up late
- ❖ Forgot Blankets/Sheets
- ❖ Couldn't find shoes/jacket
- ❖ Didn't want to come / was crying
- ❖ Parent(s)/child felt lazy
- ❖ Babysitter didn't feel like dropping off the child at the center

### **Your child development services will be terminated after 5 unexcused absences.**

Excessive absences are hard on children. Regular attendance helps to build structure and consistency in your child's day and maximizes each child's ability to learn and thrive.

### Limited Term Service Leave

Long Beach Day Nursery does not offer Limited Term Service Leave. Should you have any questions, please see your Center Director.

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## Disenrollments

Child care services may be discontinued for the following reasons:

- ❖ Parent notifies Director they are no longer interested in child care services. Once a parent/guardian chooses to disenroll from the program and then changes their mind at a later date, re-enrollment to the program is not guaranteed.
- ❖ A family's gross monthly income exceeds 85% of the current State Median Income, adjusted for family size.
- ❖ Failure to follow policies as outlined in the parent handbook.
- ❖ Providing misinformation to obtain services. Providing misinformation to obtain services takes opportunities away from a family truly in need. Families who are terminated due to providing misinformation may not reapply for services for one year after termination of services. **Long Beach Day Nursery is required to recover from the parent(s) the entire cost of services for the entire time of enrollment if fraud is discovered.**
- ❖ Failure to provide necessary documentation and paperwork within requested time. If paperwork is incomplete, written notification will be given. Forms must be provided or a plan must be established with the Center Director or Associate Center Director. An example would be a doctor's appointment is scheduled within two weeks from due date.
- ❖ Failure of family to meet or maintain eligibility and need requirements as outlined in Title 5.
- ❖ Failure to pay delinquent fees.
- ❖ Inappropriate behavior as outlined under General Policies – Adult Conduct of this handbook.
- ❖ Pick-ups after the contract time, excessive tardiness or excessive unexcused absences.
- ❖ A child is having emotional or behavioral problems that harm themselves or other children or interfere with others being able to participate in the program.
- ❖ Failure to contact the center for absences of five (5) consecutive days.
- ❖ Failure to bring a doctor's note for absences of five or more consecutive days due to illness or when requested by the Center Director.
- ❖ Failure of the parent or guardian to respond promptly when asked to pick up their child from the center when called due to child's illness, injury, behavior or in an emergency. If parents cannot pick up they must arrange for someone from the authorized pick-up list to pick up their child. For the first occurrence, a Communication Notice (warning) will be given. The second time, child care services will be terminated.

In most of the above cases parent will receive a verbal warning, followed by a written reminder from staff (communication notice). When termination is imminent, parent will receive a written Notice of Action-Termination from the Center Director or Associate Center Director. In most cases parent will have two weeks to correct or appeal the action before formal termination. However, administration has the right to impose immediate termination if the health or safety of any child or adult in the program is compromised.

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### **Behavior Resulting in Discontinuing Services**

In both California and the United States, children in preschool are expelled at a higher rate than children enrolled in elementary and high school. It is LBDN's goal to provide services that meet the needs of individual children in our care as to eliminate dis-enrollment based on the child's behavior. However, occasionally discontinuing services is in the best interests of the child and other children in our program due to safety concerns or to better meet the needs of the individual child. LBDN will not dis-enroll a child from the program for behavior until we have taken the following steps

- ❖ Referring the family to LBDN's Early Intervention Program
- ❖ Consulting with the child's parents, to maintain the child's safe participation in the program. This may include creating a behavior contract.
- ❖ If the child has an individualized family service plan (IFSP) or individualized education program (IEP), LBDN, with written parental consent, shall contact the agency responsible for the IFSP or IEP to seek consultation on serving the child.
- ❖ If the child does not have an IFSP or IEP, the LBDN will consider, if appropriate, completing a universal screening of the child, including, but not limited to, screening the child's social and emotional development, referring the child's parents or legal guardians to community resources, and implementing behavior supports within the program.
- ❖ If LBDN has taken the above steps to maintain the child's safe participation in the program and determines, in consultation with the parents or legal guardians of the child, and the child's teacher that the child's continued enrollment would present a continued serious safety threat to the child, other enrolled children, or staff, we shall discontinue services and refer the parents or legal guardians to other potentially appropriate placements or any other referral service available in the local community. LBDN will support the child and family through this transition through continued EIP supports, our partnerships with Long Beach Unified School District, Buffam Early Learning School, and other partnerships such as Child Net Youth and Family Services, etc.

Failure or unwillingness to participate in the above steps will result in disenrollment. This policy complies with federal and civil rights laws.

### **Annual Recertification**

Families will be notified of the need to recertify in advance of the recertification date. Every family will be required to recertify after the completion of the 12 months. The family will be asked to complete the application and to submit updated information and documentation to determine continuing eligibility for subsidized services. All eligibility and need criteria and required documentation shall be reviewed and verified.

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## Uniform Complaint Procedure

It is our sincere desire to work with the parent, to hear concerns and to address them in a timely manner. If a parent has a complaint about the center or staff member(s) or wishes to appeal a decision, we ask first that the parent try to work it out with the staff member most closely involved. The Head Teacher, followed by either the Associate Center Director or Center Director is the next step. If the parent still feels concerns are not addressed he/she may request a meeting with the Program Director and then the Executive Director. The appeal process for an agency action is outlined on the back of the Notice of Action.

It is the intent of Long Beach Day Nursery to fully comply with all applicable state and federal laws and regulations. Individuals, agencies, organizations, parents, and interested third parties have the right to file a complaint regarding Long Beach Day Nursery's alleged violation of federal and/or state laws. This includes allegations of unlawful discrimination in any program or activity funded directly by the State or receiving federal or state financial assistance.

Complaints must be signed and filed in writing with the State Department of Education.

Child Development Division  
Complaint Coordinator  
1430 N Street, Suite 3410  
Sacramento, CA 95814

If the complainant is not satisfied with the final written decision of the California Department of Education, remedies may be available in federal or state court. The complainant should seek the advice of an attorney of his/her choosing in this event.

A complainant filing a written complaint alleging violations of prohibited discrimination may also pursue civil law remedies, including, but not limited to, injunctions, restraining orders, or other remedies or orders. (Legal Reference: 5 CCR, Chapter 5.1 Uniform Complaint Procedures).

At enrollment, parents are given a Notification of Parent's Rights (LIC 995) which includes information on how to file a complaint with the licensing agency, Community Care Licensing (CCL). The phone number to file a complaint is (323) 981-3350, or by fax (323) 981-3355. Complaints may also be filed in writing to: Community Care Licensing, Los Angeles East Regional Office, 1000 Corporate Center Drive, Suite 200B, Monterey Park, CA 91754. More information is available at the CCL website at:

<http://www.cclid.ca.gov/PG408.htm>

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### Long Beach Day Nursery Admission Agreement/Parent Handbook Receipt

**Please initial each agreement:**

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

I agree to pay the established tuition and fees required for services based on Long Beach Day Nursery rates for such services. I understand that I will receive notice of any change in fees.

I grant permission for my child(ren) to use all of the play equipment and participate in all of the activities of Long Beach Day Nursery.

I have no objection to my child(ren) being included in photographs, slides, audio or video recordings taken at Long Beach Day Nursery, which might be used for newsletters, advertising, social media and similar media. I understand that any recording or observation will be done only with the consent of the Executive Director and under the supervision of the Center Director or Associate Center Director.

I agree to abide by the standards for adult conduct as outlined in the Parent Handbook.

I understand that my child will be disenrolled after five (5) consecutive days of absence if I have not contacted the Center Director. Further, I understand all the termination policies as outlined in the Parent Handbook.

I acknowledge that I have received the Parents Rights Form (LIC995) and the Personal Rights Form (LIC613A) from Community Care Licensing.

I hereby certify that all information I have supplied is true and correct and Long Beach Day Nursery has the right to verify all information provided. I understand that my child may be excluded from attendance at the Nursery if I do not comply with the terms outlined in this Admission Agreement.

I have received a copy of the Long Beach Day Nursery Parent Handbook dated August 2019. I have read all policies of the handbook and this form and agree to them. I understand that failure to follow these policies may lead to termination of services.

*Families receiving state assistance:* I agree to notify LBDN of changes in my family's gross monthly income if it exceeds 85 percent of the current SMI, adjusted for family size.

All of my questions have been answered satisfactorily.

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Child's Name

Date

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Parent/Guardian Signature

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Center Director's Signature

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