

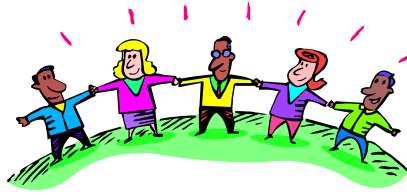
Parent Handbook



Penny Valley Child Care

4331 Galbrath Drive
Sacramento, CA 95842
(916) 331-2013

4404 San Juan Avenue
Fair Oaks, CA 95628
(916) 967-0100



MISSION STATEMENT

The mission of Ready-Set-Go Children's Center is to provide the highest level of quality childcare and education available, in the cleanest licensed facility in the Sacramento area.

Ready-Set-Go Children's Center is family owned and operated, focusing exclusively on the needs of parents looking for the best possible childcare and education program for their child.

Joining the philosophy of the Owners & Director, every Teacher, Aide and Staff Member is dedicated to the children and will work hard to ensure they provide safe, loving and quality children's care in a positive educational learning environment.

WELCOME

Ready-Set-Go Children's Center welcomes families of any race, color, sex, religion, nationality, creed, sexual orientation, marital status, age, or the presence of sensory, mental or physical disability. The families are not restricted from rights, privileges, programs and activities made available to the children in our care. We do not discriminate in any way within the administration of educational policies, enrollment policies, financial plan or any other school-administered program.

Ready-Set-Go Children's Center currently accepts enrollment for children ages 6 weeks until the child begins 1st grade.



CURRICULUM & PHILOSOPHY

We teach children through the use of appropriate age related curriculums. The children at Ready-Set-Go are given the opportunity to explore, to experiment and to create in a safe and nurturing environment. We believe that self-esteem is the critical component to optimal growth in young children. In order for a child to develop high self-esteem, we focus on developing the socialization and self-help skills needed to succeed in other areas of development.



HOURS OF OPERATION

Ready-Set-Go Children's Center is open M-F from 6:00 AM to 7:00 PM, Saturday from 8:00 AM to 7:00 PM and Sunday from 8:00 AM to 5:00 PM.

HOLIDAYS



We will celebrate traditionally recognized American holidays. This includes Christmas, Thanksgiving, Valentines Day, Easter, and other holidays. If you have objections to your child participating in any Holiday events, Birthday Parties, The Pledge of Allegiance, American Flag Salutes, Christmas Songs, Thanksgiving Plays, or Meal Time Thank You Songs and Poems, we understand that Ready-Set-Go Children's Center may not be the appropriate center for your child. We will not separate a child from the other children at any time.

Ready-Set-Go Children's Center will be closed for certain holidays and weekends each year. A yearly schedule will be given to each parent at enrollment and a reminder will be posted in the front reception area.

The following is a list of some of the holidays when Ready-Set-Go Children's Center will be closed:

President's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
The Friday following Thanksgiving Day
Christmas Eve
Christmas Day
New Year's Day

EMERGENCY

In the event of an emergency, we will follow the Ready-Set-Go Children's Center Emergency Plan. This includes, but not limited to, late openings and early dismissals. We will also leave a message on our voice mail provided the phone lines are in working order. If any emergency requires children to be evacuated from the building we will leave a message with CALIFORNIA CHILDCARE LICENSING AT (916) 263-5744. If an emergency requires a child to be transported to a hospital we will arrange transportation via a 911 call. The parent or guardians will be contacted immediately.

In the event of a natural disaster, we will not send children home unless conditions are safe. Children may have to remain at school for many hours following a significant event such as earthquake or sudden severe weather. Parents must be sure that their child always has a blanket, a complete change of clothing (including underwear, socks, shirt and pants) in a small backpack. For your child's safety, in the event of an emergency, you must immediately replace any clothing that is taken home. Do not leave your child unprepared!



BENEFITS

Ready-Set-Go Children's Center BENEFITS - What makes our program special!

- CHILDREN COME FIRST!
- SMALL CLASSROOM SIZES!
- CLEANLINESS AND SAFETY ARE TAKEN VERY SERIOUSLY!
- INFANT CARE IS AVAILABLE AT FOUR (4) WEEKS!
- MEALS INCLUDE BREAKFAST, LUNCH AND 3 SNACKS DAILY!
- HOLIDAY, BIRTHDAY AND SEASONAL CELEBRATIONS AND PROGRAMS!
- STRONG REPUTATION FOR PROVIDING QUALITY CHILDCARE!
- PRIVATELY OWNED AND OPERATED!
- DIRECTOR ON-SITE DAILY!
- OWNER ON-SITE DAILY!
- TEACHERS ARE COMMITTED TO EXCELLENT CARE FOR ALL CHILDREN!

ADMISSION AND ENROLLMENT REQUIREMENTS

FULL - TIME - Monday through Friday (7 AM to 6 PM)

PART-TIME - Schedule available when approved by Owner and Director.

PREMIUM DAYS - Saturday and Sunday

- Placement observations are scheduled during business hours.
- All registration forms must be completed prior to start date, including all Licensing Forms (LIC700, LIC702, LIC701, LIC701A, LIC627, LIC995).
- Parent Tuition Agreement must be completed prior to start date.
- Registration Fee must be paid prior to start date.

When space is available, we will attempt to be flexible in our enrollment policies. Full-Time and Part-Time enrollments are accepted subject to availability of staff, requirements, needs, space and accommodations.

Parents or Guardians are encouraged to take an active roll by participating in a verbal orientation with the Center Director or Owner before your child's first day of care. This includes meeting the teacher and visiting the child's classroom.

REGISTRATION & TUITION



A registration fee of \$145.00, the first week's tuition, and your completed registration forms must be received prior to your child's first day of care. The registration fee must be paid to hold enrollment for your child up to five (5) business days. The registration fee is non-refundable.

On August 31st of each year, each child must pay a \$75.00 re-enrollment fee and update all paperwork as necessary. The first re-enrollment fee is waived for any parent whose child started care between June 1st and August 31st of that year.

IMPORTANT!!

A checklist will be provided when a child is approved for care! The items on the list are mandatory and you must bring all items prior to your child's first day of care!

Failure to supply & replace (as necessary) any item will result in additional fees and charges to your account and may result in termination of care.



TUITION & OTHER FEES

Tuition and/or Supply Fees are billed weekly. Tuition and/or Supply Fees are due each Monday by 7:00 PM. If Monday is a holiday, then Tuition and/or Supply Fees will be due by 7:00 PM the following day. Due dates and amounts apply regardless of your child's daily attendance schedule. If your child is absent or not scheduled on a due date, the due date still applies. If your child is sick or absent for whatever reason, your Tuition and/or Supply Fees are still due in full. Tuition and/or Supply Fee payments received after 7:00 PM on the due date are considered late. Late Fees for late Tuition, Supply Fees or co-pay payments are \$10.00 per day.

Ready-Set-Go utilizes Tuition Express for payment of all fees. There is no fee to use a checking account through Tuition Express. If you chose not to use Tuition Express, there will be a \$5 payment processing fee per transaction if paying by cash, cashier's check, money order or Credit/Debit. There is also a small fee on top of the PPF for all Credit/Debit transactions. No checks are accepted.

A \$25.00 Fee will be immediately due for any payment that is declined through Tuition Express. If a payment is declined for a 2nd time, the fee is \$35 and for the 3rd decline, the fee is \$50. If your payment is declined, you will be responsible for the full Tuition amount, prior to any discounts taken. A DAILY LATE FEE WILL BE DUE FOR DECLINED TUITION EXPRESS

PAYMENTS BEGINNING THE DAY THE TRANSACTION WAS SUBMITTED AND CONTINUING UNTIL THE TOTAL AMOUNT IS PAID IN FULL.

Late Pick-up fees are due on the day the child is picked up after 7:00 PM. When a child is picked up between (1) AND ten (10) minutes late, the fee is \$10.00, which is due immediately. The parent will be charged an additional \$2.00 for each minute beginning at 7:11 PM until the time the child is picked up from care. The total amount is due immediately.

All fees are non-refundable. Ready-Set-Go Children's Center may suspend or terminate care for your child if payment is not received by the end of the day on the Wednesday following the due date. If care is suspended, a new registration fee of \$75.00 will be due when care is restarted.

Acceptable forms of payment are money order, cashier's check, ATM, credit or cash. Cash payments must be verified prior to placement in the tuition box. An additional \$5 payment processing fee is due for all payments other than Tuition Express. Please refer to the termination of services section for information on withdrawal requirements and policies. Please see the handbook section labeled REGISTRATION & TUITION for more information.

Ready-Set-Go Children's Center will give a minimum of thirty (30) days written notice prior to any rate increase.

WITHDRAWAL

If you wish to discontinue childcare, Ready-Set-Go Children's Center must receive a two (2) weeks written notice. Your child's last day of care will be two (2) weeks from the date notice is received by the Center Director. Tuition will be due regardless of actual attendance.

Your child will be considered withdrawn without notice if you do not inform Ready-Set-Go Children's Center of any absence in excess of 3 days including holidays. Please call and inform us of any absence to prevent your child's care from terminating.



TERMINATION OF SERVICES



Steps will be taken to avoid termination; however, Ready-Set-Go Children's Center may terminate services for any of the following reasons:

- Failure to pay tuition, supply fees and/or co-pays weekly as agreed.
- Late payments, declined payments, or any other problems with payment of tuition and other fees.
- Failure to honor the obligations listed in the Parent Tuition Agreement, Enrollment Forms, Parent Handbook, or in any written policies provided by the program.

- Any action by the parent(s)/guardian(s) or children that adversely affect the program at Ready-Set-Go Children's Center.
- Failure to cooperate with Ready-Set-Go Children's Center in matters the Center Director determines serious enough to warrant termination.
- Failure to work with the Center Director to resolve care issues.
- Improper conduct or language while in the club.
- Any other issue that is of concern to the Center Director or Owner.
- Failure to call and report your child's absence from care.
- Failure to sign your child in and out daily.
- Cell phone use in the Center.
- Failure to properly provide clothing, blankets, formula, food, diapers or other supplies for your child may result in termination of care.

ARRIVAL & DEPARTURE



- Notify us in advance if your child will be late or absent by 9 AM.
- All children **MUST** have clean hair, neatly groomed and dressed in clean clothes.
- Teeth should be brushed and hair combed/brushed prior to arrival.
- Velcro shoes must be worn if your child is unable to tie his/her own shoes.
- Closed heel & toe play shoes must be worn at all times. No open toes!
- The State of CA requires complete records be maintained.
- Your complete signature is required when dropping off or picking up your child.
- The Sign In/Sign Out record will be kept on site.
- Children are never allowed to sign in or out.
- No person under the age of eighteen (18) may pick up your child.
- **ILL CHILDREN** - Do not leave until you have checked with the Center Director.
- Your child must have all necessary items to stay for care. If you do not supply your child with the listed items, you will be called to pick up your child and your child will not be eligible for care until all items are brought into the Center.



INFANT & TODDLER CARE PROGRAM



Ready-Set-Go Children's Center takes pride in our infant and toddler care program. This includes the selection and training of our staff, the development of our activities, and the nurturing we give your child. The period between four (4) weeks to two (2) years of age is critical to development. Your child will define:

- **Personality:** Infants reflect the actions and feelings of adults around them.
- **Future Learning Ability:** Infants develop rapidly with connections triggered by all five senses.

- Emotional Attachments: At Ready-Set-Go Children's Center, we understand that infants need nurturing adults to care for them.
- Language Development: As language development occurs, your child will imitate the sounds and tones of words used by the people around them.
- A balanced schedule meets the needs of your child. Arriving at the same time and keeping the same pick up time is important to your child. Consistent late arrivals or arriving during nap time may result in termination of care for your child.
- Our teachers are lead by need during naptime, feeding, changing and play time and will provide a communication record summary of your child's day.
- The Infant Daily Needs form must be completed at the time of enrollment and updated quarterly, as needs change or at the time of injury.

PRESCHOOL TRANSITION - TODDLER OPTION

Our Center Director will help you and your toddler make the natural transition into the next age group. Ready-Set-Go Children's Center will notify you when your child is ready to move to the next classroom. Permission must be provided with your signature and approval if your child is between eighteen (18) and twenty-four (24) months of age. This class is for children between the ages of (18) eighteen months and (30) thirty months of age. Effective January 1, 2016 the age range for this class is between (18) eighteen months and (36) thirty-six months. Please see the Center Director for more information on this program.

TODDLER PROGRAM

The skills learned in the Infant Program will be more enhanced through increased structured curriculum and activities. Please refer to the Infant Center section for more details or see the Center Director for any questions.



PRESCHOOL PROGRAM

Children will focus on social interaction, learn new skills, and learn letters and sounds. In addition to learning the concept of "taking turns" and saying please and thank you, they will be taught hand washing and hygiene. They will sing songs, play group games, practice learning letters and numbers, and work on age appropriate math and science projects. When ready, children will work on toilet training and caring for their individual needs. Children will work together to develop new friendships and enhance self-esteem using outside play, art, and circle time. Children will be redirected should problems occur and may be "timed out" if it is necessary. A parent will only be called to pick up their child when the Center Director has determined all other methods have failed.

Late arrivals are disruptive to routines, snack time, the teachers and your children. Consistent disruption and late arrival may result in termination of care.

ADJUSTMENT PERIOD

It is normal for your child to have some fears and misgivings about being away from you. Children need time to get used to new situations. Try to prepare your child for the changes as far in advance as possible.

If this is the first time your child has been separated from you, it is natural for him/her to be hesitant. Our staff is excellent when helping a child adjust to our Center. Never sneak out when your child is upset, crying or angry. The parent must give a good-bye kiss, a smile and a reassuring word that you will be back

COMMON BEHAVIORS



Depending on their age, some children will "act out" their feelings by:

- Clinging to you and refusing to let go
- Acting angry at all adults & his/her own parents
- Having tantrums
- Forgetting their toilet training
- Not eating
- Refusing to participate in usual bedtime routines
- Waking up at night or having bad dreams
- Thumb sucking
- Bed-wetting
- Expressing desire to stay home
- Behaving improperly at school to cause a parent to be called to pick up their child

These problems are temporary and if you treat your child lovingly, but firmly, this behavior will go away. We will work with you to help your child adjust to the new schedule and work towards being more independent.

You may call and check on your child but we caution all parents to please be careful not to call often. Each phone call takes someone away from their duties and may hinder the superior quality of care we strive to achieve. Fifty-nine (59) children may mean a total of fifty-nine (59) phone calls in a single day. We will contact you if there are any concerns or problems. Rest assured that your child will be busy playing, eating, crafting, singing or sleeping. You can relax while your child is in our care and concentrate on your work/school.



DIAPERS & TOILET TRAINING

Ready-Set-Go Children's Center's diaper changes are scheduled for every 1 ½ to 2 hours (more frequently when needed) with the exception of naptime. Each child will be changed as soon as he/she waked from nap. We use disposable diapers only, provided by the parent, and diaper-changing procedures will be followed closely.

We will work with parents to initiate potty training when the individual child shows interest. All children who are potty training will need to have a minimum of two (2) complete changes of clothes in their backpack. Parents must take soiled clothing home each day. In order to be successful in training, it is important that both the parent and staff are consistent in their techniques. Cleanliness and hand washing must be emphasized in the training process. Parents must work with their child at home to help their child be successful at potty training. A parent must provide pull-up diapers for their child once potty training has been started.

SCHOOL AGE PROGRAM

HOMework

Homework time is generally one hour daily. Students should use this time to quietly work on homework or other school work/projects that are due soon. Please discuss the importance of using homework time appropriately with your student. If your student does not have homework, they may choose to read, or bring a workbook from home. Just as your student appreciates not being disturbed, so do other students around them who are trying to concentrate on their assignments. Our goal is for the students to learn problem-solving techniques and be able to work independently as the school year progresses. Staff will not sit independently with one student in a one-on-one learning session. It is our job to supervise and assist all the children in our care. Please review the Homework Agreement included in your enrollment documents with your student before the school year begins. It is important for them to understand the importance of respecting others during homework time.

BENEFITS

Ready-Set-Go Jr. Club House BENEFITS - What makes our program special!

- HOMEWORK ASSISTANCE
- STRONG REPUTATION FOR PROVIDING QUALITY AFTER SCHOOL CARE
- COMMUNITY SERVICE OPPORTUNITIES
- PRIVATELY OWNED AND OPERATED
- TEAM BUILDING SKILLS
- PROBLEM SOLVING SKILLS

BEHAVIOR MANAGEMENT & DISCIPLINE POLICY



When a child is having a difficult time following directions or treating others or equipment with respect, developmentally appropriate guidance techniques are used. Acceptable techniques are as follows:

- **Positive Reinforcement:** The child will be encouraged when he/she is demonstrating acceptable behavior.
- **Redirection:** The child is redirected to another activity and given an opportunity to try again at another time.
- **When... Then...Statements:** The child is encouraged to accomplish something before going on to something else. "When you finish picking up the blocks, then you can go outside."
- **If...Then...Statements:** The child is encouraged to make a positive choice. "If you pick up the blocks, then you can go to the play area."
- **Take a Break (time-out):** The child is separated from the group for a child-regulated period of time. This technique is used when a child needs time to refocus or he/she is exhibiting temper tantrum types of behavior or hurting self, others, toys, or equipment. Usually "on a break" for one (1) minute per each year of age, the child is encouraged to join the rest of the group and try again.



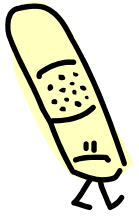
MEALS & SNACK

Food and nutrition are important components of a child's development. Following the Federal Food Program Rules & Guidelines, we serve nutritious snacks in proper portions.

Breakfast is served until 8:30 AM each day. Children will also be served a morning snack, lunch, afternoon snack and evening snack. Parents must feed their children a nutritious breakfast if they are arriving after 8:30 AM. We offer a four-week rotational menu. This gives the children an opportunity to try out new food they might have previously ignored or chosen not to eat. Cupcakes may be brought in by the parent to celebrate your child's birthday with advance approval from the Center Director. Please see the Center Director to arrange your child's birthday celebration.

IMPORTANT!! You must follow your child's classroom schedule for meals and snacks. If your child will be arriving late, you must notify the Center Director for a meal to be prepared for your child. If you do not notify us in the morning, your child will not be included in the lunch count and the Center Director may not allow your child to remain for care. Do not bring your

child during the middle of a meal or snack. We cannot guarantee that an appropriately portioned meal or snack will be prepared without proper notice to the Center Director. We do not want to have a child go without snack or lunch due to no notice given by the parent.



HEALTH CARE, ACCIDENTS & INJURY PLAN

The Center Director will determine if a child is too sick to remain in our care.

Only children with current immunizations will be enrolled and all immunizations must be kept up to date. A parent must regularly bring a copy of all new immunizations to be recorded in the child's file. A physician's letter of exemption will be accepted for a child who is not receiving immunizations.

First Aid will be administered to a child needing care. Each accident will be recorded on a report. Parents/Guardians will be given a copy of this report and the Club will maintain a copy. Ready-Set-Go Children's Center will report serious accidents to the CA Department of Social Services & Licensing.

Our staff is CPR & First Aid Certified and is available during business hours should an emergency occur. In case of an emergency, we will first call 911 for assistance and then immediately contact the parent/guardian.

ILLNESS SCREENING

Children will be screened as they arrive at our Center each day. If a child exhibits signs of illness (e.g. lethargic, pink eye, head lice, running a fever, severe runny nose, severe coughing, undetermined rash, etc...) a decision will be made to exclude your child from care. In the event a child becomes ill and needs to be picked up, the child may be separated from the rest of the children until a parent arrives. Do not leave your child if you have any indication they may be ill. A child must be picked up within one (1) hour of notification of illness to the parent.

The Center Director determines if a child will be excluded from care. Do not attempt to leave your child after an illness until your child has been cleared by the Center Director.

Head lice are not a common occurrence in our Center, however, if it is determined that your child has head lice immediate treatment is necessary. Your child will be excluded from care until all evidence of lice is removed. Your child must have a "head check" by the Center Director and be cleared for return to class prior to signing your child in for the day. If you have questions regarding Head Lice, see the Center Director.



NON-ADMITTANCE

Your child will not be allowed to return for care if he/she exhibits symptoms for exclusion with a 24-hour period prior to the child's return. The Center Director will provide a list of exclusions upon request.

If your child is unable to participate in the normal activities of a daily schedule, you must keep your child at home. All children are required to play outside each day (weather permitting). If you do not wish your child to be outside, please make other arrangements for care until your child is able to go outside for playtime.

If you do not provide proper clothing for your child to play outside in cold weather, you will be called to pick up your child from care. All children must have a coat or jacket everyday for cold weather play.

MEDICATION



Medication may be given under the following conditions:

- A written parent and physician's consent is required to administer ANY prescription medication. All prescription medication must be in its original container and properly labeled with the child's full name, the date the prescription was filled, legible instructions for administration and the medication's expiration date.
- A child with a medical condition may be excluded from care even after the parent supplies a Dr.'s note stating the child may return to care. (An example might be a child requiring breathing treatments). Please see the Center Director for more information.
- Non-prescription medication cannot be administered. If your child requires medication that is not prescribed by a Dr., your child must be excluded from care. Regularly used non-prescription medication can be approved and labeled by a pharmacy with a Dr.'s authorization. Please see the Center Director for more information.
- We will not administer any cough or cold medications unless they have been labeled with a current prescription label with the age appropriate instructions and your child's name. Do not bring medication into the Center if it is not properly labeled. We will call you to pick up your child and the medication.

- Sunscreen, anti-itch ointments or lotions, diaper ointments and powders are acceptable for use on your child. All items must be in the original container clearly labeled and dated with your child's first and last name.
- Any disputes regarding medication will be handled by the Center Director. The Center Director will make the final decision regarding medication for all children in our care.
- All medication is to be taken home by the parent or it will be properly disposed of by the Center Staff.

IF YOU HAVE ANY QUESTIONS REGARDING THE MEDICATION POLICY
PLEASE SEE THE CENTER DIRECTOR



RELEASE OF CHILDREN

A child will only be released from Ready-Set-Go Children's Center to an authorized individual. All authorized persons must be listed in the child's folder. We will not accept authorization via telephone. The only acceptable authorization (in an emergency situation only) is by written fax and must include a copy of the parent's driver's license along with a phone number to call and verify for parent approval. Your child will not be released to anyone we do not recognize as an authorized adult. Any person picking up your child must have proper identification or we will not release your child. You must have written permission on file to allow someone else to pickup your child. **NO EXCEPTIONS!** We take the safety of your child very seriously.

A copy of court documents may be confidentially placed in you child's file when parents are in a custody dispute or a parent is not allowed access to a child.

PLEASE NOTE: For your child's safety, if there is a concern or problem regarding the pick up or release of your child, we will immediately contact the Sacramento County Sheriff's Department to assist us in resolving the problem.

REPORTING CHILD ABUSE

California State Law and Licensing require that childcare facilities immediately report to the Sacramento County Sheriff or Child Protective Services any suspected child abuse, neglect, or exploitation. The Ready-Set-Go Children's Center Staff is not obligated to inform the parents or guardian of this report.

AUTO SAFETY



The safety of each child is important to the employees of Ready-Set-Go Children's Center. Parents are required to provide car seats for their children according to the CA State Law. Parents are to provide close supervision of their children when entering and exiting Ready-Set-Go Children's Center. Parents must hold their child's hand and closely supervise their child when leaving the building. Do not allow your child to run ahead of you to the car. It is illegal to leave a child unattended in a vehicle and it is not permitted at any time.



CELL PHONE POLICY

Parents are not allowed to use a cell phone inside the Ready-Set-Go Children's Center building. It is disruptive to the children and our teachers and we want your child to know he/she is special to you. Your child is excited to see you and would like to have your undivided attention when you bring him/her for care or you arrive to pick him/her up at the end of the day. Remember to keep cell phones turned off while picking up and dropping off your child. Using a cell phone inside the building will result in termination of your child's care.

NO SMOKING POLICY



We strictly enforce a no-smoking policy. Absolutely no smoking is allowed on the premises of Ready-Set-Go Children's Center at any time. Do not dispose of cigarette butts in the parking lot or grass area surrounding the Center. There is absolutely no smoking around any child. All staff members of our center are committed to a non-smoking environment for your child. We encourage all parents to refrain from smoking around your child or other children.



QUESTIONS OR CONCERNS

All questions or concerns should be brought to the attention of the Center Director. We ask that you not discuss questions or concerns with any other staff member so that you receive the most current information and answers regarding the care of your child.

If you have questions or concerns after speaking to the Center Director, you may contact Program Administrator Penny Moreno at (916) 967-0100.