



## **Belvedere Tiburon Child Care Center**

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Bel Aire Site: (415) 381-2243

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# **THE BELVEDERE TIBURON CHILD CARE CENTER PARENT HANDBOOK 2017-2018**

## **History**

The Belvedere Tiburon Child Care Center was founded in 1974 to provide high-quality child care to preschool and school age children on a drop in basis. Today, the center primarily serves children who attend on a regular basis and continues to provide morning preschool, before and after school programs, and drop in care for children aged two through twelve years old. The center is an independent, non-profit organization managed by a volunteer Board of Directors consisting of parents and interested members of the community.

The center does not discriminate on the basis of race, color, religion, sex or age. This policy applies to all aspects of child care and employment practices.

## **Mission Statement**

At the Belvedere Tiburon Childcare Center, our mission is to provide a supportive, inspiring environment where children can be themselves, have fun, and embrace the joys of learning. Our goal is to offer an interactive, developmentally appropriate program that enhances children's natural curiosity about the world around them, and nurtures the important cognitive and social-emotional development that will benefit them throughout their lives. We value diversity, community and accountability. We will always strive to maintain an inclusive, accessible, quality childcare program that accommodates the needs of our families in an ever-changing world.

## **PARENT'S RESPONSIBILITY**

The BTCCC considers it to be the responsibility of parents/guardians to read all emails, newsletters, signs, handbooks and other forms of communication from the BTCCC and its staff members. The BTCCC tries its best to not send a deluge of emails for parents to read. We provide service to about 200 families (that makes about 400 parents) and email is the most efficient way for us to communicate with everyone. It is beyond our capability to make sure that each parent reads, understands and remembers information that is distributed. **BTCCC EMAILS ALWAYS CONTAIN DEADLINE REMINDERS AND PERTINENT INFORMATION SO PLEASE READ EMAILS AND NEWSLETTERS CAREFULLY AND ALL THE WAY THROUGH.** The BTCCC office staff is always happy to answer and questions or clarification needed. Just send an email or call the BTCCC office at (415)435-

4366.

## **BTCCC Programs**

### **THE PRESCHOOL PROGRAM**

The preschool program operates at the Reed Site throughout the school year. Morning preschool and pre-kindergarten programs are held from 8 AM to 12 PM. Afternoon activities are also offered to meet the needs of the children who have extended day schedules. Activities that promote the growth of each child's emotional, social, cognitive, language, fine and gross motor and creative skills are provided each day. The staff strives to enhance each child's self-esteem, creativity and productivity by encouraging them in all their endeavors. The preschool program focuses on building a foundation for later learning during the school years.

### **THE BEFORE SCHOOL PROGRAM**

The BTCCC opens at 7 AM at the Reed Site. Attendance between 7 AM and 8 AM is subject to a morning drop in fee.

Children in Grades K to 2 will be signed out at 8 AM, when there is a Reed School Playground Supervisor present. They will then go to their classroom when the school bell rings.

There is no morning care available at the Bel Aire Site.

### **AFTER SCHOOL PROGRAMS AT REED AND BEL AIRE**

Children from Grades K to 2 attend at the Reed Site.

Youth from Grades Three to Five attend at the Bel Aire Site.

Youth from Del Mar School may also attend at the Bel Aire Site. Del Mar students take the bus from Del Mar School and get off at the bottom of the Bel Aire School driveway and walk to the BTCCC Room. It is the responsibility of parents to procure school bus passes from the Reed Union School District Office. The passes sell out quickly so be sure to purchase them early.

The center provides a daily program which includes activities such as art, cooking, science, sports and indoor/outdoor games. Participation, positive attitude and self-expression are encouraged.

The center gives enrollment priority to children who attend Reed School, Bel Aire School and Del Mar Schools.

## **Homework Policy**

The center provides a quiet space, assistance and time for the children from Grades 1 to 8 to do

their homework.. Children are encouraged to do their homework and do quiet reading independently. The center will provide the optimum environment and opportunity for the children to accomplish their homework assignments. Homework time will be provided Monday, Tuesday, Wednesday and Thursday. The BTCCC provides supervision (not individual tutoring) during homework time.

## **Drop-In Care**

Drop in care is offered on a space available basis and charged for the full hour. Please call the center ahead of time to reserve space. Space reserved must be cancelled 24 hours before if your needs change. Otherwise, a \$10 non-cancellation fee will be charged.

All children must be pre-registered prior to dropping in. Licensing forms must be filled out and submitted. A non-refundable enrollment fee and registration fee are required to set up a drop in account. All tuition for drop in care is payable by credit card only.

## **Classes by The Ranch at Reed**

Some BTCCC children attend K Club and Academy classes which are offered by the Ranch. If your child is signed up for a class, you must fill out a RANCH RELEASE FORM that informs the BTCCC of your child's class and whereabouts – before the start of each session. The \$10 non-cancellation fee will apply if BTCCC staff end up having to look for your child.

Children will go directly to the Ranch class that they are signed up for at dismissal time. **THE RANCH PROVIDES A COORDINATOR TO WALK CHILDREN BACK TO THE BTCCC FOR MANY CLASSES BUT NOT FOR ALL CLASSES.** Parents must contact the Ranch to confirm which classes a coordinator will be provided to walk the kids to the BTCCC. If the recreation department staff cannot walk your child back to BTCCC, you must pick up your child from the class that he/she is attending. BTCCC children are not allowed to walk back to the BTCCC on their own.

**IT IS THE RESPONSIBILITY OF THE RECREATION DEPARTMENT TO WALK THE CHILDREN BACK TO THE BTCCC AFTER CLASS.**

## **Academy Classes at Bel Aire**

Children walk to and from academy classes on their own. Parents must also fill out and sign a RANCH RELEASE FORM before and for each session. Additionally, parents must fill out a release form for any on-campus after school activities, such as: sports practices, school play practices, or tutoring. The BTCCC does not sign children out to go to off campus after school activities.

## **Summer Camp Program**

Summer camp is offered in weekly sessions. The children attend from Monday to Friday. Brochures describing the summer program in more detail is available on the website of Tiburon

Adventure Camp, [www.tiburonadventurecamp.org](http://www.tiburonadventurecamp.org).

## **Tuition Policy**

### ENROLLMENT FEE

A non-refundable enrollment fee is required to enroll in the BTCCC with a regular schedule or to attend on a drop in basis. A child that leaves the BTCCC without giving a 30 day written notice will have to pay a new enrollment fee if they want to re-enroll at the BTCCC.

### REGISTRATION

The annual non-refundable registration fee is charged at the beginning of each school year.

### REQUIRED FORMS

The following forms need to be filled out and submitted to register a child in a program.

1. Enrollment Agreement
2. Child Abuse Form
3. Parent's Rights
4. Personal Rights
5. Identification and Emergency Information
6. Health History of Child (filled out by parents)
7. Physician's Report of Child's Health
8. Emergency Card
9. Parent Contract/Acknowledgement of Receipt of Parent Handbook
10. BTCCC Policy Agreement

All forms must be submitted to the BTCCC before the first day of attendance. All children must be immunized in order to attend the BTCCC. Waivers and personal exemptions are not accepted in compliance with state law.

## **Monthly Tuition and Other Fees**

- a. Invoices are generally sent by email on the first business day of the month. The full amount of the tuition is due and payable by the deadline indicated on the invoice whether or not a bill has been received. Parents must call the BTCCC if they do not receive the invoice on the first business day of the month. The person whose signature appears on the enrollment agreement will be held responsible for full payment of the tuition.

Due dates for each month are as follows:

September to May – 10<sup>th</sup> of the month

June and July – 5<sup>th</sup> of the month

August – 20<sup>th</sup> of the month/after summer billing

Please review your invoice upon receipt. Parents have 90 days to dispute any charges.

All charges are deemed valid after 90 days.

b. Tuition Fees

A monthly tuition is charged from September to May regardless of holidays, vacation days, sick days and other absences. Half of the monthly tuition is charged for June. Summer camp is charged weekly from mid-June to mid-August. Tuition is charged by the hour from the end of summer camp to August 31.

- c. There is a \$25 charge for payment received after the due date. Failure to pay by the 15th will result in dismissal from the program. Three (3) late payments in one school year (July 1 to June 30) will result in the termination of child care services for the child/family. Child care will not be reinstated if terminated.

The above late charge and late payment policy also applies to invalid credit cards. You will be contacted by email if your credit card on file does not work. It will be your responsibility to provide a working credit card by the 10th to avoid the \$25 fee.

Please contact the bookkeeper to discuss any personal circumstances related to the timely payment of your invoice. Every effort will be made to accommodate emergency financial situations.

- d. No refunds, credits or substitutions of days/hours will be given for early pick ups, illness, vacation days, stay days or academy classes.

- e. Returned checks are subject to a \$15 service fee. In addition, a \$25 late payment fee will be charged if the account is not paid in full by the 10th of the month. After 2 returned checks per account per school year, the payer will be required to pay by credit card, cash or money order for the rest of the school year. Failure to do so and continuing problems with tuition payment will result in dismissal from the program.

- f. Tuition can be paid with a credit card. The BTCCC accepts Visa or Mastercard credit/debit cards. Credit card payments are meant to be used for monthly payments. It is not meant for one time use or to beat the tuition deadline. Credit card payments that do not go through are subject to the same deadline and penalties as check or cash payment. Please refer to section b and d of this chapter.

For your own security, please do not send credit card information to the BTCCC via email. You may fax the completed credit card form to (415)435-0943 or submit it in person.

Parents must inform the BTCCC in writing at least 30 days before the next billing day if they wish to discontinue credit card payment.

- g. The BTCCC discourages cash payments. If payment has to be made in cash please make sure to get a receipt. Please do not put any payments in the BTCCC mailbox hanging on the fence. That is for the use of the US Postal Service. The BTCCC is not responsible

for any payments placed in the outdoor mailbox.

- h. Any outstanding charges are payable upon withdrawal from the program. Families will not be readmitted to the program if any fees are left unpaid for 90 days after withdrawal from the program.
- i. Access to financial information regarding a child's account will be limited to the person responsible for tuition payments and other individuals that they authorize to receive that information.
- j. The BTCCC accommodates families with parents who share tuition payment for their child/children under the following conditions:
  - Only one invoice is issued for each family.
  - The BTCCC will split payments 50-50. Any other division of payment must be arranged between parents.
  - Parents paying 50-50 portions must pay by credit card. Credit cards that do not go through, unless due to fraud, will be subject to the late payment policy as stated in section b of this chapter.
  - The BTCCC will not itemize charges according to which parent will pay for individual charges. Parents must work this out between themselves.
  - If one parent does not pay for their half, the parent who signed the enrollment form will be held responsible for the full tuition. An account is considered delinquent if not paid in full by the 10th of the month.

## **Sibling Discount**

If a child has siblings concurrently enrolled in the center, a 20% discount is given to the child with the lower tuition. Sibling discounts apply only to regular monthly tuition fees. All drop in and additional fees are not subject to the discount.

## **Schedule Changes**

Any changes to a child's schedule must be made at least 30 days before the first of the month. All changes must be submitted in writing. Schedule changes take effect at the beginning of the month. Only two schedule changes per year are allowed. Schedule changes will be accommodated on a space-available basis.

## **Withdrawal from the Program**

A **written** notice must be submitted to the center 30 days prior to the child's last day of attendance. Failure to give a 30 day written notice will mean having to pay another enrollment fee if you want to re-enroll your child or their sibling in the future.

## **Alternative Payment Programs**

The BTCCC accepts families whose tuition is paid for by agencies such as the Marin Child Care Council or CalWorks. It is the parent's/guardian's responsibility to make sure that all paperwork is filled out properly and submitted in a timely manner so that payment will be received by the center in a timely manner. The sign in/out sheet and any other forms required by the agency must be filled out and submitted to the BTCCC office by the last business day of each month. The BTCCC will terminate services for families who do not follow BTCCC policies/procedures and do not submit paperwork by the last business day of the month. Parents/Guardians will be responsible for any fees not paid by the agency regardless of reason.

## **Hours of Operation**

The Preschool Program operates Monday to Friday from 7 AM to 6 PM at the Reed Site.

The After School Program at the Reed Site operates Monday, Tuesday, Thursday, Friday from 2:30 PM to 6:00 PM and 1:30 PM to 6 PM on Wednesdays.

The Bel Aire Site is open 2:30 PM to 6:00 PM every Monday, Tuesday, Thursday and Friday and from 1:30 PM to 6:00 PM on Wednesdays.

## **Regular Schedule**

Preschool Program. The preschool program offers 2 day (T,Th), 3 day (M,W,F) and 5 day schedules. The program is in session from 8 AM-12 NN with extended day care available until 2:30 PM (M,T,Th,F), 1:30 PM (Wednesdays\*) or 6:00 PM (M-F).

Reed and Bel Aire Afterschool Programs. These programs offer any 2, 3, 4 or 5 day schedule from dismissal time until 6:00 PM.

\*Every Wednesday, children in the Reed Union School District are released one hour earlier. The center's pick-up times (including the preschool program) and the start of after school programs are affected by this early release day.

## Holidays

The center is closed on the following :

- Labor Day
- Thanksgiving (2 days)
- Christmas Eve
- Christmas Day
- Days between Christmas and New Year
- New Year
- Martin Luther King, Jr. Day
- President's Day
- Memorial Day
- Independence Day

The center is also closed for staff development and program planning for one week at the end of summer the week before school starts.

## Sign Up Days & Weeks

On the days and weeks that Reed and Bel Aire Schools are closed for staff development, parts of winter, mid-winter and spring breaks, the center will be open for child care. Please refer to the BTCCC calendar given out at the beginning of the school year for specific dates.

On sign up days and weeks, child care for all school age children will be available at the Reed Site. The Bel Aire Site will be closed. Children must bring their own lunch on sign up days.

During sign up days and weeks, the BTCCC will provide child care for both preschool and school age children. In order for the BTCCC to staff properly on these days, ALL CHILDREN, PRESCHOOL AND SCHOOL AGE MUST SIGN UP IN ADVANCE TO ATTEND. Space is limited and available on a first-come, first-served basis. Space could fill up before the deadline. The children with full time and regular schedules will have priority. Drop In will be accommodated on a space available basis.

## How to Sign Up

The BTCCC will send a link to parents via email. To sign up, please click on the link and give responses and follow directions as they are given. There is a separate link for preschool and school age children. The BTCCC sends out at least 2 emails and reminders about this. It is the parent's responsibility to respond to the emails.

**Preschool Program** Preschool children must keep their regular schedule for the sign up days and weeks. Days and hours may not be traded. Attendance during contracted hours on these days is included in the monthly tuition. Children may not attend if they are not signed up



in advance.

Children with an 8-12 schedule do not have priority to attend on sign up days/weeks. Parents must make alternative child care arrangements for these times if needed. Tuition is not prorated for single sign up days. Tuition is prorated for Winter Break, Mid-Winter Break and Spring Break if there is no space for your child. Tuition is not prorated if parents are offered a spot for sign up weeks, and they choose not to use the space.

**Grades K to 6.** For sign up days, a child's contracted hours may be used any time during the day. During the winter, mid-winter, and spring breaks, a child's total contracted hours per week may be combined and used for the week excluding holidays. Any hours used over the contracted hours are subject to an additional charge. No credit is given for unused hours.

If plans change and your child will not be attending the sign up days and weeks, please notify the center by the deadline given on the sign up form. Failure to give proper notice will result in a \$10.00 non-cancellation fee.

### **Early Dismissal Days**

The Reed Union School District has some early dismissal days and weeks during the school year. These are the days/weeks that the children are dismissed at 12 noon or 1:30 pm. These usually happen during the first and last day of school and parent teacher conference weeks. The holiday camp hourly rate is charged for the extra hour/s that child care is provided.

## **Arrival and Departure Procedure**

All parents must accompany their child into the center and sign them in. Children coming from Reed and Bel Aire Schools after dismissal will be signed in by BTCCC staff.

All children must be signed out by parents/guardians during pick up time. Signing in/out is a licensing requirement.

Parents must write the time legibly and accurately. BTCCC staff members will correct inaccurate entries. All sign in and out times are based on the atomic clock on the sign in/out table. Parents must use his/her full signature as required by state licensing. FAILURE TO SIGN IN/OUT PROPERLY (for ex., no time indicated, lack of full signature, illegible time, etc) WILL BE CHARGED \$1 PER INCIDENT.

**THE MORNING DROP IN FEE IS CHARGED WHEN A CHILD IS BROUGHT IN AND LEFT AT THE BTCCC BEFORE 8 AM.**

**\*\*The children must be picked up at their scheduled time. Children must be picked up on or before 12:00 PM (M-F) or 2:30 PM (M, T, Th, F) or 1:30 PM (W). All children in extended care must be picked up promptly by 6 PM.**

The fee for all late pick ups is \$1.00 per minute. If a child is picked up late 5 times in a school

year(July 1 to June 30), the BTCCC will terminate services for the family immediately.

\*\*Late pick-ups hinder transition for the children who stay late and can jeopardize the center's state license.

Reed After School Program. Children attending Kindergarten at Reed School are picked up by BTCCC staff at the meeting area designated with the Kindergarten teachers at the beginning of the school-year. As the children become comfortable, the Kinder kids will walk to BTCCC on their own.

First and Second Graders will walk over to the child care center and check in with a BTCCC staff member.

Bel Aire School Program. Bel Aire children walk to the day care room at dismissal time and are signed in by a center staff member.

If someone else other than persons listed on the emergency card will be picking up your child, please send a note, leave a message on the communication sheet or call the center prior to your child's pick up time. The adult picking up your child should be prepared to show identification to one of the staff members.

The children are not allowed to sign themselves in or out. Siblings 14 years or older are allowed to sign younger children in and out.

Please remember that during the sign up days and weeks, the sign in and out procedure for school age children is the parent's responsibility.

## **Absenteeism**

Preschool Program. Please inform the center by 9 AM if your child will be absent for any reason.

Grades K-6. The center must be informed by 12 PM if your child is not attending day care. A \$10.00 non-cancellation fee will be charged for failure to do so. Please make a separate phone call to the BTCCC. The Reed School and Bel Aire School offices do not inform us of absences.

You may cancel via email at [btccc@btccc.org](mailto:btccc@btccc.org) if done at least 24 hours in advance. Same day cancellations must be made by phone. BTCCC Staff do not always have time to check emails for last minute cancellations.

Please inform the center of any changes in your child's schedule including tardiness and doctor's appointments.

## **Dismissal from the Program**

The following guidelines will be applied to dismissals from the program.

### PARENT OR GUARDIAN

The center reserves the right to terminate services for a child/family based upon unacceptable behavior by the child's parent or guardian. Such behavior includes but is not limited to, disrespectful acts, the use of threatening acts or language towards children, staff members, other parents or board members. The BTCCC may also dismiss a child/family from its program if the parents/guardians fail to comply with any of the center's policies and regulations (i.e. late payments, late pick ups, chronic violation of a policy or policies.)

### CHILD

A child may be dismissed from the program when that child has demonstrated a pattern of behavior which indicates that the child is unable to conform to the rules and guidelines of the center. Should the center be unable to fulfill the needs of a particular child, it will request a conference with the parents and try to work out a mutually acceptable solution. The BTCCC reserves the right to dismiss a child and/or terminate enrollment of a child who impairs or threatens the health or safety of himself or other children, or whose behavior causes constant disruption of the school's program. Should enrollment be terminated by the BTCCC, the prorated unused portion of the tuition will be returned. The BTCCC provides supervision to groups of children and is not able to provide one-on-one supervision and behavior guidance for an individual child.

## **Behavior Citation Policy**

The BTCCC uses a behavior citation system for the school age program. This system is based on the behavior citation system used by the Reed Union School District. The BTCCC decided to use this system so that there is consistency and continuity for the children.

Citations are given out for unacceptable behavior, examples of which are indicated on the citation form. There are also several courses of action that may be taken right before or after a citation is given which are also indicated on the form.

The following procedure will be followed in giving out the citations.

1. White/buff-colored citations are given for unacceptable behavior that is not considered a very serious offense.
2. Pink/red citations are given for behavior which is considered more serious and extreme. This will include but will not be limited to behavior that causes physical harm or danger to another individual. Constant disregard for BTCCC rules and policies can also result in a pink citation.
3. Parents will be informed by phone or in person and given a copy of the citation given to their child.

4. Parents are asked to support the BTCCC by discussing the citation with their child and coming up with a plan of action if necessary. The BTCCC staff would like to be part of this process so please let us know what we can do to support your conversation with your child.
5. When a child receives two pink citations, the parents will be asked to come in for a conference with the director as soon as possible. A third offense that merits a pink citation will result in one day suspension effective on the very next day the child is scheduled to come to the child care center. Succeeding offenses will result in further action to be determined on a case by case basis. This further action is not limited to but can include further suspension or dismissal from the program.

## **Emergency Procedure**

Each child's emergency information card must be current. Please advise the BTCCC of any changes in address, phone numbers, place of employment or adults authorized to pick up your child.

In the event of an emergency or natural disaster, such as an earthquake or flooding, the following procedure will be in effect:

1. All children will be kept at the center until they are picked up by the parent or other authorized person. A person authorized by the parent to pick up a child will be requested to present identification before the child is released to him.
2. Should it be necessary to evacuate children from the center, they will be brought to Reed School. In the event that Reed School is determined to be unsuitable as an evacuation center, the alternative evacuation site will be posted at the center. Every effort will be made to contact parents and guardians. The evacuation center for Bel Aire Site is the multi-purpose room/gymnasium at Bel Aire.

If the Reed Union School District declares school closures due to an emergency situation, the BTCCC will be closed as well. If classes are called off in the middle of the day, parents must pick up their school age children from the school. Preschool children must be picked up from the BTCCC as soon as possible. There will be no tuition refund due to emergency closure.

## **Child Care Worker's Responsibility**

The BTCCC staff is obligated by California state licensing requirements to report any suspicion or knowledge of child abuse. The information is reported to Child Protective Services and the Department of Social Services.

## Health Policy

The center does not accept children who are ill. We reserve the right to refuse to admit a child who displays obvious symptoms of illness. Children who become ill or get hurt during the school day will be sent home. The BTCCC will send children home due to, but not limited to the following reasons: diarrhea, vomiting, fever, severe coughing, constant excretion of mucus, overall listlessness/discomfort, and other symptoms. If your child becomes ill during the day, the parent or other party designated as an emergency contact will be called to come and pick up the child immediately. Working parents should arrange for a nearby adult to be available to pick up their ill or injured child if necessary. Please indicate this person on your emergency card. It is very important that we have local people to contact.

Children will be excluded from the program or sent home if illness/symptoms prevent the child from participating comfortably in routine activities and if their illness/symptoms require more care than the child care staff is able to provide without compromising the health and safety of the other children. The BTCCC also reserves the right to exclude children, or send them home, if the child has come to school for 2 consecutive days showing signs of discomfort, listlessness, watery eyes and other similar symptoms. We believe that the child needs time to rest at home and give their body a chance to recover 100% before returning to the program.

A child who is tired or shows signs of illness should be kept at home. Please do not ask the staff to keep your child indoors. A child who is well enough to be at the Center should also be well enough to participate in outdoor activities. If a child contracts a contagious disease such as chicken pox, strep throat, etc., please notify the center as soon as possible calling us at (415) 435-4366 or via email [btccc@btccc.org](mailto:btccc@btccc.org) so that other parents can be notified and precautionary measures can be taken.

Children who have a temperature of 100 degrees or higher have to be fever free for at least 24 hours before they can return to the program. Children with contagious diseases may return to BTCCC after providing a written clearance from their medical provider.

*Head Lice Policy:* Parents must inform the BTCCC office if their child has head lice/nits. The BTCCC conducts regular lice checks. Unlike public school policy, children with lice/nits must be picked up immediately from the center and may not return until they get treatment and all bugs/nits/eggs, even empty ones are removed from the hair. The BTCCC will not accept children back to the program unless they are nit-free and lice free.

## Administration of Medication

Staff members can only administer prescription medication to a child following proper procedure as dictated by Community Care Licensing, a division of the Department of Social Services. The medication must be brought to the center in its original container, which should be labeled with the child's name, name of medication, dosage and expiration date. A medication form must be completed and signed by the parent and given to the Executive/Preschool Director. All medication is kept by the teacher/director in a designated

cabinet or refrigerated as needed. There should be no medication in a child's backpack.

Please read the last section of this handbook for other incidental medical services that may be provided by the BTCCC.

## **Food Service**

Morning and afternoon snack is served to the preschoolers.

Preschoolers with an extended day schedule should bring their own lunch and beverage. Please pack a nutritious lunch. Please pack items that do not need to be refrigerated or heated. Children are allowed to eat their dessert only after the main meal is consumed.

The Reed and Bel Aire Sites serve the children afternoon snack.

During sign up days, children are served morning and afternoon snack. All school age children must bring their own lunches.

## **Food Policy**

The BTCCC strives to provide healthy snacks to all the children. Children will be required to eat their main course (sandwich, pasta, meat, rice, etc.) before they can have their dessert. Please refrain from packing lunch items with high sodium content such as "Lunchables" or high sugar content. BTCCC is not a nut free (unless it becomes necessary) nor a sugar free environment. Please advise the BTCCC if your child has any special dietary needs, including allergies. The BTCCC will do its best to accommodate each child. The BTCCC will display current information about individual children's dietary needs so that all staff members are fully informed. You are welcome to send your child with their own snack if preferred.

## **Grouping and Class Determination**

The BTCCC staff determines and makes all decisions regarding groupings and class assignments during the school year, sign up days and weeks, summer camp, field trips and any other instance that it would be necessary to do so.

## **Field Trips**

Individual classes may take trips several times during the year. The teacher will notify parents/guardians. A permission slip must be completed by a parent/guardian and submitted to the school prior to each trip.

Chaperones **MUST** know that their responsibility is to chaperone students at all times.

Chaperones **SHALL NOT** use cell phones for personal use on field trips, bring siblings or stop to run personal errands or buy/provide treats or food for children or yourself.

Drivers must submit a copy of their valid driver's license and car insurance to the BTCCC prior to the field trip. Driver's must not stop for gasoline during the field trip.

*Please Note: Field trips work best when adults are active participants in the educational experience. Please keep adult socializing to a minimum.*

All these guidelines are for the protection and safety of all the children.

## **Nap Time**

The preschool program has nap/rest time from 12:30 PM to 2 PM. Children do not have to sleep but they must remain quiet on their cots so other children can sleep. If your child has difficulty being quiet at this time, you may switch to an 8-12 schedule.

There is a one-time charge for the use of BTCCC nap bedding. The BTCCC will launder the beddings on site instead of sending them home to be washed.

## **Diaper Changing/Toilet Training**

The BTCCC provides toilet training/diaper changing service to children in the preschool program. Toilet training is a joint effort between the BTCCC staff and the parents. The staff will support and complement the parents' efforts in toilet training. Children must be completely toilet trained before they can be promoted to the Dinosaur Pre-K Class. Monthly toilet training fees apply depending on a child's schedule. **THE BTCCC STAFF MAKES THE DETERMINATION WHEN A CHILD IS TOILET TRAINED.** Even if a child is wearing regular underpants, they are not considered toilet trained if it takes a lot of time and effort to convince them to use the potty, if they have several accidents in a day and have to be changed and if they require one on one help to use the bathroom.

Please send your child diapers/pull ups that have Velcro tabs on both sides. The BTCCC will provide wipes. Teachers will post a note on your child's cubby if your child has a low supply of diapers. Please do not make the teachers have to remind you several times to bring in diapers. Please label diapers that you bring in so teachers can use the right diapers for the right child.

## **Car Line Etiquette & Procedures**

### **CAR LINE ETIQUETTE & PROCEDURES**

Reed School dismissal is at 2:40 PM (1:40 on Wednesdays). Preschool children must be picked up by 2:30 PM. Pick ups after 2:30 PM (1:30 on Wednesday) will be subject to the late pick up fee.

- If we see you in car line before 2:30, we will bring your child to you immediately. We will not wait until 2:30 to do so.

- Please stay on the right lane of Kleinert Way. WE WILL NOT BRING YOUR CHILD TO YOU IF YOU ARE ON THE LEFT LANE FOR THE SAFETY OF YOUR CHILD.
- If there is a line by the time you get to Kleinert Way, line up on the right lane. We will bring your child to you when you get to the BTCCC gate. Do not travel on the left lane and try to merge onto the right. You will be cutting in front of other people who lined up ahead of you.
- You can also call us and we will bring your child to you up to the Police Station.
- Your child's car seat must be on the passenger side.
- Please wave at the BTCCC staff member as you approach the gate. Many cars are of similar maker and color. The tint on the glass sometimes makes it hard for us to see who is coming. If you wave, we know that you are doing a BTCCC pick up.
- PATIENCE IS REQUIRED DURING CAR LINE.
- Please refrain from using your cell phone while in carline. People behind you will expect you to be alert and move as quickly as possible.
- Please inform all people who will be picking up for you about the car line procedure.

## **RESPONSIBILITIES OF DROP OFF/PICK UP PERSONS**

- Car engines must be turned off.
- Sign child/children in or out as applicable.
- Present identification is requested.
- Do not leave siblings in the car during drop off and pick up. It is illegal to leave children six years and under unattended in a vehicle.
- Have the proper car seat/booster for child/children. If not, BTCCC Staff members have the right to not release child.
- Do not pick up children when under the influence of alcohol or a controlled substance. BTCCC Staff have the right to not release child if there is a suspicion that the individual is under the influence.
- Please keep dogs in your car. Do not bring them into the building or tie them to the fence, gate or trees in front of the BTCCC building.

Please inform any person you authorize to drop off/pick up about these procedures.

## **Parent Grievance Policy**

Concerns and grievances can be discussed with the Executive Director or the Program Director. If a complaint is not resolved in a satisfactory manner, parents may write to the president or any



member of the Board of Directors.

## **Annual Parental Contract**

Parents are required to participate in the BTCCC program every year. This parental commitment is an integral element of the services contract required by the center. Parents may choose to meet this obligation from a variety of options:

1. Sign up for 8 hours of work (per child) for the school year.
2. Make a non-refundable cash contribution (\$150 per child)

It is the parents' responsibility to check the "lotsahelpinghands" website (we will send you an email when this website is ready in October) for tasks that are available for completion. Remember that the longer it takes you to sign up for a task, the less choices you will have.

You must submit the parent contract within 10 working days of starting in the program. If the parent contract is not submitted within 10 days, the BTCCC will assume that you are opting to make the cash contribution and will be added to your invoice the following month. All parent contract tasks must be fulfilled by April 15, 2018. If the parent contract is not fulfilled by April 15, the cash contribution will be added to your child's invoice.

## **Open Door Policy**

Parents are welcome to visit the program at any time. Please use your best judgment to determine if your presence is making it more difficult for your child or is disruptive to the program. Please check in at the office before proceeding to the classrooms.

## **Adult Visitors/Volunteer on-Site**

- Please turn off and put away your phones and other electronic devices
- Be flexible – remember you are there to help the teacher
- Remember that it is not your responsibility to discipline students
- Prepare your child that you will be in the classroom
- Refrain from gossip: what happens in the classroom stays in the classroom
- If a visitor's presence/interactions prove to be disruptive to the program and to the children for any reason, the BTCCC reserves the right to ask that person to leave or not allow them to visit the program again.

## **Clothing Policy**

All children should wear play clothes and sturdy shoes suitable for the types of activities in which they will be involved during the day. Children must be dressed properly according to the season. The children have outdoor play as long as the weather permits.

## **Sunscreen Policy**

Parents must apply sunscreen on their child before morning drop off. BTCCC staff will reapply sunscreen in the afternoon with parental permission. Please bring a labeled bottle of non-aerosol spray sunscreen for your child. If your child is extra sensitive to the sun, s/he should wear hat.

## **Toy Policy**

The center has a wide selection of safe, educational toys. In order to prevent loss of or damage to personal property, please do not allow your child to bring toys from home to the center. The BTCCC is not responsible for lost or broken toys that are brought from home.

Children are also not allowed to bring/wear costumes, costume accessories, sunglasses, jewelry (costume or real) and makeup.

## **Lost and Found**

The Lost & Found is located in the front room next to the Sign-In/Out List. Unclaimed articles are donated to charity. Please clearly label lunch boxes, reusable food containers, jackets, sweaters and backpacks with your child's name.

## **Use of BTCCC Facilities**

BTCCC facilities are reserved for the sole use of the BTCCC program. There is no space available for private sessions such as tutoring or speech therapy at the Reed or Bel Aire Sites.

## **Parties**

Typically, there are four classroom parties per year (Halloween, Winter Holidays, Valentine's Day, and Dinosaur Graduation). Parents may be solicited to donate paper goods, food, and other party items. The BTCCC strongly recommends limiting sugary treats.

## **INCIDENTAL MEDICAL SERVICES**

### **ADMINISTRATION OF MEDICATION AND PROVISION OF MEDICAL SERVICES**

The Belvedere Tiburon Child Care Center (BTCCC) is able to administer some medication and provide some incidental medical services provided parents/guardians follow procedures as set forth in this handbook. In doing so, please remember that parents/guardians must comply with all requirements and procedures set forth by the BTCCC and Community Care Licensing. Procedures/requirements and compliance are not limited to those listed in this handbook. All cost and materials/equipment required for the administration of medication and provision of medical services will be the responsibility of the parents and guardians. BTCCC staff members are trained early childhood educators and have no/or are required to have medical training.

### **GENERAL REQUIREMENTS TO BE SUBMITTED BY PARENTS/GUARDIAN BEFORE INCIDENTAL MEDICAL SERVICES CAN BE PROVIDED**

- Parents must provide the center with a copy of written medical orders prescribed by the child's physician. It should include:
  - a description of the medical serviced needed, including the identification of any equipment and supplies needed
  - a statement by the child's licensed physician that the medical orders can be safely performed by a layperson
  - a description from the child's licensed physician of the training required of the facility staff to carry out the physician's medical orders for the child and whether the training can only be provided by a medical profession.
  - if the medical orders include the administration of medication by a designated lay person, the physician's orders shall include the name of the medication, the proper dosage, the method of administration, the time schedules by which the medication is to be administered, a description of potential side effects and the expected protocol which may include how long the child may need to be under direct observation following the administration of medication, whether the child should rest and when the child may return to normal activities
- Parents must submit a separate written consent for the administration of any specific medication or incidental medical service.
- Parents must provide the facility with all the medication, equipment and supplies to carry out the medical orders of the child's physician.
- Parents must provide the proper training or the proper medical professional who will provide the training for medical services.
- Parents must coordinate and cooperate with facility to set training times and dates that will not interfere with the other functions of the child care center.
- Parents must replenish any medication, supplies and equipment promptly when needed.

#### SPECIFIC PROCEDURES:

##### A. ADMINISTRATION OF MEDICATION

- Parents must inform the Director/Teacher of the need to administer medication to their child.
- The medication to be administered must be in the original container labeled with the child's full name. Container must show expiration date of medication.
- Parent/guardians must also fill out and submit an Authorization To Administer Medication Form (please see attachment).
- Medication must be handed by the parent to a BTCCC director/teacher. **DO NOT SEND MEDICATIONS WITH YOUR CHILD.** Medication will be stored at the BTCCC office or in the refrigerator if required.
- If medication is soon to expire, the parent is responsible to provide the BTCCC with a fresh supply.
- BTCCC staff members will administer medication only on dates as provided on the form filled out by the parents.

- The BTCCC staff member who administers medication will write the date and time and their signature when they administer the medication. Parents can check on the administration of medication by looking at the form filled out by facility staff in the designated area.
- The authorization form is kept with the medication. When the medication is no longer required, the medication is returned to the parent and the form is placed in the child's file.

#### B. ALLERGY/FOOD INTOLERANCE

- Parents must inform the BTCCC if their child has any food or environmental allergies. The BTCCC will put together an allergy list to be posted in the office, kitchen and classrooms so staff members can refer to the list when preparing or serving snack.
- Depending on the level and severity of allergies/reactions, it may become necessary for the parents to provide their child with their own snack/lunch.

#### C. ANAPHYLACTIC ALLERGIES REQUIRING EPI-PEN

- Parents must submit an Authorization to Administer Medication Form for the Epi-pen. The Epi-pen must be labeled with a child's name and expiration date.
- Parents must provide the BTCCC with written instructions from the child's physician regarding the use of the epi-pen.
- Parents must provide training to the BTCCC staff members for the use of epi-pens.
- Parents must provide an Epi-pen that can be kept at the BTCCC at all times.
- Epi-pens will be stored in the BTCCC office at all times.
- Epi-pens will be brought on field trips in a backpack to be carried by the teacher in charge of that child for use in case of emergency.
- In the event that there is a need for the epi-pen to be used, BTCCC staff will call 911, call the child's parent/s and file an Unusual Incident Report with Community Care Licensing.

#### D. ASTHMA

- For children with asthma, parents must submit an Authorization to Administer Medication Form for the use of an inhaler.
- The inhaler must be labeled with the child's name and expiration date of the medication.
- Parents must provide the BTCCC staff with training on the proper use of the inhaler.
- Parents must provide the BTCCC with an inhaler that can be kept at the BTCCC at all times.
- Inhalers will be kept at the BTCCC office at all times. Inhalers will be brought on field trips in a backpack to be carried by the teacher in charge of that child for use in case of emergency.
- If the administration of the inhaler does not have the desired effect, BTCCC staff will call the parents to inform them.

#### E. DIABETES

- Parents must inform the BTCCC Director if their child has a diabetic condition.

- Parents must fill out an Authorization to Administer Medication for the Glucose Testing, Glucose Tablets, Glucagon.
- Parents must meet with Director and BTCCC Staff to share information regarding their child's condition. Parents must also provide the medical professional who will provide the necessary training for BTCCC staff members.
- The BTCCC will have as 3 or 4 staff members trained to help with the needs of the diabetic child to ensure that there is always a staff member on site to help with the needs of the diabetic child. If there is ever a time that none of the trained staff members are at the BTCCC site, parents must keep their child home.
- Parents/Guardians must submit the following documents:
  - Written Permission from the parents allowing BTCCC staff to do glucose testing and administer the insulin pump.
  - Diabetes Management Plan
  - Glucagon authorization.
  - Written instructions from
  - Current contact information list for parents/guardians/doctors
- Recordkeeping: All daily blood-glucose testing results and use of the insulin pump will be recorded on the Diabetes Management Chart.
- Parents will supply their child's snack/lunch with accompanying carb counts. BTCCC staff are not trained to do carb counts.
- Parent or guardian must accompany child on all field trips.
- BTCCC staff are not medically trained and so will not administer insulin by injection.
- Parents must make themselves available at all times for phone calls in case facility staff have any questions.
- In case of emergency, the BTCCC staff will call 911 and the parent as soon as possible. The BTCCC will file an unusual incident report with Community Care Licensing.

#### F. ANTI-SEIZURE MEDICATION

- For children with asthma, parents must submit an Authorization to Administer Medication Form.
- The medication must be labeled with the child's name and expiration date of the medication.
- Parents must provide the BTCCC staff with training on the proper use of the anti-seizure medication
- Parents must provide the BTCCC with medication that can be kept at the BTCCC at all times.
- Medication will be brought on field trips in a backpack to be carried by the teacher in charge of that child for use in case of emergency.
- If the administration of the anti-seizure medication does not have the desired effect, BTCCC staff will call 911 and the parents to inform them.



**Belvedere Tiburon Child Care Center**

1185 Tiburon Blvd., Tiburon, CA 94920  
Office/Reed Site: (415) 435-4366  
Bel Aire Site: (415) 381-2243  
Email: btccc@btccc.org  
Website:www.btccc.org

**PARENT HANDBOOK & PARENT CONTRACT ACKNOWLEDGEMENT**

Child’s Full Name \_\_\_\_\_

**Parental Contract 2017-18**

- 1. Sign up for 8 hours of work for the school year per child

Special Skills \_\_\_\_\_

- 2. Cash Contribution of \$150 per child

I acknowledge that:

This contract must be submitted 10 days after receipt of the handbook. A \$150 cash contribution per child will automatically be charged on you next monthly bill if this contract is not returned by the due date listed above or if volunteer hours are not fulfilled by April 15, 2018.

I have received and read a copy of the BTCCC Parent Handbook including its amendments. I agree to comply accordingly. I understand that the policies and procedures are subject to change.

I am clear about school policies and procedures, have discussed these procedures with other adults responsible for my child and I agree to follow the policies outlined in the BTCCC Parent Handbook.

Parent’s Name \_\_\_\_\_ Date \_\_\_\_\_

*By signing here, you are consenting to the use of your electronic signature in lieu of an original signature on paper.*

*Please fill out all required information, then sign and date (electronic signature or typing full name is fine) in the proper spaces. This file is an editable pdf file. Save it to your computer and then you can send it back to us as an attachment. We will print the form for you.*