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**Introduction**

## Why a Licensed Childcare Center?

Unlike home childcare facilities and City managed facilities a licensed childcare center is required by the State of California to abide by very strict criteria, including:

* Being available for unannounced inspections at any time and generally once a year.
* Maintaining a teacher-to-child ratio of 1-to-12 for the preschoolers and 1-to-4 for the infants/toddlers.
* Ensuring that every staff member on premises is fingerprinted and cleared from any serious crimes (particularly violent or child-related crimes).
* Ensuring that every staff member is CPR certified and tuberculosis free.
* Adhering to state requirements that specify classroom and playground layouts and diapering procedures; injury and illness protocol; and many other specific day-to-day activities.

## Our Philosophy at Pacific Oaks Preschool

At Pacific Oaks Preschool we recognize that play is the work of children and they learn best through hands-on experience. Our curriculum is child-centered and play-based. Children at our center learn to think, reason, question and experiment as they participate in hands on activities with a variety of open-ended materials. We do not use a formal, structured academic approach to learning. Instead, we provide an environment where children are free to experiment, try new things, make mistakes, investigate and learn self-discipline.

# LOCATION AND HOURS OF OPERATION

**Location**

Rocklin; 4500 Pacific St. Rocklin, Ca 95677

Phone: 916 630-1688

## Days and Hours

We are open Year-round except for certain holidays.

 Our hours are:

* Half Day hours: 8:30 am – 11:30am Monday - Friday
* Summer hours: 9:00 – 12:00 Tuesday, Wednesday, Thursday

Classes

* 2-year-old class – Tuesday - Thursday (8:30 – 11:30)
* 3 year old classes – Monday - Friday (8:30am – 11:30am)
* Pre-K class – Monday - Friday (8:30am – 11:30am)

##

## On Which Holidays Does The School Close?

Pacific Oaks Preschool is open year-round, but will be closed for the observation of the holidays listed below. Additionally, the school may close several hours early on the afternoon prior to a holiday or event. Any closures not specified in this parent handbook (i.e. early holiday closures or floating teacher workdays) will be communicated to parents in writing at least one week in advance. Please make alternative arrangements for your child on those days.

* Memorial Day
* Independence Day
* Veterans day
* Labor Day
* Thanksgiving week
* Martin Luther King Day

The week between Christmas Day, New Years Day and the week of spring break. If Christmas/New Years falls mid-week, Pacific Oaks Preschool may remain closed for several additional days in order to maintain a full week’s closure at the facility.

**NOTE: Tuition is due August - May, INCLUDING holidays**

# TUITION, FEES & ENROLLMENT PROCEDURES

##  Enrolling Your Child

* Complete an enrollment packet
* Up-to-date immunization records
* Tuition/Registration fees

## Registration Fee

A one-time non-refundable registration fee of $75.00 is requested up-front when enrolling your child. This fee ensures that a spot will be held for your child at the school.

##

## Tuition

Tuition must always be paid in advance. Tuition can be paid monthly or in Full. Payments can be made with cash or check payable to Pacific Oaks Preschool. Please give payments to the Director or leave them in the tuition mailbox.

* Receipts/Invoices: Please make sure you request a receipt if you pay in cash, since that is your only record of payment made. Pacific Oaks Preschool is happy to provide receipts or invoices upon request.

 Tuition payments are paid on a monthly basis August – May.

##

## Tuition Discounts

POP offers a 10% discount if tuition is paid in full by October 1st.

## Sibling Discounts

POP offers a 10% sibling discount on tuition for the child with the highest tuition rate.

## Tuition Penalties

* **Late tuition:** Monthly tuition is due by the 5th of each month and is considered late if it is submitted after the 6th business day of the new month. Late tuition will incur a $10 late fee.
* **Returned checks:** Checks returned due to insufficient funds, stopped-payment, or any other reason incur a $15 fee and must be repaid to Pacific Oaks Preschool in cash before your child returns to school. After two incidents of returned checks, Pacific Oaks Preschool will require that tuition be paid in cash going forward.

*If tuition remains unpaid after one month, the child will NOT be allowed to attend school unless tuition is fully paid. Parents are urged to speak with Administration if they know that tuition payment will be late. Pacific Oaks Preschool reserves the right to dis-enroll a child for unpaid tuition.*

## Tuition Increases

Rates can change at any time for some of the following reasons:

* In order to accommodate rising costs, salary increases, and facility upgrades.
* If a child dis-enrolls and then returns.
* If a child changes programs or days of attendance (Drops or ads days ex. from two days/week to three days/week).

Parents will be notified in writing 2 months prior to increase.

## Refund Policy

Pacific Oaks Preschool is unable to make-up or substitute days that a child is absent due to holidays, vacations, or illness. We abide by strict Licensing standards when setting teacher-to-child ratios, and therefore cannot swap days throughout the week. There is no refund for days during which your child did not attend.

## Late Pick-up

We urge you to be on time picking up your child at the end of the day. We understand that on rare occasions you may be running late. We charge a fee of $1.00 for every minute that the child remains at school past end of class time.

*Please be advised that Pacific Oaks Preschool retains the right to drop a child off at the local police station if a child has been left at school for an extraordinary length of time and/or there is no indication that the parent/guardian will be picking up the child.*

## Daily Drop-In

The Daily Drop-In option helps accommodate parents who may need an extra day of childcare on a day they normally are not enrolled for. Parents can call in for availability and should pay the Daily Drop-In rate on the same day of the drop-in.

##

## Absences

Any time your child is absent from school for any reason—particularly if it is more than a couple of days—please give us a courtesy call, since teachers are often wait for the children they are expecting before starting their day. No tuition refund can be given for days missed, nor can the days be made up at a later date.

## Holidays

Tuition is due 10 months out of the year, including holidays. If Pacific Oaks Preschool is CLOSED during Christmas Week and Easter week, tuition for that month will remain the same.

## Personal Vacation

There is no credit given for vacation time.

## Adding or reducing days

Children can add or drop days and times based on availability. Pacific Oaks Preschool cannot guarantee that the days/times parents want to add or drop will be available to them.

*Parents may not add & drop days to accommodate vacations or Holidays.*

## Classroom Placement

Children are placed in classes based on the following factors:

* these are:
	+ Age
	+ Room availability
	+ Emotional readiness
* **Pre-Kindergarten Age Cutoff:** Children are admitted into the Pre-Kindergarten class if their Fourth birthday falls on or before the September 2nd State of California public school cutoff date for Kindergarten.

*Pacific Oaks Preschool will provide all pre-K class students with a midyear assessment and Parent conference.*

# Day to Day

## Entrances

There is only one main entrance at Pacific Oaks Preschool. All parents and children must enter through the front building. All exterior gates and doors will be locked during class time.

## Parking Lot

Parents are urged to park in a safe and considerate manner. Please enter and exit parking lot SLOW. Be aware that children may be running around the parking lot and cannot be seen from most cars. Please hold children’s hand when walking in the parking lot.

## Signing In & Out

The sign-in iPad for all classrooms are located on the front office counter. Please keep the following important items in mind:

* Per California Licensing, the person dropping off or picking up the child must be over 18 years of age.
* Per CA Licensing, every person is required by law to sign the child in and out with a full, legible signature. Failure to sign a child-in-or-out can incur Licensing fines that will be passed along to the parents. Please take this very seriously; as technically; we are not responsible for your child if he/she has not been signed into our care!

##

##  Drop Off

When dropping off your child, please walk your child directly to a teacher (make eye contact). Do not ever leave a child unattended. Daily circle time begins begin around 9:15am.

## Separation Anxiety

Some children who are new to Pacific Oaks Preschool may experience have separation anxiety when dropped off. If your child seems upset that you are leaving him/her, we offer the following recommendations which most child-related research has shown to be effective:

1. When you are ready to leave your child, explain to your child that you must leave and let them know that you will be back to pick them up.
2. Be sure that when you say you are leaving, you will actually leave right away; children become even more anxious when their parents are hesitating about leaving.
3. Do not ever sneak out of the classroom.

## Who Can Pick Up My Child From the Center?

Upon registering with Pacific Oaks Preschool you will be required to fill out a Release Form specifying which adults are allowed to pick up your child. If we are not familiar with the adult picking up the child, we will check to make sure they are permitted by the parent/s who enrolled the child in our facility to take the child off our premises. We will require photo identification with a name that matches the parent authorization on the Release Form. Under no circumstances will we release a child to a person that is not on the Release Form, has no proof of identification, or the staff does not feel sufficiently comfortable releasing the child. Additionally, we will NOT accept authorizations over the telephone. Finally, any special custody requests will NOT be honored unless court documentation is provided specifying exactly what the custodial arrangement is.

##

## What should My Child Bring to School?

All clothing should be labeled with the child’s name or initials. Pacific Oaks Preschool is not responsible for any lost or damaged clothing. On a daily basis, every child should bring the following items to school:

* At least one complete change of clothing.
* If child is potty training, several pairs of underwear and a second set of pants/bottoms.
* Diapers & wipes until the child is fully potty-trained.
* A jacket in the winter time; a bathing suit and towel in the summertime.
* A travel cup or bottle of water.

##

## Snacks

* Parents are to provide a snack each day for their child
* Pacific Oaks Preschool provides water
* Snack time is around 10:00pm
* Home snack: We highly encourage parents to pack nutritious snacks for their growing children. Furthermore, we ask that soda, candy, or other sugar-heavy food or drinks are not sent to school. Please avoid peanut butter and other nuts and products containing nuts due to *dangerous* allergies.

## Field trips

Parents must accompany Children attending field trips. We will ask that your child wears a school T-shirt. This shirt helps us identify our children more easily.

## Toys at School

Please help your child refrain from bringing toys to school other then special soothing items. We carefully select the learning equipment we provide and often find that outside toys distract from the goals we have for the children. Also, it is difficult to find lost toys at the end of the day, and no one wants a child to leave feeling sad or frustrated. Pacific Oaks Preschool is not responsible for any items lost or damaged at the school. And of course, don’t forget NO weapons or guns are allowed at school!!!

#

# SCHOOL EVENTS

## How will I Know What Events Are Going On At the School?

There are several ways parents can stay aware of programs, events, and goings-on at Pacific Oaks Preschool:

* Events are posted on the Sandbox Parent Portal
* Check your email regularly.
* Evites are sent for most school events

## Birthdays

Birthday celebrations at the school are welcome. Birthday snacks can be as minimal or elaborate as the parent would like them to be. We ask you try to stay away from sugary snacks and go a healthier route. Please make any necessary arrangements with your child’s teacher.

## Potlucks

Throughout the year—and especially before major holidays— the school will host parties & potluck events. This is a great opportunity for children to try new foods that their friends enjoy. Sign-up lists for potlucks will usually be in the front office counter or on classroom doors. Families are encouraged to take part in their child’s class by signing up and attending these events.

## Week of the Young Child

Once a year—usually in the month of April—Pacific Oaks Preschool celebrates National Week of the Young Child. We mark this week by planning fun daily activities, hatch duck and chick eggs, have special guest, and hatch duck and chicken eggs. We end the week with a family carnival. We encourage parents and families to get involved in this meaningful week-long event.

## Graduation

Pacific Oaks Preschool hosts its Pre-Kindergarten graduation ceremony in early June. Parents and families are encouraged to attend.

## Fundraising/Donations

Pacific Oaks Preschool holds a fundraiser in the school year to help fund projects, special equipment purchases, as well as outdoor play equipment like bicycles, cars, and much more. We truly appreciate our parents who participate in fundraising for the school, and we welcome fundraising ideas, as well as donations that parents make to the school.

## Can I Get a Copy of Photos taken of My Child at School?

Many daily or special events taking place at school are photographed. Parents are always welcome to copies; please speak to your child’s teacher.

# MEDICAL/EMERGENCY INFO

## Health Screening

Each child must have a health screening by a licensed physician prior to admission. In addition, each parent must provide a health history. Parents must provide proof that children have received all necessary immunization prior to enrollment. Parents that wish to refrain from this requirement due to religious and/or personal beliefs may do so if they make this request in writing.

## Daily Health Checks and Sending Children Home

Upon arrival, your child’s teacher will do a wellness check to ensure that he/she is well enough (i.e. not sick or contagious) to participate that day. This is in the best interest of the children, staff, and community of parents and families. Remember, school is a place for our children to have fun and learn. It is hard to do either when a child is not feeling well. Pacific Oaks Preschool will request that your child is picked up for the following reasons (please do not send your child to school when he/she has had these in the last 24 hours):

* A fever over 99.0 degrees
* Unusual or undiagnosed spots on the skin, such as rashes, blemishes, or pimples.
* vomiting
* At least two incidents of diarrhea.
* Green or yellow mucus coming out of the nose, coupled with difficulty breathing.
* Unusually red eyes. Mucus or green discharge in the eyes.

 IMPORTANT NOTE: If your child has a contagious illness OR if we are concerned that your child might have a contagious illness, we will require a note from a doctor clearing them to be re-admitted. No exceptions, since this is a Health Department requirement!

## Medication Policy

Medications must be taken home daily. We will dispense medications in accordance with Licensing Regulations.

* **Prescription Medication:** A medication form must be filled out for each day a prescription medication is administered. All prescribed medications need to be in their original containers, prescribed for the child attending the school, and signed by a parent or guardian.
* **Over-the-Counter Medications** Pacific Oaks Preschool will not dispense over the counter medications.
* If we have any questions or concerns about administering medicine, we will require a note from your child’s doctor. Staff will log in the time medicine was given to a child.

## Contagious Illnesses

Environments such as schools and hospitals are easy prey for contagious diseases. Most contagious diseases are fairly harmless to children, but spread extremely quickly—especially in child centered facilities such as ours. POP has a very swift and strict policy when it comes to contagious illnesses (as listed below). Parents are kindly asked to be understanding and responsive when we suspect their child has a contagious disease or if their child is asked to be kept from school. We understand that it is incredibly disruptive and frustrating to parents when their child got sick at school. Be assured that we do everything in our power to protect the community of children & families in our care, to keep the environment disinfected, and to keep the children safe from germs.

* **Pink Eye:** If your child has discharge (usually yellow or green) coming out of the eye/s or an eye seems red or blood-shot, they will be sent home immediately. Usually with antibiotic eye drops they are safe to return to school after 24 hours of treatment. A doctor’s note will be required to readmit them to school.
* **Hand Foot & Mouth:** This is a relatively harmless, but unpleasant and extremely contagious illness. Unfortunately, children are contagious for as many as ten days without any symptoms showing. Symptoms include pimple-like bumps on the hands or feet, sores in the mouth, a lack of appetite, and a low-grade fever. Children with confirmed cases will be kept out of school for three days from the time their illness was confirmed. A doctor’s note will be required for re-admittance.
* **Exposure notices will be emailed**

## Minor Accidents or Incidents

In case of minor accidents such as scrapes or scratches, a staff member will administer first aid & love, and will be communicated to you by the end of the day. POP’s policy is that with any head or facial injuries we will call parents and let them know immediately.

## Emergency Medical Information

A medical and dental emergency release form, as well as an Emergency information card will be signed by each parent prior to a child’s admission to the school. In case of emergency, the school will call 9-1-1 for an ambulance. We reserve the right to call 9-1-1 if a child’s temperature is above 103 degrees. One or both parents will be contacted. If paramedics decide to transport a child to the hospital, then that child will be released to them. A staff member will, whenever possible, travel with the child if parents do not arrive in time. As part of the emergency paperwork we have on file, Pacific Oaks Preschool requires parents’ to keep the most current phone numbers (particularly cell and work phones, if available), contact information for other responsible adults, the child’s physician and dentist contact information, as well as a signed Consent for Medical Treatment form. This information must always be kept up-to-date. Remember, if no one can be reached in the event of an emergency, we reserve the right to call an ambulance or the local police station.

# Parting Ways

## Withdrawal from School

If you wish to withdraw your child from Pacific Oaks Preschool, we require a notice of (2) weeks in writing.

Any student that dis-enrolls and re-registers at a later date will be assessed the $75 Registration Fee again. That is, each time a student re-enrolls at FSA, the Registration Fee will be applied.

## Termination of services

A child may be terminated by Pacific Oaks Preschool if it is determined that it is in the best interest of the child, other children at the school, or the facility as a whole. A child may be terminated for:

* Non-payment of tuition or fees
* School’s inability to meet the child’s, parents’ or family’s needs
* School’s inability to keep the child safe or well cared for
* Dangerous, disruptive, or inappropriate behavior by the child, parent or family

A sincere effort will be made by Pacific Oaks Preschool to give parents at least two meetings and as much advance notice as possible before terminating their child from our facility. Depending on the circumstances, the director will decide whether any refund is due.

# PARENTS’ RIGHTS

## Equal Opportunity

Pacific Oaks Preschool operates as an equal opportunity employer and provides childcare on a non-discriminatory basis.

## Department of Social Services

As our licensing agency, Social Services has the legal right to interview children or staff as they may deem necessary, and to inspect and audit child or facility records without prior permission. The Department also has the right to observe the physical condition of the children and to have a licensed medical professional physically examine the children. Department of Social Services forms: “Notification of Parents’ Rights” and “Personal Rights” is provided to each parent upon the enrollment process.

## Mandated Reporters

POP staff is Mandated Reporters, which means the law requires every single staff member to report reasonable suspicion of child abuse to Child Protective Services within 36 hours of learning about the incident. POP is not required by law to notify parents if such a report is made.

## Open Door Policy

 Pacific Oaks Preschool maintains an “Open Door Policy.” This means that parents may visit the school at anytime without an appointment or prior notice.

## Photographing Policy

From time to time staff will be taking your child’s pictures. They may be posted in the office or on the internet, or used in marketing materials. In addition to photographs, a child’s or parent’s quotes may also be used as marketing for our school. You have the right to request that your child’s picture not be taken or used for marketing and that your quotes not be used. There is a form to be filled out upon enrollment.

## The Handbook

This Pacific Oaks Preschool Parent Handbook aims to serve as a reference and informational guide to parents and families of children enrolled At Pacific Oaks Preschool. The Handbook outlines all of the policies and procedures that Pacific Oaks Preschool will be adhering to. The policies in this Handbook replace all prior policies & procedures. Any s

gnificant changes in the school’s policies and procedures will be given to parents in writing and immediately updated in the Handbook.