

Baby Yale Academy, Inc.

“The premier-league of childcare and learning”

Parent Operating Handbook

Updated 02/10/2018

(Not affiliated with Yale University)



Home of the Teddy Bears

www.BabyYaleAcademy.org

E-Mail: info@babyyaleacademy.org

License #: 073407423, 073407425, 073408207

Phone: 925 308-7693

Fax: 925 308-7050

5521 Lone Tree Way, Suite 100

Brentwood, CA 94513

Welcome

Dear Parents,

Baby Yale Academy, Inc., welcomes you and your family to our campus/center. We are dedicated to assisting children develop to their maximum potential and to providing the very best care. Our mission is to create a life-long commitment of learning. We are licensed by the State of California and operate within the guidelines set by Community Care Licensing.

Given that our school might be your child's first classroom environment, we want to ensure their experience is a success! This handbook provides information and answers to many of the questions, you may have. We are always available to assist you, please just let us know.

About Us

Although we promote education and learning, we realize the importance of children enjoying their time at the Center. Fun activities, music and artistry are included in our programs. Baby Yale Academy, Inc., is a woman owned, for profit, business venture providing flexible and high-quality childcare and educational services for children—infants, toddlers, preschooler, pre-K, TK/K and School Age before and after care. We believe every child is special.

Our goal is to promote and safeguard the educational growth of our students, and establish lifelong learners through our strong academics, educators and unparalleled services.

We are an equal opportunity provider. Students are accepted without regard to race, religion, color, sex, national origin, disability or any other basis prohibited by law.

Admission Agreement

In addition to the Parent Handbook, all parents will receive an Admission Agreement. This is a legal contract that includes the services offered, the school and parent areas of responsibility. All children must have this agreement signed prior to enrollment.

Daily Inspection for Illness

As required by Child Care Licensing we are required to ensure that children with obvious symptoms of illness outlined in this handbook cannot be accepted into the Center. Please Additional attention shall be paid to children who: have been absent because of illness or have been exposed to a contagious disease.

Required Forms

Licensing requires that we maintain certain forms in our files for your child. Therefore, we must have these forms **prior** to your child's enrollment. You must turn these forms in upon enrollment of your child. Failure to submit these forms can and will result in the termination of service.

* Licensing Requirement

**BYA Requirement

All forms must be returned prior to the first day of attendance. The Physician's Report will require your child's doctor to complete. Therefore, please schedule the enrollment date.

Enrollment (Admission Contract) Application *	Video Surveillance **	Personal Rights *
Notification of Parents Rights *	Identification and Emergency Information Form *	Consent for Emergency Medical Treatment form *
Child's preadmission health history – Parent's Report *	Physician's Report *	Immunization Record copy *
Needs and Services Plan for children below 24 months of age *	Parent Consent for Topical Ointment form for sunscreen, diaper cream **	BYA Handbook Acknowledgement form **
Caregiver Background Check Process *	Identification and Emergency Information *	Notification of Parents Rights *
Childcare Center Notification of Parents' Rights *	Schedule of Attendance **	BYA Photography Authorization Form **
BYA Nutrition Enrollment Form **	Meal Benefit Form for Children **	

Our Philosophy

Baby Yale Academy believes that all children are capable of learning. We provide a variety of opportunities for children to learn in a structured environment. We focus on the following:

- Individual learning
- Consistent schedules
- Hands-on activities
- We utilize a curriculum that fosters learning and growth

Hours of Operation

The Center operates from 6:00 am to 8:00 pm. We also offer half day classes from 8:30 – 11:30 and 1:00 – 4:00 pm.

Licensing/Agency Authority

Please be advised that Licensing or its agency has the authority to inspect the facility and to interview children in this Center at will and without notice. We adhere to their authority.

Your Child's First Day

We understand the difficulty your child may experience on the first day. We want to ensure this first day of school or care is memorable and positive. Here is what you can do to help in this transition:

- After signing in, please ensure that your child's teacher know that your child has arrived.
- You can stay if necessary for your child to feel secure and comfortable. It is important to tell your child when you will be back to pick them up.
- You can call throughout the day to check on your child.

Most children typically need a few weeks to fully adjust to a new environment. The best support you can provide is to remain calm, but enthusiastic, encouraging and most of all—be patient. We will help as much as possible to ease the transition. You will receive a form daily about their day.

You should bring the following items for your child:

Infants

- Diapers (1 large package)
- Wipes (2 packages or 1 tub)
- Diaper cream (if you use)
- Extra clothes – labeled w/child's name
- Fitted crib sheet for naps – labeled w/child's name
- Family photos
- Pacifier – labeled w/child's name (if used)
- Bottles or cups prepared and labeled with your child's name and placed in the classroom refrigerator.
- Any food prepared and labeled with your child's name

Teachers will let you know when more supplies are needed.

Preschool

- Pull-ups (if needed)
- Sippy cups (labeled with your child's name)
- Change of clothing in a zip lock bag – labeled w/child's name
- Fitted sheet for nap time – labeled w/child's name
- Sunscreen labeled with your child's name

Diapering and Toilet Training

Parents will need to supply the school with diapers and wipes for their child. You will need to ensure the school has an adequate supply for your child. We will work in conjunction with

parents on toilet training their child. Children are never punished or forced when toilet training. Parents are asked to supply extra changes of clothing for those children being toilet trained.

Safety and Security

Each parent is assigned a personal identification number (PIN) which allows entrance to our Center. One of our main priorities is to ensure the safety of our students and the children placed in our care. To that end, we have security procedures in place. We stock enough non-perishable and water for each child in the program in the event of a natural disaster.

Parents of children with food allergies or dietary restrictions are asked to provide in a Ziploc (gallon size) bag filled with non-perishable emergency food.

Sign In / Out

Each time your child attends Baby Yale Academy, your child must be signed in and out using the appropriate sign in/out book located in your child's classroom. It must be a full legal signature. It is a licensing requirement that you sign/in and out daily, with your legal name, each that your child attends the school. Our procedure, is to contact you to return to the Center to sign your sign in or out if you forgot to do so. If you continually fail to sign your child into the Center and the Center is cited for this, you will be required to pay a \$50.00 fee.

It is our policy that no one under age 18 years of age (except those who are a child's parent) is permitted to pick up a child. It is important that you indicate on your enrollment form who the custodial parent is and who may pick up your child. The parent with custody is required to provide a copy of the notarized custody declaration, which will be kept in your child's confidential file.

We will not release your child to anyone who you have not placed on the Identification and Emergency Information Child Care Centers/Family Child Care Homes form. If a friend or neighbor is going to pick up your child, please provide us with a written note.

We will ask for identification until we are familiar with you and/or the people you have listed for pick up or drop off.

Dropping off Your Child

When your drop off your child at the center, you must make sure to check in with a staff member at that time. Please remain with your child until a teacher has accepted him/her. We must complete a well-check each time you drop off your child. We will ask about the night before and ask you to tell us about anything we may need to know to ensure a great day for your child. Please be aware that any staff member has the right to refuse to accept a child into the Center, if he/she displays any signs of illness as outlined in this handbook.

Emergency Procedures

We have earthquake and fire drills once a month. If an emergency occurs, it is crucial that the children respond in a safe and orderly manner. To that end, children participate in regular drills and practices, so they will be familiar in case of an actual emergency. Should an emergency occur, we will notify you as soon as possible after securing the children. **Please make sure that we always have operating phone numbers for you and those that you have designated as emergency contacts.**

Notification Procedures

We maintain an updated list of names and addresses of you and your emergency contacts. Since this file is based on information provided by you, please update any changes.

Visitors

All visitors to our campus and center are asked to sign the Visitor's Log stating the purpose of their visit. No visitor can be left alone with any students or allowed in the facility without staff accompaniment.

Illnesses

Children who become ill while in our care will be isolated and parent or legal guardian notified to promptly pick up the child. Only well children, free from illness for at least 24 hours will be admitted. You will be asked to pick up your child if any of the below symptoms occur while your child is at the school.

If your child is sent home due to any illness related reason while at the elementary school during the day, they will not be permitted to then attend Baby Yale Academy and must go home from the elementary school. They will not be permitted to return to the Center until he/she is symptom-free for at least 24 hours.

If your child is not well enough to attend their elementary school, they are not well enough to attend Baby Yale Academy as well. Therefore, you must keep them home.

If your child is exposed to or diagnosed with a communicable disease, please notify us immediately so that we can alert other parents and the appropriate authorities as required.

Keep me Home if:

I exhibit any of the following symptoms:

Vomiting	2 or more times in 24 hours
Fever	Temperatures over 100 degrees - In the past 24 hours – taken under arm
Nasal eye or ear discharge	Thick mucus or pus draining from the eye or

	ear
Rash, lice or nits	Body rash especially with fever or itching. Child must be nit and lice free upon return
Diarrhea	3 or more watery stools in 24 hours
Communicable disease	Measles or chicken pox. Notify of immediately even if you keep your child at home
Sore throat or constant cough	With fever or swollen glands
Wheezing	

WHAT WE SHOULD KNOW

Medication

Please DO NOT send your child’s medication in their back pack or on their person, car seat etc. We must have your written authorization to disperse prescription medication to your child. If you need to bring a prescription medication to school, it must be in the original, pharmacy or manufacturer-labeled container with your child’s name, type of medication, side effects, date, amount and time of dosage. Please hand the medication directly to our school’s Director. Please ask your pediatrician if the medication can be given in the morning or evening so that you can administer the medication is the preferred method.

Medical or Dental Emergency

In the event of an emergency, where your child required medical or dental emergency, we will utilize the information that has been provided by you. We will make every effort to utilize their doctors or we may call 911 for emergency services.

Injuries and Accidents

We take precautions to prevent accidents. However, sometimes accidents do happen. Safety is our top priority. Should your child have an accident, we will administer basic first aid and notify you. Furthermore, we will provide you with a notification form requiring your signature acknowledging that the matter was reported to you in a timely manner. This is in accordance with state licensing regulations. If your child requires non-emergency medical care, we will notify you. In the event of a serious emergency, we will call 911 and you will be notified immediately.

Allergies

If your child has allergy issues, please notify your child’s teacher and one of the school directors so that precautions can be implemented.

Sunscreen

With your written authorization, Baby Yale Academy will apply sunscreen supplied by you for your child. Parents should apply sunscreen prior to dropping the child off the facility. Please label your child's name using a permanent marker. You will need to complete the Sunscreen form. It is your responsibility to replace the sunscreen upon expiration.

Nutrition

Baby Yale Academy in partnership with the California Department of Education – Nutrition Services Division will provide Breakfast, Lunch, and 2 snacks per day, free of charge. You are required to complete on a yearly basis, the school's Nutrition Enrollment Form and to complete the Department of Education's Meal Benefit Form. You have the right to decline participation in this program, but you must complete the California Department of Education "Parent 'Guardians' Form for Declining Participation in the Child and Adult Care Food Program" form. The Center can provide all mentioned forms to you. Any questions regarding this program or participation, please see the front office.

We are mindful and considerate of customers with religious convictions precluding certain food items and will make accommodations for this.

For our infant program parents can provide breast milk.

All our meals are prepared to meet the daily nutritional requirements.

Birthday Treats

Please inform a staff member in advance. When bringing in birthday treats. You must provide enough for the entire class. All treats must be commercially prepared and packaged. For safety purposes, lighted candles are not allowed for cakes, cupcakes, etc.

Tuition and Fees

Registration Fees

A registration fee is required at the time of registration. The registration fee is nonrefundable and holds your child's space. However, enrollment must occur within 7 days otherwise your registration fee and your space will be forfeited. A registration fee is due upon enrollment and is renewable each September. If your child drops out and then re-enrolls, the registration fee will be charged again.

Tuition is due and payable in advance of each week's attendance. The tuition is due and payable on Monday. Your child's tuition is still required if your child does not attend the school for any reason including illness, vacation or holiday. We require that the entire week's tuition be paid in full.

You will receive written notification when we revise our fees, schedules or policies.

Rate Change Notification

You will receive a 30 days' notice of any rate changes.

Payment Options

We accept payment by cashier's check, money order, personal check, credit card or debit card. At your request, we can provide statements for tax purposes.

Late Payment Fee

A delinquency fee is charged for late payment. This fee is \$25.00 per week until the fee is paid in full. The school reserves the right to interrupt your child's attendance schedules until payment is made. If you are consistently late with your tuition payment, it will be necessary for to terminate services. Additionally, your account may be turned over to a collection agency.

Subsidize Payments

We accept the various subsidized payments. You must promptly submit required paperwork as requested by your worker or specialist. Failure to do so, can and will result in you being terminated from care. If for any reason, your child has attended school or daycare and payment is not made by the agency because of your failure to submit paperwork, paystubs, etc., you will be responsible for the payment. Payment plans can be arranged. Furthermore, if you knowingly allow your child to attend school when it is prohibited from your contract, you will be responsible for all charges. If for any reason, the agency does not make the payments owed to us, you are responsible for those fees and charges.

- Family Fees or copayments are required by the agency and are discussed with you up front. You must make your family fee or copayment monthly as required by the agency. Failure to make this payment, can and will result in your termination of care/school. If necessary, payment plans can be arranged.

Returned Checks

In the event your check is returned for insufficient funds and is returned to us by the bank. You will be charged a \$25.00 fee plus bank fees. We will no longer accept payments by checks.

Late Pick-up Fee

All children are required to be picked up and dropped off based on their Child Care Agreement and/or Schedule of Attendance (SA) form.

- Failure to comply with your Child Care Agreement or Schedule of Attendance will result in the following:
 - \$20.00 charge after the first 5 minutes of late pick-up.

- \$5.00 per minute after that up to the 1st half-hour.
- \$10.00 per minute after the 1st half-hour.
- Payment will be due on the day of late pick-up.

Our licensing only allows the school to operate within certain hours. Therefore, if you are more than one hour late and we are unable to contact you or the authorized pick-up person(s) listed on the Identification and Emergency Information Child Care Centers/Family Child Care Homes form, the law requires that we contact Social Services who will pick up your child

Grounds for Termination

The school reserves the right to terminate a child's care without notice. The grounds for such termination would include, but may not be limited to, the following:

1. Inability of the child to adjust to the program.
 - a. If your child is having a difficult time adjusting to our program, we will meet with you to implement a plan of action to assist them. We must all follow the plan. If you fail to follow any parts of the agreed upon plan, we reserve the right to terminate care.
2. Behavior patterns that infringe upon the rights and safety of other children or staff.
 - a. We will meet with you to review the behavior patterns as mentioned above.
 - b. We will put together a plan of action to assist your child.
 - c. We will provide any necessary referrals to the extent possible.
 - d. You must follow the agreed upon plan. Failure to follow any parts of the agreed upon plan, may result in the termination of care.
 - e. If your child's behavior patterns continue to infringe upon the rights and safety of other children or our staff, we may terminate care.
3. Delinquent tuition.
4. 2 weeks absence without notification.
 - a. Your child not attending school on the dates outlined in your Schedule of Attendance or your Contract Agreement from the various agencies.
5. Violent or intimidating behavior from the child's parents or guardian or anyone that you have listed in your child's paperwork toward any of our staff.
6. Failure to follow the school's standards or policy.

Other – Mandatory Reporting

The State of California requires that all child care institutions report to the state, all cases of abuse of a child, or suspected cases of child abuse and or neglect. Baby Yale Academy and its staff will comply fully with this requirement.

Communication

As of September 1, 2017, we entered into partnership with the Contra Costa County Early Head Start Program. The participants of this program will have certain requirements that we must

fulfill based on their standards. These requirements and procedures will only affect those participants directly. The parents of those children are expected to comply with all standards and procedures.

Parent Conferences

Quarterly conferences may be scheduled to review your child's progress. You will receive a quarterly report outlining your child's progress and needs.

Progress Reports

We provide daily "About My Day" forms to parents of infants, toddlers, and two-year olds and a weekly report for preschoolers and PreK/K students.

Parent Teacher Partnership (PTP)

We would love your involvement in helping us fundraise to support our school programs and events. We welcome you volunteering at the school. Please drop by the front office to complete the Volunteer Form prior to volunteering in your child's classroom or playground.

Parent Visits

You may stop by the campus and childcare center any time. Your children may appreciate seeing you and you will enjoy seeing what goes on during our days. Visiting your child during classroom hours opposed to busy mornings and late afternoons helps you get to know the teachers. Please check in with your child's teacher to determine the best time for you to observe the classroom

Video and Television Viewing

Video and television viewing is not a routine part of a child's day at the school. However, occasionally they may be beneficial to the overall curriculum and the child's educational experience. In that case, children are supervised.

Discipline Policy

As a matter of policy, physical punishment is never permitted at the school/center. We utilize positive guidance. Redirecting children to more appropriate activities, direct or indirect praise, and teaching by example or logical consequences usually resolve most situations.

If your child is experiencing a change in his or her home environment that may affect behavior, please be sure to let us know. Likewise, we will keep you informed of any issues we believe should be addressed by you. We will work closely with you to resolve the situation. However, should it be necessary—the school reserves the right to ask parents to make temporary or permanent alternative arrangements for their child.

Parental Cooperation and Conduct

Actions that demonstrate respect for others are expected at Baby Yale Academy. Behavior that is inappropriate, illegal, threatening or disrespectful in nature or language that is abusive or instigates, will not be acceptable. We reserve the right to refuse service to anyone without warning, which demonstrates this.

Handbook Changes

This handbook may change as needed. Addendums will be provided to you. You will be required to place the addendum in your handbook and required to sign our parent notification sheet ensuring that you have the latest changes and/or information.

School Closure/Holiday's (effective 1/1/2018)

We are open year-round. There are some holidays, staff work days, and center closure days that occurs each year. If those dates are changed at any time, we will notify you in writing in advance to ensure that you are able to make the necessary arrangements. Listed below are those dates:

January 1	Independence Day
Labor Day	Thanksgiving Day
Presidents Day	Staff work day – 3 rd Friday of June
Staff work day – 2 nd Friday of October	Last Week of December (5 days)

Field Trips

Field trips may be taken during the summer months. We will travel by van or bus. Children will need to bring a sack lunch and parents must sign a permission slip form. No child will be permitted to attend a field trip without written authorization. Parents may attend any field trip, but if you have signed your child into Baby Yale Academy, you cannot transport your child in your vehicle.

Thank you so much for entrusting the care of your child to us. We promise to do our very best.

Baby Yale Academy, Inc.

I acknowledge receipt of Baby Yale Academy, Inc. Handbook I understand this handbook has important information on the company's standards, policies and procedures. I understand this Handbook may not cover all situations but is intended to be a general guide to the company's standards and procedures.

I understand it is my responsibility to review and familiarize myself with the information included in the Parents Handbook. I agree with the provisions and any other policies or rules of the Company listed herein.

I acknowledge that Baby Yale Academy may change, add to or delete any policies or provisions in the Handbook from time to time at its sole discretion, with or without prior notice. I also understand that the Company may make exceptions to, interpret, depart from and apply the provisions in this Parent Handbook as it sees fit in its sole judgment and discretion.

Child's Name: _____

Parent or Guardian Signature: _____

Date: _____