

Rise and Shine Child Care Centers - Parent Handbook GENERAL 2024-2025



RISE AND SHINE

Rise and Shine Child Care Centers &
Family Services Agency
6/28/2024

Rise and Shine Child Care Centers & Family Services Agency

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Introduction & Purpose

Rise and Shine Child Care Centers & Family Services Agency serves families in Sonoma County with infants/toddlers ages 2 months to 24 months.

As an important element in the development of your child's early education, we offer a wide range of activities which meet their needs, abilities, and interests.

We do not underestimate the role of early exposure to a structured environment. We focus our attention on providing babies with routine, stability, and freedom to explore in our nurturing, homelike setting.

Our program offers a comfortable atmosphere for babies to enjoy, relax and respond with appropriate attitudes and actions.

The purpose of our program is to provide the highest quality conditions that would be conducive to the early developmental needs of all babies in our care.

We understand that the decision to leave your baby in the care of another is not easy to make. For this reason, we strive to provide a safe and healthy program that conveys a sense of security in the haven of our licensed environment.

We will make every provision possible within our structural guidelines for the comfort of both you and your baby.

It is our sincere belief that with parental support of set standards and procedures a successful and meaningful experience will develop and will be carried throughout your child's life.

We appreciate your confidence and look forward to a relationship of meaningful growth and learning.

Sincerely,

Rise and Shine Child Care Centers & Family Services Agency Staff

Non-Discriminatory Policy

We operate on a nondiscriminatory basis giving equal treatment and service to all families regardless of sex, sexual orientation, gender, mental or physical disability, ethnic group identification, race, ancestry, national origin, religion, or color.

Mission Statement

Rise and Shine Child Care Centers & Family Services Agency is committed to providing quality infant childcare. We seek to provide the infants and toddlers in our program, a sense of safety in the haven of a calm environment and the tools which will foster confidence and the ability to reach their unique milestones of development and to assist families with access to that care.

Care Philosophy

Rise and Shine Child Care Centers & Family Services Agency is a PITC inspired program with an emphasis on

- Respect
- Continuity of care
- Atmosphere of care
- Routine
- Trust
- Nurturing; socially, emotionally, developmentally
- Age-appropriate expectations
- Responsive caregiving
- Building relationships; children, families, and staff

The generally accepted definition of 'continuity of care' is providing an atmosphere of care and routine that children can predict and trust.

Programs do this by having small classrooms, low staff to child ratios, keeping children together as a group, and keeping consistent staff with children as they move through stages of development. The aim is to provide children nurturing relationships with teachers that provide a foundation of trust that facilitates learning.

Most advocates for 'continuity of care' focus on this model of care for children from zero to three years of age. We will strive to provide a balance of high-quality care with high quality learning by having qualified teachers at each age level of development. We want to make sure to provide excellent teachers for the age group we serve. Rise and Shine Child Care Center's focus is on the development of infants between 2-24 months.

We hope to build strong relationships between all members of our program, children, families and staff. We will strive to provide the widest base for support and make transitions as smooth as possible.

We acknowledge that the field of Early Education is challenged with fairly high turnover rates. One of our top priorities is to retain staff to support 'continuity of care'. For this reason, we have instituted our Staff Retention Program.

It is our hope to overcome this challenge and to maintain our teachers. We encourage our teachers to stay with their group of children as they develop through their various stages of growth.

Curriculum Philosophy

We Believe...

- The curriculum you choose is just as important as the program that implements it.
- The program curriculum and its implementation will determine the quality of care your infant or toddler receives.

A Learning & Play Philosophy

Rise and Shine will create an individualized action plan based on the age, unique needs and development for your infant or toddler.

Our goal is to develop the crucial importance of giving tender, loving care and assisting in your infants' intellectual development through an attentive reading of cues.

Our caregivers will connect with each family to develop a responsive, relationship-based, interactive care that supports each infant and toddler's family and culture.

Our teachers study the infants in our care, reflect on and record information about their interests and skills, and search for ways to set the stage for the next learning encounters.

Our curriculum uses a carefully designed process of learning through discovery called active participatory learning. During active learning, infants and toddlers learn about the world around them by exploring and playing.

Our trained staff addresses skills and behaviors at each stage of development based upon six program policies that anchor our work: primary care, small groups, continuity, individualized care, cultural responsiveness, and inclusion of children with special needs.

This philosophy creates a climate for care that reinforces our responsive and relationship-based approach. It allows relationships to develop and deepen over time between care teachers and infants, as well as between care teachers and the families.

Program Evaluations

Rise and Shine Child Care Centers & Family Services Agency contracts with the California Department of Education, Child Development Division and the California Department of Social Services, Child Care Development Division, which requires an annual evaluation of our services called Desired Results Developmental Profile (DRDP).

The DRDP system documents the progress made by children and families and serves to increase program quality standards.

The DRDP system uses the following three tools to evaluate the program and inform plans for improvement:

1. The Desired Results Developmental Profile is completed twice a year and assesses the developmental level of each child. The teaching staff will invite you for a conference to discuss assessment results and plans for your child's continued progress in the program.
2. The DRDP Family Survey is completed once a year and provides feedback regarding the families' level of program satisfaction. Please take the time to participate in this survey; your feedback is important.
3. The Environmental Rating Scale is used to formally assess our classroom environment once a year. It serves as a guide throughout the year as teachers make changes to the environment.

There are other quality rating assessments we implement in addition to the DRDP. Those include but are not limited to QRIS, quality rating and improvement system that provides a framework for defining high quality care and education centers, the CLASS, classroom scoring system, a tool to measure teacher/child interactions, and ASQ, ages & stages questionnaire filled out by parents to pinpoint development of their child which provide staff the means to create the best possible scenario for supporting your child's development.

Staff

Description and duties

- The Executive Director oversees the overall supervision and management of Rise and Shine Child Care Centers & Family Services Agency.
- The Chief Financial Officer is responsible for fiscal operations and provides administrative support to the Executive Director.

- The Family Intake and Eligibility Coordinator is responsible for determining each family's ongoing eligibility and need for services and provides administrative support to the Executive Director.
- The Education Coordinator provides guidance and training to staff, documents child assessments and screenings, communicates with partnering agencies, and takes a lead role in special projects.
- Site Supervisor schedules teachers and substitutes, ensures compliance with licensing and all governing agencies, provides training for new staff and on-going professional development for teachers, ensures communication between staff, administration, and families.
- Program Coordinators and Lead Teachers are responsible for supervising, planning, and evaluating daily program activities for groups of children. Also responsible for completing child assessments and informing families about the program and child progress.
- Teacher/Bilingual Support Staff provides translation for teaching staff, families, and office personnel in addition to regular teaching duties.
- Teachers provide support to the Lead Teachers and are responsible for planning, supervising, and evaluating the daily activities for a group of children. Responsible for completing child assessments and screenings and informing families of child progress.
- Nutritionist/Cook is responsible for food purchase, supplies, preparation of meals and for maintaining the Child and Adult Care Food Program (CACFP) standards.

Qualifications

All our teachers are experienced Early Childhood Educators who possess California State Child Development Teacher Permits or are in the process of obtaining them. Our teachers participate in ongoing professional development activities through college courses, workshops, in-services and professional organizations.

For the safety of your child, Rise and Shine Child Care Centers follows the Department of Social Services and Community Care Licensing regulations that require staff members to complete a background screening.

All staff members are required to obtain health screening, proof of immunizations, and T.B. Test clearance.

Program Ratios

Rise and Shine Child Care Centers are proud to maintain a low adult/child ratio at each of our facilities. This low ratio fosters an environment conducive for optimal care and provides more opportunities for individual attention and learning for each child.

Infant (2-24 months) Ratios is 1 adult for every 3 infants (1:3). In some cases, our ratios are even lower.

Community Care Licensing

Rise and Shine Child Care Centers are licensed by the State Department of Social Services/Community Care Licensing. These regulations (Title 22) establish health and safety standards for childcare centers. A licensing analyst has the authority to inspect the facility and interview children/families enrolled in care. The findings of each visit are posted, and a copy can be requested from the Executive Director.

Child Care Assistance Program

Rise and Shine Child Care Centers' infant/toddler programs are recognized by The California Department of Education as a CCTR direct services provider. As such, the funds provided are for families that have demonstrated the required eligibility for needs and services and will receive assistance with their childcare payments.

Families that are enrolled in our childcare assistance payment program will be required to follow current guidance of the California Education Code and Title 5 code of Regulations.

It is the responsibility of the enrolling parent to provide all the information and documentation necessary for determining both eligibility and the need of services for the family.

If documentation is inadequate, according to state regulations, the agency must issue a denial for services.

Title 5 Regulation #18084

The parent is responsible for providing documentation of family's total countable income and the contractor (Rise and Shine Child Care Center) is required to verify the information as described below:

If the parent is employed, provide:

1. A release authorizing the contractor to contact the employer(s), to the extent known, that includes the employer's name, address, telephone number, and usual business hours and
2. All payroll check stubs, a letter from the employer, or other record of wages issued by the employer for the month preceding the initial certification, an update of the application, or the recertification that establishes eligibility for services.

The enrolling parent is also responsible for all documentation required by Community Care Licensing which includes but may not be limited to child's up-to-date immunization records

prior to enrollment and completed Health Screening form within 30 days. After 30 days, it is required that the child be excluded from the program until Health Screen is completed.

Child's File

Child's file will contain all documents necessary to establish eligibility and need according to California Title 5 regulations. These documents include:

1. Application
2. Proof of income with documentation for the month preceding the initial certification or recertification
3. Proof of employment, training, or incapacitation
4. Family size/marital status/single parenthood
5. Proof of child's special needs, if applicable or referral from a legal, medical, or social service agency
6. Copies of birth certificates or other supporting documentation for all minor children in the family
7. All Title 22 documentation requirements which includes child health, immunization, and emergency information.
8. Job-seeking families will be recertified every 12 months.

Recertification

Since families are certified for 24 months no recertification will be required for the duration of enrollment unless a second child is added to enrollment, at which time a new application will be required for certification or family is a Job-seeking family, which will require recertification at 12 months as mentioned above.

General Enrollment

We provide care for families that do not qualify for childcare payment assistance. However, those spaces are limited.

Enrollment for full-cost families will be at the discretion of our Executive Director and will be limited so as not to jeopardize the ability of our agency to meet our contract requirements with the Department of Education.

Full-cost fees vary according to age, enrollment, and current subsidized rates. Current rates are posted on our website and are subject to change with State fee redetermination.

Billing & Fees

Fees are determined by the California Department of Education and California Department of Social Services.

Our fees are based on 47 weeks, but tuition is divided into twelve equal payments.

For families receiving childcare payment assistance, there is a sliding fee scale available to families who qualify. This scale is based on the gross monthly income of all household members and household size. Some or all fees may be waived by CDE and/or CDSS at their discretion.

Full cost family fees are predetermined and based on the CDE and CDSS rate for each county.

Tuition*

Our tuition reflects a monthly rate based on enrollment schedule and not attendance. In other words, tuition is due in full regardless of holidays, vacations, or absences.

*Transitional tuition (first two weeks of attendance) will be pro-rated. If it is agreed that we are a good fit then the balance of the month, if applicable, will be due immediately.

Tuition is due, in full, on the 1st of each month. No grace period is offered.

We accept the following payment options: Cash, Check, and Online payment via ProCare – Parent App, Venmo, Cash App or Apple Pay. If another option is preferred, please let our director know so arrangements can be made.

We are not responsible for tuition payments received late, and a late fee will be applied to individual account. If paying through an App there can be a 3–5-day lag, however, you will not be charged a late fee if your payment has been initiated by the due date.

Various monthly tuition options are available based upon enrollment. Please refer to our website for current rates.

Administration Fees

There is an annual administration fee required per child billed (July - June). Pro-rated options are provided for enrollments after July or withdrawal prior to June based on your child's birthday.

This fee is associated with enrollment fees, insurance, client file, and supplies necessary for new enrollee. This fee is also part of our staff retention program to ensure continuity and stability.

There will be no refunds of administration fees.

Misc. Fees

1. Application fee is payable at time of contract acceptance (one-time only).
2. Early drop-off: you will be charged a fee per minute for drop-off prior to 8:30 a.m.
3. Late pick-up: you will be charged a fee per minute for pick-up after 12:30 p.m. on Mondays (Humboldt center only) or after 4:30 p.m. Tuesday – Friday at both centers.
4. Late tuition: your child's account will be billed a late for payment made after the 1st of each month including holidays or weekends. We do not offer a grace period.
5. Return check: fee per occurrence. After two returned checks within 1 year, all future payments must be made in cash; a receipt will be provided.
6. All fees incurred are billed monthly. Payment is due at time of receipt.

A minimum of 30 days' notice will be given for any policy change or rate increase. However, credit will be given for any other day this facility closes except as it may pertain to an *unusual circumstance as noted below. Credit will apply to succeeding contracted payment period.

*Unusual Circumstances

In the event our facility or surrounding environment is deemed unsafe, or if any unforeseen circumstances, outside of our control, such as pandemic, severe weather conditions, active shooter, war, natural disaster, or other event, etc.... that shall render attendance unavailable, or admissions agreement null and void Rise and Shine Child Care Centers & Family Services, LLC will not be held responsible for any damages or loss caused by such event or cancellation and is relieved of any liability; financial, personal property, personal injury or death.

Admissions & Administration

Participation in an informational meeting (Meet 'n Greet) must be conducted prior to enrollment.

We host a monthly Meet 'n Greet on the 3rd Monday of each month. This provides parents with the opportunity to meet staff, visit our facility and have all of their questions answered in a group format. We have found that a group setting is much more productive than one-on-one.

During our monthly Meet 'n Greet pertinent information will be exchanged followed by questions/answers. Please allow approximately 60-90 minutes, depending on the number of participants, for this process.

For your child's safety and to comply with State Regulations all enrollment forms must be completed and on file no later than your child's first day of attendance.

A complete list of required forms is located on our website.

Sign-in and out process

Each child must be signed in and out, utilizing our QRcode available inside each facility. Each authorized person will be provided their own unique PIN for this purpose. Time of day will be recorded, by the person who brings the child to and removes the child from the center.

For your child's protection, he/she will only be released to persons authorized on the emergency card by the enrolling parent. If someone other than an authorized person must pick up your child, they must have written permission signed by the parent/guardian. The person picking up must have photo identification and use legible signature.

Emergency Contact Information

Contact information must be kept up to date and we must be informed of any changes. If a parent or guardian is contacted for pick-up in case of illness or other concern it is our policy that we must be able to contact the parent and arrangements must be made for pick-up within 30 minutes.

Hours of Operation

THERE ARE NO REFUNDS, MAKE-UP DAYS OR TRADE DAYS

Business Hours:

Humboldt Street

8:30 a.m. – 12:30 p.m. Monday

8:30a.m. - 4:30 p.m. Tuesday - Friday

Montgomery Village

8:30 a.m. – 12:30 p.m. Monday

8:30 a.m. – 4:30 p.m. Tuesday – Friday

Attendance, Withdrawal or Termination

Arrival & Pick-up

Children must arrive before 10 a.m. so as not disturb the normal routine that children have grown accustomed to.

Children may attend only on those days and times for which they are enrolled. Extra days and times may be arranged in advance if space permits. Additional fees may apply.

Regarding doctor's appointments, etc....PLEASE NOTE: due to our policy of children arriving before 10:00 a.m. to help ease transition stressors for our infants, we strongly encourage all appointments be made accordingly. Children arriving between 10:00 a.m. and 2:00 p.m. will not be permitted. This is to avoid interfering with routine & napping schedules.

Transition

It is recommended that we utilize a two-week probationary period to determine if group care is a good fit for your child. Some children have extreme reactions to group care and while we do everything within our program's guidelines, policies, and procedures, it may be necessary to request that you seek alternative care if it is deemed that our group care setting is not a good fit. Ongoing conversations with staff/parents will take place throughout the transition process to make sure we are doing everything to assist a smooth transition.

Absences

Parents are requested to inform this facility in advance or by 8:00a.m. of the scheduled day of attendance, whenever possible, if a child is absent.

CCTR Families:

- Excused absences are limited to child illness, illness or quarantine of the parent, family emergency, including accident, injury, sudden illness or death of family member, vehicle breakdown-3 per year, and sheltering in place to limit covid-19 exposure, and court ordered visitations with copy of court order in family file.
- Each family is allowed ten (10) 'best interest' days each year, when it is in the best interest of the child to remain home. Examples include vacations, visiting family members, moving, cultural or religious holiday, etc...
- Unexcused absences include lack of transportation, over-sleeping, and any 'best interest' days beyond the 10 days. After 5 unexcused absences the family may be asked to meet with the Director or Enrollment Specialist to discuss how Rise and Shine Child Care Centers can support the family with consistent attendance.

Termination

Unreported absences or nonpayment of one calendar week will be considered a withdrawal and another child may be accepted in that space without notice or refund of fees.

Other Just Cause for Termination Services may be terminated for any one of the following reasons:

- Fraud: knowingly or intentionally withholding pertinent information or materials, making false statements, or presenting any false material, making any false statements or presenting false materials or information, as a means of obtaining subsidized childcare services.
- Refusal to follow Agency Policies.
- Delinquent fees (if applicable).
- Failure to adhere to contract hours.
- Use of a tobacco _product on center property.
- The possession of illicit drugs, alcohol, weapons, or replicas of weapons on center property.
- Parent, Guardian, or Child who presents a health and/or safety risk to himself/herself, other children, or staff.
- A child may be dismissed from the program due to a parent/guardian making remarks that are detrimental to the self-respect of any person on the agency site. This includes harassing remarks, comments that are disrespectful, arguing about policies, and refusal to follow agency policies.
- Please note that Rise and Shine Child Care Centers staff will not be involved in child custody battles; these are matters between parent/guardians and the courts. We will not tolerate angry arguments on the agency site.

Withdrawal

Parents removing or withdrawing their child(ren) from this facility must give a 30-day advanced notice.

Holidays & Vacations

This facility will be closed for the following holidays**:

1. Week of New Year's Eve/Day: exact dates TBA
2. Martin Luther King Jr.
3. Lincoln's Birthday/President's Day
4. Spring Break: exact dates TBA
5. Memorial Day
6. July 4th Holiday*
7. Summer Vacation* (one week): exact dates TBA
8. Labor Day
9. Columbus Day
10. Veteran's Day
11. Week of Thanksgiving
12. Week of Christmas Eve/Day: exact dates TBA

*May include extra days depending on when these holidays fall during the week. See the facility calendar located on our website.

**We reserve the right to add 2-3 other days should the need arise for required professional development days. Dates will be posted at least 30 days in advance.

Health

ABSOLUTELY NO SIGNS OF ILLNESS WILL BE PERMITTED

Your child's health is a matter of major importance to all of us. A daily health-screening will take place upon arrival and may include a temperature check. This will include a visual check as well as screening questions.

This facility provides childcare services to well children only. All children must be symptom-free and kept at home if not. Absolutely no sign of illness is permitted!

1. Parents are requested to take their child's temperature each morning. A fever is considered when a child's temperature is at or above one of these levels: measured orally (in the mouth): 100°F (37.8°C) measured rectally (in the bottom): 100.4°F (38°C) measured in an axillary position (under the arm): 99°F (37.2°C)
2. Parents are requested to wash their child's hands prior to leaving the house.
3. Upon arriving for the day staff will conduct a visual health check that includes checking for rash or sores around mouth, hands, feet, a scalp check and a temperature check.

Children with a fever may not return to care until 48 hours, not just two days, but 48 hours, following fever without the use of fever reducing medication. Children treated with antibiotics for any contagious illness must wait 24 hours, not just one day, but 24 hours. Please refer our Health policies, located on our website, for more information.

We require that all children maintain current immunizations (Required immunizations are posted on our website. An informative link is also available for exemptions).

Parents are to notify this facility of any unusual emotional or physical behavior, illness, or disability that their child may have or be experiencing.

Signs and symptoms of illness that may indicate an illness in which child must be sent home or may not be admitted into our program include, but is not limited to the following:

- Fever of 100 degrees or higher: child must be fever free for 24 hours without fever reducing medicine.
- Lethargy (tired, lack of energy), uncontrolled coughing, persistent crying, irritability
- Green, runny nose accompanied by lethargy or irritability.

- Diarrhea: child must remain at home. May return 48 hours (not just 2 days but 48 hours) after the last loose stool.
- Undiagnosed rash or open sores.
- Vomiting
- Head Lice: may return 24 hours after treatment and must be nit free before returning to care.
- Hand, Foot Mouth (HFMD), Ring worm or Impetigo: child may return after lesions have cleared.
- Scabies: child may return after treatment and skin is clear.
- Strep throat: a child may return after 48 hours of medication and one well day at home.
- Pink eye/conjunctivitis: child may return after 24hours of antibiotics and eyes free of discharge.

This facility must be notified immediately of any contagious illness or disease that may be present or other children in this facility have been exposed to.

Likewise, we will notify parents of unusual demeanor or circumstances that may indicate health concerns.

Incidental Medical Services

Staff have been trained in Pediatric 1st Aid/CPR and AED which includes procedures for administering medications.

Staff will administer doctor-prescribed medication under the following conditions:

1. Prescription medication must be in the original container with the pharmacy label.
 - a. We will only administer with signed physician permission signed and on file.
 - b. Permission to administer signed by parent must on file.
2. Label must include child's name, date, drug name, and dosage.
 - a. At no time will we administer medication over the prescribed amount
3. Staff will record each occurrence of administered medication in parent portal and usage form with date, time, amount and who administered.
4. Staff will follow all universal health precautions.
5. Over the counter medication must be in the original container.
 - a. We will only administer with parental permission slip signed and on file.
 - b. NOTE: We will not administer eye medication at any time.
6. Medications will be stored in the child's assigned tote or refrigerator bin (if refrigeration is required) and transported in the event of emergency requiring relocation of children.
7. Exception to over-the-counter medication:

- a. Sunscreen must be applied at home. Staff will not re-apply or spray-on sunscreen.
 - b. A hat or long sleeves may be best practice if sun exposure is a concern.
8. Inhaled Medication
- a. Asthma medication requires an asthma plan filled out by the doctor and parent and must provide training/instruction to each designated staff person on administering inhaled medication.
 - b. Full Nebulizer/inhaler Policy will be provided as needed.
9. Epi-Pen
- a. Staff have been trained on the use of Epi-Pen prescribed for severe allergic reaction.
10. Allergies
- a. A medical statement is required for food allergies. We will make provisions for food alternatives.
 - b. All food allergies will be posted for food service personnel and classroom staff.
11. Center Sanitation
- a. Clean hands are one of the most effective ways of keeping illness from our center and away from your child.
 - b. Hand washing procedures are posted in adult and children's bathroom and handwashing areas.
 - c. All adults and children need to wash their hands with soap and water upon entering the classroom in the morning.
 - i Upon entering the classroom after messy play
 - ii Before and after handling food
 - iii Before and after administering/ingesting medications
 - iv After toileting and after using a tissue
 - v Before and after playing at the water table
 - d. Tables, sinks and toilets are sanitized throughout the day and before washing hands at mealtime.
12. Center Safety
- a. Center staff are trained in pediatric 1st Aid, CPR and AED.
 - b. Staff w/infants practice monthly disaster, fire, and evacuation drills.
 - c. The center has a supply of drinking water and emergency supplies on the premises.
 - d. We do not allow outside shoes on carpets at any time. Shoe covers must be worn.

Nutrition

Nutrition is an important part of this program, and a good diet is stressed.

Rise and Shine Child Care Centers are in the process of applying to participate in the USDA Child and Adult Care Food Program (CACFP). Once approved our program will provide meals and snacks free of charge. All meals and snacks will meet the nutritional needs of children served and all CACFP guidelines.

During our trial period we will continue to provide all meals and snacks. Menus are posted in advance.

Discipline

Please see Discipline Policy located at our website for full policy and acknowledgment.

In summary, discipline is a positive training tool which consists mostly of reinforcements or redirection.

The use of physical punishment is never permitted.

If your baby is experiencing a change in the home environment that may result in changes in behavior in our facility, it is important that we are informed. (Ex. Move to a new home, schedule changes, new siblings or family member living in home, etc....).

As your partner in the care of your baby, it is important that good communication exists between the home and providers.

Communication

We have a variety of systems in place for keeping open communication between home and facility including online parent portal (via ProCare), email, monthly newsletters, periodic announcements and reminders, daily communication at drop-off and/or pick-up, parent /teacher conferences, and bi-annual evening parent meetings via zoom.

Our teachers use the app for collecting evidence (observations, anecdotal notes, photographs) of all children during the day. These pieces of evidence help inform teachers about a child's current development, child's interests, and multiple learning styles, etc.

This information supports the ratings teachers later make on children's assessments that are completed twice a year. The results of the assessments are used to individualize each child's experiences at our centers.

Staff incorporate activities, arrange environments and plan for specific experiences throughout the day that meet the various needs, strengths, and interests of the children in their group.

Assessment results are shared at family-teacher conferences twice per year.

Our teachers also use our center's app to share moments about your child's day with you! This is the most exciting feature. Teachers can send photos, notes, mealtimes, nap time, toileting/diapering, activities, etc.

Our school can also send important school announcements this way, as well as articles on child development, parenting strategies, parenting resources, community resources, distance learning activity ideas, etc.

Supplies

Diaper Policy

Rise and Shine Child Care Centers provides disposal diapers for all diaper wearing children. We will keep a supply of diapers (indiscriminate brand) for community use. We provide the use of wipes and ointment spray when needed. These services are included in your monthly tuition when a parent grants us permission (Diaper Service Form).

Families may choose to bring the diaper brand of their choice for use while their child is in attendance. Diapers from home will be stored separately for each child.

Clothing

Please bring your child dressed and ready for their day. Every day rugged clothes are best. Children play in sand, water, paint, and other messy materials as part of their daily learning experiences.

- Clothing must be free of drawstrings, no rings, necklaces, or dangling earrings allowed.
- Dressing in layers will ensure comfort as the temperature changes throughout the day.
- Children will have the opportunity to play outdoors every day weather permitting.
- Extra clothes and a wet bag must be provided.

Miscellaneous

1. Clothing: Please dress your child according to weather conditions. Everyday 'rugged' clothes are best. Do not bring children in pajamas (unless this is their

outfit for the day) or unchanged overnight diapers. Your child must be ready to begin their day when they arrive.

2. We will provide your child with their very own center tote bag that you can add an extra change of clothes labeled with your child's name. Labeling is required. All items should fit in the provided center tote bag.
3. Napping: 0-12 months on demand. For older babies, please refer to the daily routine schedule posted online.
4. Toys: We ask that you leave your child's belongings at home or in the car. We cannot be responsible for items brought, but we do encourage materials from home that enhance our program. Thank you!
5. Etc...: It is impossible to accommodate the values of everyone; however, we will try to create a supportive environment. Therefore,
6. If you do not understand the "What?" or "Why?" of anything related to our program, please ask.
7. Feel free to bring a special treat to share on your child's birthday, considering age appropriate.

Advisory Committee

Family Involvement & Volunteer Opportunities –

The purpose of our Parent Engagement and Community Exchange (PEACE) is to provide feedback and advice to Rise and Shine Child Care Centers & Family Services Agency on parent engagement efforts and Community Engagement. PEACE is proactive and innovative in identifying and sharing ways to enhance the agency's parent engagement efforts, parent advocacy training and community interactions.

Our Advisory Committee is a group of volunteers made up of parents or other family members, community members and others interested in participation.

Our Advisory Committee meets quarterly; meeting times, topics of interest, and the election of advisory officers are decided at the first meeting in TBD.

Workshop topics will be determined by results of family interest surveys and discussion at the first meeting.

These meetings are a great way to network with other families, get information on topics of interest, and get to know the program and the staff at Rise and Shine Child Care Centers & Family Services Agency.

These family meetings also provide an opportunity to voice your ideas on fundraising and program enhancement.

We want to welcome you to our program, and we look forward to working with you, as a team, for the continued care, education, and development of your children!

Fundraising

We have an ongoing Amazon Wishlist titled Santa Rosa Rise and Shine Child Care Center, which is continuously updated. Parents and community members are encouraged to check it often to see how you can help fulfill needs or requests.

Our Advisory Committee (that's you), together with the staff, will plan annual fundraising activities to help off-set expenses that are not covered through our regular grant writing process. All families will be encouraged to participate.

Staying Connected

- Visit us on the Web at santarosariseandshine.com.
- Find us on Facebook at [RiseAndShineChildCareCenter](https://www.facebook.com/RiseAndShineChildCareCenter)
- P.E.A.C.E Facebook group QRcode to join.
- Look for us on Instagram [riseandshinesoco](https://www.instagram.com/riseandshinesoco)
- YouTube [@riseandshinechildcarecenters](https://www.youtube.com/@riseandshinechildcarecenters)
- Now on Yelp! Each location has its own page.
- Call us (707) 293-9795
- Email us at contactus@santarosariseandshine.com



UNIFORM COMPLIANT PROCEDURES ANNUAL NOTICE

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

For the Infant/Toddler Program (CCTR) complaints must be signed and filed in writing with:
California Department of Social Services (CDSS)
Child Care and Development Division
Attn: Appeals Coordinator
744 P Street MS 9-8-351
Sacramento, CA 95814
Phone: 1-833559-2420
FAX 916 654-1048
Email:CCDDAppeals@dss.ca.gov

If the complainant is not satisfied with the final written decision of the CDE/CDSS, remedies may be available in federal or state court.

A complainant filing a written complaint alleging violations of unlawful discrimination may also pursue civil law remedies, including, but not limited to, injunctions, restraining orders, or other remedies or orders.

ACKNOWLEDGEMENT OF HANDBOOK

We have read the handbook for Rise and Shine Child Care Center located on their website at www.santarosariseandshine.com

I/We agree to abide by the policies and procedures as set forth and outlined in the abovementioned handbook.

Rights of the Licensing Agency: Section 101200 (b) & (c) The Department or Licensing Agency shall have the authority to interview children, or staff, and to inspect and audit child or facility records without prior consent.

Print name: _____

Parent signature: _____

Date: _____

Print name: _____

Parent signature: _____

Date: _____

This page is to be returned and added to your child's file.