

Rise and Shine Child Care Centers - Parent Handbook GENERAL



Rise and Shine Child Care Centers &
Family Services Agency
9/18/2025

Rise and Shine Child Care Centers & Family Services Agency

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Introduction & Purpose

At Rise and Shine Child Care Centers & Family Services Agency, we are proud to serve families across Sonoma County by providing quality care for infants and toddlers ages 2 to 24 months.

Recognizing the critical role of early childhood education, our program offers a wide range of developmentally appropriate activities designed to meet each child's individual needs, interests, and abilities. We believe that early exposure to a structured, yet nurturing environment lays the foundation for lifelong learning and growth.

Our infant program emphasizes routine, stability, and a warm, homelike setting that encourages exploration and fosters a sense of security. We aim to create a space where babies feel comfortable, cared for, and free to respond naturally and positively to their surroundings.

The primary goal of our program is to support the early developmental milestones of every child in our care by providing a safe, healthy, and enriching environment. We understand that entrusting your child to someone else's care is a significant decision, and we are committed to making that transition as reassuring as possible for both you and your baby.

With a strong partnership between our dedicated staff and supportive families, we are confident in our ability to offer meaningful early childhood experience that will have a lasting impact on your child's life.

Thank you for placing your trust in us. We look forward to building a relationship rooted in mutual respect, growth, and learning.

Sincerely,

The Rise and Shine Child Care Centers & Family Services Agency Team

Non-Discriminatory Policy

We are committed to operating on a nondiscriminatory basis, providing equal treatment and quality service to all families. Our program does not discriminate based on sex, sexual orientation, gender identity, mental or physical disability, ethnicity, race, ancestry, national origin, religion, or color.

Mission Statement

Rise and Shine Child Care Centers & Family Services Agency is dedicated to delivering high-quality infant and toddler care. Our mission is to create a safe, nurturing environment where young children feel secure and supported. Through a calm, structured setting, we provide the tools and encouragement necessary for each child to build confidence and achieve their individual developmental milestones. In partnership with families, we also strive to ensure accessible, responsive care that meets the diverse needs of our community.

Care Philosophy

At Rise and Shine Child Care Centers & Family Services Agency, our approach is deeply inspired by the principles of the Program for Infant/Toddler Care (PITC). We are committed to fostering a nurturing, responsive, and developmentally supportive environment grounded in the following core values:

- **Respect** for each child as an individual
- **Continuity of care** that promotes stable, trusting relationships
- An **atmosphere of care** that prioritizes emotional safety and well-being
- Consistent **routines** that support predictability and comfort
- Building **trust** as a foundation for learning and development
- **Nurturing** care that supports social, emotional, and developmental growth
- **Age-appropriate expectations** that honor each child's pace of learning
- **Responsive caregiving** that adapts to each child's unique needs
- Strong **relationships** between children, families, and staff

We believe that continuity of care—defined as providing consistent caregivers and predictable routines in a caring environment—is essential for infants and toddlers. This model supports young children by ensuring they remain with the same caregivers and peer group as they grow, helping them feel secure and understood. Small group sizes and low staff-to-child ratios further strengthen these bonds.

Research and best practices emphasize the importance of this model, particularly for children from birth to three years of age. At Rise and Shine, we are dedicated to balancing high-quality care with age-appropriate learning by ensuring that each developmental stage is supported by well-trained, passionate educators. Our primary focus is on infants and toddlers between the ages of 2 to 24 months.

We are committed to cultivating meaningful relationships within our program—between children, families, and staff alike. We aim to create a broad support network and to ensure transitions are handled with care and sensitivity.

Recognizing that the field of early childhood education is often affected by high turnover rates, we have made staff retention a top priority. Through our **Staff Retention Program**, we are actively working to create a supportive work environment that encourages long-term commitment. Our goal is to maintain continuity by enabling our teachers to grow alongside the children in their care, forming lasting, impactful relationships throughout each developmental stage.

Curriculum Philosophy

Our Beliefs

At Rise and Shine Child Care Centers & Family Services Agency, we believe that the curriculum you choose is just as vital as the program that implements it. The quality of care your infant or toddler receives is directly influenced by both the structure of the curriculum and how it is thoughtfully carried out by caregivers.

Our Learning & Play Philosophy

We are committed to providing an individualized, developmentally appropriate action plan for each child based on their age, unique needs, and growth milestones. Our goal is to combine tender, loving care with meaningful support for intellectual development—guided by a deep, attentive understanding of each child's cues and rhythms.

Caregiving at Rise and Shine is rooted in responsive, relationship-based interaction. Our caregivers work closely with families to honor and integrate each child's home culture and family values into their daily experience.

Our teachers observe and reflect on the interests, skills, and behaviors of the infants in our care. Through thoughtful planning and responsive engagement, they design enriching environments that support the next steps in each child's learning journey.

Our curriculum is based on the principle of **active participatory learning**—a hands-on, discovery-based approach that encourages infants and toddlers to explore the world through play and interaction. This process fosters natural curiosity and nurtures essential developmental domains.

To ensure a high standard of care, our program is anchored by six core policies:

- **Primary caregiving**
- **Small group sizes**
- **Continuity of care**
- **Individualized attention**
- **Cultural responsiveness**
- **Inclusion of children with special needs**

These principles support a nurturing climate where responsive relationships can grow between caregivers and children, and between caregivers and families. Over time, this consistent and intentional approach cultivates deep bonds, trust, and a secure foundation for each child's ongoing development.

Program Evaluations

Program Evaluation & Quality Assurance

Rise and Shine Child Care Centers & Family Services Agency proudly partners with the California Department of Education, Child Development Division, and the California Department of Social Services, Child Care and Development Division. As part of our commitment to continuous improvement and accountability, we participate in an annual program evaluation known as the **Desired Results Developmental Profile (DRDP)**.

The DRDP system is designed to document the developmental progress of children and the experiences of their families, while also guiding efforts to enhance overall program quality. This comprehensive system utilizes three key tools:

1. **Desired Results Developmental Profile (DRDP) Assessment**

Conducted twice per year, this assessment evaluates each child's developmental progress across multiple domains. Families will be invited to a conference with teaching staff to review the results and collaborate on strategies to support their child's ongoing growth.

2. **DRDP Family Survey**

Administered annually, this confidential survey gathers feedback on family satisfaction with the program. Your input is essential in helping us maintain and improve the quality of care we provide—your voice matters.

3. **Environmental Rating Scale (ERS)**

Completed once a year, this tool evaluates the classroom environment to ensure it supports high-quality learning and care. It also serves as an ongoing reference for teachers as they make thoughtful adjustments throughout the year.

Staff

Roles and Responsibilities

At Rise and Shine Child Care Centers & Family Services Agency, each team member plays a vital role in supporting the delivery of high-quality early childhood education and family services. Below is an overview of key positions and their primary responsibilities:

- **Executive Director**

Provides overall leadership, supervision, and strategic management of the agency, ensuring that all programs and services align with organizational goals and regulatory requirements.

- Oversees all fiscal operations, including budgeting, financial reporting, and compliance.

- **Family Intake and Eligibility Coordinator**

Manages the intake process and determines families' eligibility and ongoing need for services. Supports administrative functions and assists the Executive Director as needed.

- **Child Development Specialist**

Offers professional guidance and training to teaching staff, documents child assessments and developmental screenings, coordinates with partner agencies, and leads special projects to enhance program quality.

- **Site Supervisor/Director**

Oversees daily site operations, including staff scheduling, substitute coordination, and compliance with licensing and regulatory agencies. Provides staff training, supports ongoing professional development, and ensures effective communication among staff, administration, and families.

- **Lead Teachers**

Responsible for supervising, planning, and evaluating daily program activities for their

assigned groups of children. They also conduct child assessments and serve as the primary contact for sharing developmental progress with families.

- **Teachers**

Support Lead Teachers in planning, supervising, and evaluating daily classroom activities. They also complete child assessments and screenings and maintain regular communication with families regarding their child's development.

- **Teacher/Bilingual Support Staff**

In addition to regular teaching responsibilities, provides translation and interpretation services for teaching staff, families, and administrative personnel to ensure effective communication.

- **CACFP Coordinator**

Manages all aspects of food service, including purchasing, meal preparation, and compliance with the Child and Adult Care Food Program (CACFP) standards to support the health and nutrition of children in care.

Staff Qualifications

At Rise and Shine Child Care Centers & Family Services Agency, we are proud to employ a team of experienced Early Childhood Educators who are dedicated to the developmental success and well-being of every child in our care. All teaching staff either hold a valid California State Child Development Teacher Permit or are actively working toward obtaining one.

To ensure the highest standards of care, our educators engage in continuous professional development through college coursework, specialized training workshops, in-service sessions, and participation in professional early childhood education organizations.

For your child's safety and in compliance with the Department of Social Services and Community Care Licensing regulations, **all staff members undergo a comprehensive background screening before employment.** In addition, each staff member is required to complete:

- A health screening
- Proof of up-to-date immunizations
- Tuberculosis (T.B.) test clearance
- Health and Safety Training
- Infant First Aid/CPR/AED

These measures are part of our commitment to providing a safe, healthy, and nurturing environment for your child.

Program Ratios

Adult-to-Child-Ratios

At Rise and Shine Child Care Centers, we are proud to maintain low adult-to-child ratios across all our facilities. These low ratios create a nurturing environment that promotes individualized care, responsive interactions, and enriched learning experiences for each child.

For our infant program (ages 2 to 24 months), we maintain a standard ratio of **1 adult for every 3 infants (1:3)**. In some cases, our ratios are even lower, allowing for even greater personalized attention and support for each child's unique developmental needs.

This commitment reflects our belief in quality over quantity, ensuring that every child receives the care, connection, and engagement they deserve.

Community Care Licensing

Licensing and Regulatory Compliance

Rise and Shine Child Care Centers are fully licensed by the California Department of Social Services, Community Care Licensing Division. We operate in accordance with the health and safety standards outlined in **Title 22 of the California Code of Regulations**, which governs licensed childcare facilities.

To ensure compliance, a licensing analyst may conduct inspections at any time and has the authority to interview enrolled children and their families. The results of these inspections are posted at the facility for public viewing. Copies of inspection reports are also available upon request from the Executive Director.

Our commitment to meeting and exceeding licensing standards reflects our dedication to providing a safe, supportive, and high-quality environment for the children and families we serve.

Child Care Assistance Program

Child Care Assistance and Eligibility Process

Rise and Shine Child Care Centers' infant and toddler programs are recognized by the California Department of Education as a **CCTR Direct Services Provider**. This recognition allows us to provide financial assistance to eligible families to help with childcare costs.

Initial Certification of Eligibility Process:

1. **Designation of Authorized Staff**

Rise and Shine will designate authorized staff members responsible for certifying family and child eligibility.

2. **Eligibility Certification**

At the time of initial certification, the designated staff member will assess the family's eligibility based on the completed application and supporting documentation, in accordance with Chapter 19, Subchapter 3 (commencing with Section 18077). Families will be notified whether their eligibility is approved or denied.

3. **Certification Duration**

Once certified as eligible, families will remain eligible for a minimum of 24 months, unless otherwise specified by law or regulation. After 24 months, families will need to be recertified per Section 18082.1.

4. **Income Reporting Requirement**

When a family is certified as income-eligible, they will be notified in writing of the obligation to report any changes if their income exceeds the eligibility limits outlined in Section 18082.2.

5. **Disenrollment**

Families cannot be disenrolled before the end of the 24-month certification period, except under the following circumstances:

- If a recalculation of income shows that the family's monthly income exceeds the eligibility threshold set by the Education Code Section 8263.1, and the family does not qualify under another eligibility basis per Section 18083.
- If the family moves out of California.
- If there is substantiated evidence of fraud that invalidates the initial certification.
- If the family has abandoned care as defined in Section 18066.5.

Families who are disenrolled before the end of the 12-month certification period will receive a **Notice of Action** per Section 18095.

Responsibilities and Documentation Requirements:

Families enrolled in the child care assistance program must adhere to the current guidance of the **California Education Code** and **Title 5 of the California Code of Regulations**. It is the responsibility of the enrolling parent to provide all necessary documentation to determine eligibility and the need for services.

If the documentation provided is incomplete or inadequate, the agency is required by state regulations to deny services.

Title 5 Regulation #18084 – Documentation and Verification of Family Income

In accordance with Title 5 Regulation #18084, it is the responsibility of the enrolling parent to provide documentation of the family's total countable income. Rise and Shine Child Care Centers is required to verify this information as outlined below:

For Employed Parents:

1. **Employer Authorization**

The parent must provide a release form authorizing the contractor (Rise and Shine Child Care Centers) to contact the employer(s). This form should include the employer's name, address, telephone number, and regular business hours.

2. **Income Documentation**

The parent must submit one of the following documents for the month preceding the initial certification, application update, or recertification to verify wages:

- Payroll check stubs
- A letter from the employer
- Any other official record of wages issued by the employer

Health and Licensing Documentation:

In addition to income documentation, the enrolling parent is responsible for providing all required documents for Community Care Licensing. This includes, but is not limited to:

- **Up-to-date Immunization Records:** These must be provided prior to enrollment.
- **Health Screening Form:** This form must be submitted within 30 days of enrollment. If the form is not received within this timeframe, the child will be excluded from the program until the health screening is completed.

Child's File

Each child's file will include all necessary documentation to establish eligibility and need in accordance with California Title 5 regulations. The required documents include:

1. **Application Form**
2. **Proof of Income:** Documentation for the month prior to the initial certification or recertification.
3. **Proof of Employment, Training, or Incapacitation**
4. **Family Information:** Details regarding family size, marital status, or single parenthood.
5. **Proof of Child's Special Needs** (if applicable), or a referral from a legal, medical, or social service agency.
6. **Birth Certificates:** Copies or other supporting documentation for all minor children in the family.
7. **Title 22 Documentation:** Includes child health records, immunization information, and emergency contact details.
8. **Job-Seeking Families:** These families will be required to recertify every 12 months.

This documentation ensures compliance with state regulations and supports the appropriate assessment of each child's eligibility and needs.

Recertification

Families are initially certified for a 24-month period, and no recertification is required during this time unless certain circumstances arise. Recertification will be necessary in the following cases:

- Addition of a Second Child: A new application and certification will be required if a second child is added to the enrollment.
- Job-Seeking Families: Families who are classified as job-seeking will require recertification every 12 months, as outlined above.

General Enrollment

Rise and Shine Child Care Centers welcomes families who do not qualify for child care payment assistance; however, availability for full-cost enrollment is limited.

Enrollment for full-cost families is determined at the discretion of the Executive Director and is carefully managed to ensure compliance with our contractual obligations to the California Department of Education.

Full-cost tuition rates vary based on the child's age, enrollment schedule, and the current subsidized rate structure. Up-to-date fee information is available on our website and is subject to change in accordance with State fee redeterminations.

Billing & Fees

Tuition & Subsidized Fees

Rise and Shine Child Care Centers follows the fee structures established by the California Department of Education (CDE) and the California Department of Social Services (CDSS).

Fees are calculated based on 47 operational weeks per year and divided into twelve equal monthly payments.

Families who qualify for child care assistance may be assessed a **family fee** based on a sliding scale that considers **gross monthly income** and **household size**. In some cases, fees may be partially or fully waived at the discretion of CDE or CDSS.

Family Fee Assessment

(In accordance with WIC 10290(c) and 5 CCR 18109)

Rise and Shine uses the following criteria to determine full-time or part-time fees:

1. Adjusted monthly family income
2. Household size
3. Certified child care schedule (fee is based on the child enrolled for the most hours)
4. The assessed fee will be the lowest of the following: the scheduled rate, the actual cost of care, or the maximum contract rate
5. Fees will not be adjusted due to child absences (excused or unexcused)
6. The assessed fee represents the full portion of the family's share of costs
7. We maintain complete records of each family's fee assessment, changes, payments, and any delinquencies. Families will be provided with a copy of our policies on fee assessment and the consequences of late or non-payment.

Fee Exemptions

(Per WIC 10260, 10291; 5 CCR 18084(c), 18110)

Families will not be charged fees under the following circumstances:

- The child is receiving child protective services or is at risk of abuse, neglect, or exploitation, and a referral specifies exemption from family fees
- Enrollment in a Severely Handicapped program
- The family is receiving CalWORKs cash aid
- The family's income falls below the first level of the Family Fee Schedule

Note: Fee exemptions for protective services may not exceed 24 months.

Additional Payments & Services

(WIC 10292, 5 CCR 18111)

1. Contractors/providers may **not request or require** additional payments (cash or in-kind) from families, with the following exceptions:
2. **Diapers, wipes, and ointment** are provided at no extra cost with a signed permission form. Families may supply their own, but no tuition discount will be applied.
3. **We do not participate in field trips.**

Credit for Fees Paid to Other Providers

(5 CCR 18112)

If Rise and Shine cannot meet all of a family's certified child care needs:

- A **fee credit** may be issued for payments made to other licensed child care providers

- Credits must be used within the next billing cycle and cannot carry over
- Documentation (receipts or canceled checks) is required and will be kept on file

Receipts & Documentation

(5 CCR 18113)

- A pre-numbered receipt will be issued for each payment
- The receipt will include: amount paid, date, rate, and service period
- A copy will be retained in our records

Fee Payment Policies

(5 CCR 18114 – 18116)

- Fees must be **paid in advance** of services
- Payments are **due on the 1st of each month**—no grace period is provided
- Fees are considered **delinquent after 7 calendar days**
- A **Notice of Action** will be issued for unpaid fees, indicating the amount due, period of delinquency, and that services will be terminated in **two weeks** if unpaid

If fees are delinquent:

- Families may submit a **repayment plan** for approval
- Services will continue if current fees are paid and the repayment plan is followed
- **Nonpayment** will result in termination of services, and families will be **ineligible** for future services until all delinquent fees are paid

Full-Cost Tuition

Families not receiving child care assistance will be charged **full tuition rates** set according to CDE and CDSS guidelines for each county.

- Tuition is **based on enrollment schedule**, not daily attendance
- Full tuition is due regardless of **absences, vacations, or holidays**
- A **prorated tuition** may apply during the first two weeks of a trial period; if continued, the remaining balance will be due immediately
- Accepted payment methods include:
 - Cash
 - Check

- ProCare (Parent App)
- Venmo
- Cash App
- Apple Pay

If you prefer another payment method, please contact the Director to make arrangements.

Please note: While app payments may experience a **3–5-day processing delay**, late fees will not be applied if the payment is **initiated by the due date**. *For current tuition rates and payment policies, please visit our website or contact the administrative office.*

Administrative Fees

An **annual administrative fee** is required **per child**, covering the program year from **August through July**. This fee supports essential enrollment-related costs and is **non-refundable**.

Pro-rated fees are available for:

- Children enrolling **after August**
- Children who **withdraw before July**, based on the child's birthdate

This fee helps cover the costs associated with:

- Enrollment processing
- Insurance
- Maintaining individual child records
- Start-up supplies for new enrollees

Additionally, a portion of this fee supports our **Staff Retention Program**, which plays a key role in ensuring continuity of care and maintaining a stable, nurturing environment for your child.

Miscellaneous Fees

The following fees may apply in addition to regular tuition and administrative costs:

1. Application Fee

A one-time, non-refundable fee due at the time of contract acceptance.

2. Early Drop-Off Fee

A per-minute charge will apply for any drop-off **before 8:30 a.m.**.

3. Late Pick-Up Fee

A per-minute charge will apply for pick-up after scheduled closing times:

- **After 12:30 p.m. on Mondays**

- **After 4:30 p.m. Tuesday–Friday**
- 4. **Late Tuition Fee**

Tuition is due on the **1st of each month**, including holidays and weekends. Payments made after this date will incur a late fee. **No grace period is offered.**
- 5. **Returned Check Fee**

A fee will be assessed for each returned check. After **two returned checks within a 12-month period**, all future payments must be made in **cash**, and a receipt will be issued.
- 6. **Monthly Billing for Additional Fees**

Any fees incurred will be included in the **monthly billing statement** and are **due upon receipt**.

Policy Changes & Rate Increases

A minimum of **30 days’ notice** will be provided for any policy updates or changes to fee structures.

Closure Credits

Credit will be issued for any unscheduled facility closures, **excluding unusual or emergency circumstances**. Credits will be applied to the next billing cycle.

Unusual Circumstances

In the event that our facility or the surrounding area is deemed unsafe, or should unforeseen circumstances beyond our control arise—such as a pandemic, severe weather, natural disaster, active shooter situation, war, or any other emergency that makes continued attendance or fulfillment of the admissions agreement impossible—**Rise and Shine Child Care Centers & Family Services, LLC** will not be held liable for any resulting damages or losses.

This includes, but is not limited to, financial loss, damage to personal property, personal injury, or loss of life. Under such conditions, Rise and Shine will be released from all obligations related to the admissions agreement and service delivery.

Admissions & Administration

Waiting List & Displacement Policy

1. **In accordance with Education Code section 8263(b)(1), priority for enrollment is as follows:**

- Children receiving protective services through the local county welfare department will be enrolled before children identified as being at risk of abuse or neglect.
- 2. **Siblings of Enrolled Children:**
 - When at least one child in a family is enrolled based on eligibility through protective services or identified special needs, additional siblings may be enrolled if an appropriate opening exists (e.g., infant care, school-age care).
 - If other children in the family do not qualify under protective services or special needs, they must meet eligibility and need requirements per Education Code sections 8263(a)(1) and (a)(2) and will be admitted according to established priority guidelines in section 8263(b).
- 3. **Service Level Does Not Affect Priority:**
 - Families needing less than full-time care will not be denied services or assigned a lower priority due to their service level.
- 4. **Waiting List Management:**
 - Rise and Shine maintains an up-to-date waiting list in accordance with state-mandated admission priorities.
 - As vacancies arise, applicants are contacted based on priority ranking.
- 5. **Displacement Procedure:**
 - If displacements become necessary, families will be displaced in reverse order of admission priority, ensuring those with the highest need remain enrolled.

Meet ‘n Greet – Required Pre-Enrollment Orientation

To ensure transparency and help families make informed decisions, **all prospective families** must participate in a **Meet ‘n Greet** session prior to enrollment.

- These four sessions are held **monthly on selected Mondays**.
- The Meet ‘n Greet provides an opportunity to:
 - Meet our staff
 - Tour of facility
 - Learn about program structure, philosophy, and expectations
 - Ask questions in a supportive setting

Please allow **30-40 minutes** for the full session, depending on the number of participants and questions.

Enrollment Forms

To ensure your child’s safety and to comply with **State of California licensing requirements**, all enrollment forms must be **fully completed and submitted prior to your child’s first day of attendance**.

Required forms include, but are not limited to:

- Parent’s Rights (LIC 995)

- Personal Rights (LIC 613A)
- Identification & Emergency Information (LIC 700)
- Consent for Emergency Medical Treatment (LIC 627)
- Preadmission Health History – Parent’s Report (LIC 702)
- Physician’s Report (LIC 701)
- Current Immunization Records

As an **infant-only program**, Rise and Shine Child Care Centers adhere strictly to **infant-safe sleep guidelines**:

- Infants will be placed on their **backs to sleep** in their **assigned crib or cot**.
- A **napping log** will be maintained for each child, documenting **15-minute visual checks** with the **initials of the staff member** conducting the observation.
- A completed **Infant Safe Sleep Plan (LIC 9227)** is required for **all children under 12 months** of age.

In addition, the **Infant Needs and Services Plan (INS)** must be completed and kept on file. This form outlines your child’s individual routine and care needs. It is reviewed and updated **quarterly in March, June, September, and December** or as needed based on your child’s development and changes in care.

Sign-In and Sign-Out Procedures

For the safety and security of all children in our care, **every child must be signed in and out each day** using our digital system, accessible via a **QR code** located inside each facility.

- Each **authorized adult** will be assigned a **unique PIN** for secure access to the sign-in/out system.
- The **exact time of arrival and departure** must be recorded by the individual responsible for drop-off and pick-up.

Authorized Pick-Up:

Children will **only be released** to individuals listed on the **emergency contact form** provided by the enrolling parent/guardian.

If someone **not listed** on the emergency form needs to pick up your child:

- **Written permission** from the parent/guardian is required in advance.
- The individual must present a **valid photo ID** and provide a **legible signature** at pick-up.

These procedures are strictly enforced to ensure the **well-being and security** of your child at all times.

Emergency Contact Information

To ensure your child's safety and well-being, it is essential that all **emergency contact information remains current**. Please notify us immediately of any changes to phone numbers, addresses, or authorized pick-up persons.

In the event that your child becomes ill or another concern arises during the day, it is our policy to contact a **parent or guardian immediately**. Once notified, you must make **arrangements for pick-up within 30 minutes**.

Keeping your contact information accurate and up to date helps us respond promptly and effectively in any situation involving your child.

Hours of Operation

Please Note:

There are no refunds, make-up days, or trade days for missed attendance.

Business Hours by Location:

Humboldt Street Center

- Monday: 8:30 a.m. – 12:30 p.m.
- Tuesday–Friday: 8:30 a.m. – 4:30 p.m.

Montgomery Village Center

- Monday: 8:30 a.m. – 12:30 p.m.
- Tuesday–Friday: 8:30 a.m. – 4:30 p.m.

Rohnert Park Center

- Monday: 8:30 a.m. – 12:30 p.m.
- Tuesday–Friday: 8:30 a.m. – 4:30 p.m.

We kindly ask that families adhere to their designated schedules, as staffing and classroom planning are based on contracted hours.

Attendance, Withdrawal, or Termination

Arrival & Pick-Up

To maintain a calm and consistent environment for our infants and toddlers, all children must arrive by **10:00 a.m.** Late arrivals disrupt established routines and can increase transition-related stress for young children.

- Children may only attend on the days and times for which they are enrolled.
- Additional days or hours must be arranged in advance and are subject to availability. Additional charges may apply.
- **Doctor's Appointments:** We strongly encourage appointments to be scheduled **outside of core hours**. Children arriving after 9:30 a.m. will not be admitted, especially between **9:30 a.m. and 2:00 p.m.**, to avoid disruption to the classroom schedule, including nap times.

Transition Period

We recommend a **two-week probationary period** to assess whether a group care environment is a good fit for your child. While most children transition successfully with support, there may be rare instances where the setting does not meet the individual needs of the child. In such cases, we will work closely with parents throughout the transition process and, if necessary, discuss alternate care options that better support the child's well-being.

Absences

We request that parents notify the center of a child's absence **by 8:00 a.m.** on the day of scheduled attendance.

For families enrolled under **CCTR (California Center-Based Child Care) Contracts:**

- **Excused Absences** include:
 - Child or parent illness or quarantine
 - Family emergencies (e.g., illness, injury, or death)
 - Court-ordered visitations (documentation required)
 - Shelter-in-place situations related to COVID-19
 - Vehicle breakdown (up to 3 times per year)
- **Best Interest Days:** Each family is allowed **ten (10) best interest days per fiscal year**, for reasons such as:
 - Family vacations
 - Cultural or religious holidays
 - Visiting relatives or moving
- **Unexcused Absences** include:
 - Transportation issues
 - Oversleeping
 - Exceeding the 10 best interest days
 - Repeated unnotified absences

After **five (5) unexcused absences**, families may be required to meet with the Director or Enrollment Specialist to identify ways Rise and Shine can support consistent attendance.

Termination of Services

Services may be terminated for **just cause**, including but not limited to:

- **Fraud:** Deliberate misrepresentation or omission of information to obtain subsidized services.
- **Violation of Agency Policies:** Failure to comply with program rules or guidelines.
- **Non-payment or delinquent tuition/fees.**
- **Habitual late arrivals or pick-ups beyond contract hours.**
- **Use of tobacco products** on agency premises.
- **Possession of drugs, alcohol, weapons, or weapon replicas** on site.
- **Health or safety risks** presented by a parent, guardian, or child to others in the center.
- **Inappropriate behavior** by a parent or guardian, including disrespectful or harassing remarks toward staff, arguing over policies, or refusal to follow rules.

Note: Rise and Shine Child Care Centers do not engage in child custody disputes. Matters regarding custody must be resolved through the appropriate legal channels. We maintain a zero-tolerance policy for confrontational behavior on our premises.

Withdrawal & Abandonment of Care

Withdrawal

Families choosing to withdraw their child(ren) from Rise and Shine Child Care Centers must provide a **minimum of 30 days' written notice** prior to the intended last day of attendance.

Private Pay Families:

If a child is absent without notice and tuition remains unpaid for **one full calendar week**, it will be considered a voluntary withdrawal. At that time, the child's space may be reassigned to another family without further notice or refund of fees.

Abandonment of Care – Subsidized Families

Definition:

A family is considered to have **abandoned care** if there is **no communication** with Rise and Shine Child Care Centers & Family Services Agency for **seven (7) consecutive calendar days**, and no explanation has been provided for the child's absence.

Procedure:

1. Attempted Contact:

Rise and Shine will make multiple efforts to reach the family using the contact information on file.

- At least **one attempt must be in writing**, which may include email or other electronic communication.

- All contact attempts will be **documented** and retained in the family's file, including copies of any written messages.
 - The family will be informed that continued lack of communication may result in termination of services.
2. **Disenrollment Notice:**
If there is **no contact** from the family for **30 consecutive calendar days**, Rise and Shine will issue a **Notice of Action** to formally **terminate early learning and care services** due to abandonment of care.

Holidays & Vacations

Rise and Shine Child Care Centers will be closed on the following holidays:

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

Please note: Some holidays may require additional days off depending on how they fall within the week. Refer to the **facility calendar** on our website for exact dates.

Professional Development Days:

We reserve the right to add **2-3 additional closure days** for required staff professional development. These dates will be posted at least **30 days in advance**.

Health

ABSOLUTELY NO SIGNS OF ILLNESS WILL BE PERMITTED

Your child's health is of the utmost importance to us. Upon arrival each day, your child will undergo a health screening, which may include a temperature check and visual inspection, along with screening questions.

This facility provides childcare services exclusively to well children. All children must be symptom-free; if they are not, they must stay home. **Absolutely no sign of illness will be permitted.**

1. **Morning Temperature Check:** Parents are requested to take their child's temperature before leaving for the facility. A fever is considered to be:
 - **Oral** (in the mouth): 100°F (37.8°C)
 - **Rectal** (in the bottom): 100.4°F (38°C)
 - **Axillary** (under the arm): 99°F (37.2°C)
2. **Handwashing:** Parents are asked to wash their child's hands before leaving the house each morning.
3. **Arrival Health Check:** Upon arrival, our staff will conduct a visual health check, including a look for rashes or sores around the mouth, hands, feet, and a scalp check, as well as a temperature check.

Illness Policy:

- **Fever:** Children with a fever may not return until 48 hours after the fever subsides, without the use of fever-reducing medications.
- **Antibiotic Treatment:** Children who have been treated with antibiotics for a contagious illness must wait **24 hours** before returning.
- **Immunizations:** We require all children to maintain current immunizations. Required immunizations are listed on our website, and we also provide information about exemptions.

Please notify us if your child experiences any unusual emotional or physical behavior, illness, or disability.

Signs and Symptoms of Illness:

If your child exhibits any of the following symptoms, they must be sent home or may not be admitted into the program:

- **Fever** of 100°F or higher: Must be fever-free for **24 hours** without fever-reducing medicine.
- **Lethargy**, uncontrolled coughing, persistent crying, or irritability.
- **Green, runny nose** accompanied by lethargy or irritability.
- **Diarrhea:** Child must stay home. They may return **48 hours** after the last loose stool.
- **Undiagnosed rash or open sores.**
- **Vomiting.**
- **Head Lice:** May return **24 hours** after treatment, provided they are nit-free.
- **Hand, Foot, and Mouth Disease (HFMD), Ringworm, or Impetigo:** Child may return once lesions have cleared.
- **Scabies:** May return after treatment and once the skin is clear.
- **Strep Throat:** May return after **48 hours** of medication and one full well day at home.
- **Pink Eye (Conjunctivitis):** May return after **24 hours** of antibiotics and eyes are free of discharge.

Contagious Illness Notification:

This facility must be immediately notified of any contagious illness or disease your child has or has been exposed to, and we will notify you if we observe any unusual signs that may indicate health concerns.

Incidental Medical Services

Our staff is trained in Pediatric First Aid/CPR and AED, including procedures for administering medications. In the event of a medical or dental emergency, staff will call 911 and notify the parents unless otherwise indicated on the child's emergency contact form.

Medication Administration

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

1. **Prescription Medication**
 - Medication must be in its original container with the pharmacy label.
 - We will only administer medications with signed physician permission on file.
 - A signed permission slip from the parent must also be on file.
 - The label must include the child's name, the date, the drug name, and the dosage.
 - We will never administer more than the prescribed amount.
2. **Medication Record**
 - Each occurrence of administered medication will be recorded in the parent portal and the usage form, including the date, time, amount, and who administered it.
3. **Health Precautions**
 - Staff will follow all universal health precautions when administering medication.
4. **Over-the-Counter Medication**
 - Must be in its original container.
 - We will only administer with signed parental permission on file.
 - **Note:** We do not administer eye medications at any time.
5. **Medication Storage**
 - Medications will be stored in the child's assigned tote or refrigerator bin (if refrigeration is required). They will be transported in the event of an emergency requiring relocation.

Exceptions to Medication Policy

- **Sunscreen:** Sunscreen should be applied at home. Staff will not reapply or spray sunscreen. If sun exposure is a concern, hats or long sleeves may be used as an alternative.
- **Inhaled Medication:**
 - Asthma medication requires a completed asthma plan from both the doctor and parent, and staff must receive training on administering inhaled medication.
 - A full nebulizer/inhaler policy will be provided upon request.
- **Epi-Pen:**
 - Staff are trained in the use of Epi-Pens for severe allergic reactions. Parents may request a sample plan for Epi-Pen use.

- **Food Allergies:**
 - A medical statement is required for food allergies. We will provide appropriate food alternatives.
 - All food allergies will be posted for food service personnel and classroom staff.

Center Sanitation

- **Handwashing** is one of the most effective ways to prevent illness and protect your child.
 - Handwashing procedures are posted in both adult and children's bathrooms and handwashing areas.
 - All adults and children must wash their hands with soap and water upon entering the classroom in the morning and in the following situations:
 - After messy play
 - Before and after handling food
 - Before and after administering/ingesting medications
 - After using the toilet and after using a tissue
 - Before and after playing at the water table
 - Tables, sinks, and toilets are sanitized regularly throughout the day and before mealtime.

Center Safety

- Staff are trained in Pediatric First Aid, CPR, and AED.
- Staff with infants participate in monthly disaster, fire, and evacuation drills.
- The center maintains a supply of drinking water and emergency supplies.
- To maintain cleanliness, **outside shoes are not permitted on carpets at any time.** Shoe covers must be worn.

Nutrition

At Rise and Shine Child Care Centers, we prioritize nutrition as a key component of our program and emphasize the importance of a healthy diet.

Our centers participate in the USDA Child and Adult Care Food Program (CACFP), ensuring that all meals and snacks provided meet the nutritional needs of the children and comply with all CACFP guidelines.

We offer breakfast, morning snacks, and lunch at no additional cost to families. Menus are posted in advance for your convenience.

Discipline

For our full Discipline Policy, including acknowledgment, please see our enrollment forms.

In summary, discipline at Rise and Shine Child Care Centers is approached as a positive training tool, primarily focusing on reinforcement and redirection.

We **do not** permit the use of physical punishment under any circumstances.

If your child is experiencing changes in the home environment that might affect their behavior (such as moving to a new home, changes in routine, new siblings, or other family adjustments), please keep us informed. Open communication is essential to ensure the best care for your child and to support a smooth transition.

As partners in your child's care, we value and encourage ongoing communication between home and our center to help guide their growth and development.

Communication

Confidentiality

At Rise and Shine Child Care Centers & Family Services Agency, we take the confidentiality of your child's information seriously. All data related to your child and family will only be used or disclosed for purposes directly related to the administration of our programs.

Parents or authorized representatives may request to review the basic data file concerning their child at reasonable times and places.

Open Communication Channels

We strive to keep communication between the home and facility as open as possible. To facilitate this, we utilize several tools, including:

- Online Parent Portal (via ProCare)
- Email updates
- Monthly newsletters
- Periodic announcements and reminders
- Daily communication during drop-off and pick-up
- Parent-teacher conferences
- Bi-annual evening parent meetings via Zoom

Our teachers utilize an app to document observations, take photos, and record anecdotal notes throughout the day. This helps teachers track your child's development, interests, and learning style.

These observations inform the assessments teachers complete twice a year, allowing us to individualize learning experiences for each child.

Individualized Learning & Assessments

Teachers design activities, arrange the environment, and plan experiences to cater to the diverse needs, strengths, and interests of the children in their care. Assessment results are shared during family-teacher conferences held twice a year.

Daily Updates & Important Information

Through our center's app, teachers can share exciting moments from your child's day, including photos, notes, mealtimes, nap times, toileting/diapering, activities, and more! The app also allows us to send school announcements, parenting tips, child development articles, community resources, and even distance learning activity ideas to keep you informed and engaged.

Supplies

Diaper Policy

At Rise and Shine Child Care Centers, we provide disposable diapers for all children who require them. We maintain a supply of diapers (brand may vary) for communal use, along with wipes and ointment spray when necessary. These services are included in your monthly tuition, provided the parent gives permission via the Diaper Service Form.

Parents may choose to bring their preferred brand of diapers for their child. Diapers brought from home will be stored separately for each child. Please note, no tuition discount is offered for bringing your own diapers.

Clothing

Please dress your child in comfortable, rugged clothes suitable for a day of active learning. Children engage in a variety of hands-on activities, including sand, water, paint, and other messy materials. For safety and comfort, please adhere to the following clothing guidelines:

- Clothing should be free of drawstrings, rings, necklaces, or dangling earrings.
- Layered clothing is recommended to adjust to changing temperatures throughout the day.
- Outdoor play is scheduled daily, weather permitting.
- Please provide extra clothes and a wet bag in case of accidents or messy play.

Miscellaneous

1. **Field Trips:** Rise and Shine Child Care Centers do not participate in field trips.
2. **Transportation:** We do not provide or arrange transportation for children.
3. **Clothing:** Please dress your child according to the weather. We recommend sturdy, play-friendly clothes. Avoid sending your child in pajamas (unless it's their outfit for the day) or with overnight diapers that haven't been changed. Your child should be ready to start their day upon arrival.
4. **Tote Bags:** We will provide each child with their own center tote bag. Please pack an extra change of clothes, clearly labeled with your child's name. All items should fit in the provided bag.
5. **Napping:** For infants (0-12 months), napping is on demand. For older children, please refer to the daily routine schedule available online.

6. **Toys:** We kindly ask that you leave personal toys and belongings at home or in the car. We cannot be responsible for lost or damaged items. However, we welcome materials from home that support and enhance our program.
7. **Other Considerations:** While we strive to create a supportive and inclusive environment, we understand we cannot accommodate everyone's personal values in every situation. We will do our best to support the needs of all families.
8. **Questions:** If you have any questions or don't fully understand any aspect of our program, please feel free to ask. We're here to help!
9. **Birthday Treats:** If you'd like to bring a treat to celebrate your child's birthday, please ensure it is age-appropriate and aligns with our health and safety guidelines.

Advisory Committee

Family Involvement & Volunteer Opportunities

The goal of our Parent Engagement and Community Exchange (PEACE) committee is to gather feedback and advice from families to improve parent and community engagement efforts at Rise and Shine Child Care Centers & Family Services Agency. PEACE is dedicated to proactively identifying and sharing innovative ways to enhance our parent engagement programs, provide parent advocacy training, and strengthen community interactions.

Our Advisory Committee is composed of volunteers, including parents, family members, community members, and others interested in contributing.

The Advisory Committee meets quarterly. During our first meeting of the year (date TBD), we will discuss meeting times, relevant topics of interest, and elect advisory officers.

Workshop topics will be determined based on family interest surveys and discussions during the first meeting.

These meetings provide a great opportunity to network with other families, gain valuable information on various topics, and learn more about the programs and staff at Rise and Shine Child Care Centers & Family Services Agency.

Additionally, the Advisory Committee meetings serve as a platform for sharing ideas on fundraising and program improvements.

We welcome your involvement and look forward to collaborating with you to support the care, education, and development of your children!

Fundraising

We maintain an ongoing Amazon Wishlist titled "Santa Rosa Rise and Shine Child Care Center," which is regularly updated. Parents and community members are encouraged to visit the list often to see how they can help fulfill current needs and requests.

Each year, our Advisory Committee (that includes you) will work alongside staff to plan fundraising activities aimed at offsetting expenses not covered through our regular grant writing process. All families will be encouraged to participate in these efforts.

Staying Connected

- Visit our website at riseandshinesoco.com
- Follow us on Facebook at [RiseAndShineSoCo](https://www.facebook.com/RiseAndShineSoCo)
- Join our P.E.A.C.E Facebook group
- Find us on Instagram [@riseandshinesoco](https://www.instagram.com/riseandshinesoco)
- Subscribe to our YouTube channel [@riseandshinesoco](https://www.youtube.com/riseandshinesoco)
- We're now on Yelp! Each location has its own page.
- Call us at (707) 293-9795
- Email us at contactus@riseandshinesoco.com

Uniform Complaint Procedures Annual Notice

Rise and Shine Child Care Centers is committed to fully complying with all applicable state and federal laws and regulations. Individuals, agencies, organizations, students, and other interested parties have the right to file a complaint regarding any alleged violations of federal or state laws by Rise and Shine Child Care Centers. This includes complaints related to unlawful discrimination in any program or activity funded directly by the State or receiving state or federal financial assistance.

For the Infant/Toddler Program (CCTR), complaints must be submitted in writing and signed, and sent to:

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: 1-916-651-9142

Fax: 1-916-654-1048

Email: CCDDAppeals@dss.ca.gov

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

A complainant filing a written complaint for unlawful discrimination violations may also seek civil remedies, which could include injunctions, restraining orders, or other legal actions.

Licensing Complaints

For licensing-related complaints, please contact the **Child Care Licensing Division:**
Regional Office
1450 Neotomas Avenue, Suite #100
Santa Rosa, CA 95405
Phone: (707) 588-5026

ACKNOWLEDGEMENT OF HANDBOOK

We have read the handbook for Rise and Shine Child Care Center.

I/We agree to abide by the policies and procedures as set forth and outlined in the above-mentioned 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.