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**REDWOOD CHURCH**

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**PRESCHOOL**

Family Handbook

Dear Preschool Family,

Welcome to Redwood Church Preschool, a ministry of Redwood Church. Our program exists for you and your child. We strive to provide the loving care and guidance that your child needs as they grow and develop. Just as Jesus grew in wisdom and stature and favor with God and all the people. (Luke 2:52)

We value your family and strive to provide a learning environment that will help preschoolers grow as Jesus grew. Cooperation between parents, staff, and children will contribute to a successful experience for your child. We look forward to partnering with you; please feel free to let us know how we can best serve you and your family.

Thank you for choosing Redwood Church Preschool. We look forward to providing your child with a caring and enriching environment.

Sincerely,  
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Preschool Director  
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Redwood Church Preschool  
License # 414004160

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## About Us

Redwood Church Preschool, a ministry of Redwood Church, is a private, non-profit preschool. We serve families with children ages 2 to 6. We are open to all families and strive to offer quality care and build lasting relationships.

## History

The Redwood Church Preschool program was established in 1970 by Virda Stevens, a Redwood Church member who was determined to find a way to send her youngest daughter to preschool despite her family's financial limitations. The elders of Redwood Church partnered with Virda, providing her with a classroom and granting her permission to open a preschool that provided the community with an opportunity to send their young children into a safe, loving atmosphere where they could learn, socialize and, most importantly, get to know Jesus.

Our program continues to bless children in our community. In May of 2016, we became a full-time licensed childcare center. We are so happy to continue Virda's vision by offering a safe, loving place for children to learn, socialize and, most importantly, get to know Jesus.

## Mission

The mission of Redwood Church Preschool is to provide a safe, play-based atmosphere that will prepare children for successful lives as children of God. Our teachers strive to work side by side with the children and their families to achieve excellence in social skills, academics, and understanding of Biblical practices. We encourage the children to learn how to be helpful, respectful & safe.

## Hours of Operation

Please see our website for current hours of operation.

## Holidays, Breaks, and Other Closures

Please see the Preschool Calendar for dates of holidays, breaks, and other closures. A current calendar can be found on our website.

## Inclusion

Redwood Church Preschool believes that children of all ability levels are entitled to the same opportunities for participation, acceptance, and belonging in childcare. We will make every reasonable accommodation to encourage full and active participation of all children in our program based on their capabilities and needs.

## Non-Discrimination

At Redwood Church Preschool, equal educational opportunities are available for all children, without regard to race, color, creed, national origin, gender, age, ethnicity, religion, disability, or parent/provider political beliefs, marital status, sexual orientation, or special needs, or any other consideration made unlawful by federal, state or local laws. Educational programs are designed to meet the varying needs of all students.

## Family Activities

Each family is a child's first teacher. We value families as partners in the growth and development of children in our program. We encourage parents and other family members to be involved in the program, visit children's classrooms, participate in events, and provide feedback on the program. We offer various ways in which families can participate in helping us establish and reach our program goals.

We offer a variety of ways for families to participate in the growth and improvement of our program. We encourage families to take an active role. We have several events throughout the year that bring our entire community together. Check the calendar on the website and watch for announcements.

Activities and events may include:

- Back to School Night
- Labor Day Picnic
- Open House
- Family Nights
- Holiday Gatherings, such as Hometown Holidays & Christmas Programs
- Book Swap
- End of Summer Carnival

## Classroom Activities

Each classroom may also plan special events and activities. We invite you to enjoy and help your child's class by taking part in these activities. Classroom activities will vary based on class age and teacher preference.

These activities may include:

- Chaperone field trips
- Read to children at arrival or pickup
- Volunteer in the classroom or nap room
- Donate requested items, such as monthly snack sign up
- Serve as a room parent
- Welcome new families
- Contribute to class Potluck Meal
- Family Teacher conferences



## Confidentiality

Unless we receive your written consent, information regarding your child will not be released, except for when required by our regulatory and partnering agencies. All records concerning children at our program are confidential.

## Staff Qualifications

Our staff is composed of experienced and dedicated teachers that believe in encouraging the children daily and helping them to see their potential. The Director, Assistant Director, and Teachers have Early Childhood Education college credits, along with TB, health, and criminal clearances. All teachers on staff have current pediatric first aid and CPR certification. Caregivers participate in an orientation class and ongoing training in child growth and development, healthy and safe environments, developmentally appropriate practices, guidance, family relationships, cultural and individual diversity, and professionalism.

## Outside Services by Staff Members

Any arrangement between families and our caregivers outside the programs and services we offer is a private matter, not connected or sanctioned by Redwood Church Preschool.

## Child to Staff Ratios

Children are supervised at all times. All caregivers receive scheduled breaks which reduce fatigue and help to ensure alertness. We maintain a 12 to 1 ratio or less. Classroom sizes may vary.

## Communication

Communication is a key part of our partnership with your family. Redwood Church Preschool uses email, a preschool communication app, and written notices to communicate with our families. We will use the primary email address provided to us at the time of registration for all communication and the parent communication app. Please notify the office if you have any changes in your email address or experience problems with the app. Any written notices will be sent home in your child's lunchbox or backpack.

It is important to us to be notified of any changes that may affect your child's behavior. Please feel free to let us know if there are any changes or circumstances that we should be aware of to better partner with you.

Please make sure to report any changes in vital information to the office, including change of address, phone numbers, and emergency contacts.

Visiting our Campus

If you are planning to visit our classrooms, volunteer, chaperone a field trip. Signing in is required for the safety and protection of our children. Each visitor must check-in & out with the preschool office and wear a visitor badge at all times. Please call the office at the time of your arrival for further instructions.

## Media Consent

Media Consent is part of the enrollment form. This form permits us to share your child's photos throughout the year at Preschool Events and social media. Please see the Director if you have any questions about this policy.

## Learning Environment

We provide a rich learning environment with developmentally appropriate curricula for the specific ages in each classroom. We have a flexible daily routine that allows children to advance at their own pace. We strongly believe that learning happens through play. Learning and exploring are hands-on and are facilitated through interest areas. Our program is designed to enhance children's development in the following areas: creativity, self-expression, decision making, problem-solving, responsibility, independence, and reasoning. We encourage openness to that which is different from us and the ability to work and play with others.

As part of this curriculum, we gather information about each child's developmental abilities and evaluate progress so we can modify and adjust what we are doing in our classroom to deliver the best-individualized instruction for each child. This evaluation is communicated to families periodically during the school year using various formal and informal tools, forms, and resources.

Children that are moving on to Kindergarten will be assessed for readiness skills in the early spring, and written reports are sent home at that time. Parent/Teacher conferences are held each year in the fall and spring.

For more information about your child's day, please see copies of daily schedules and lesson plans posted in each classroom and on the website.

## Outings & Field Trips

Occasionally, Redwood Church Preschool may plan a field trip. Parents will be informed of these trips in advance, and a permission slip will be required for each participating child.

If parents are needed to drive for field trips, all drivers will be required to show a valid driver's license and proof of current insurance. All current laws of child restraints in motor vehicles will be enforced.

## Transition To Other Programs

Your child's transition in childcare should be a positive and exciting learning adventure. We will work with you and your child to ensure the smoothest possible transition occurs as new routines and people are introduced.

## Transition Between Classrooms

Redwood Church Preschool uses a school year timeline for classroom placement. Children will be placed in an age-appropriate classroom at the beginning of each school year for that entire school year. Occasionally, children are transitioned to another classroom based on age, developmental readiness, state licensing requirements, or space availability.

## Television Time

Our typical daily routine does not include television watching, but we do use multimedia for Worship, Music, and Movement, as well as supplemental Bible Stories, to reinforce a lesson we have already introduced. Television consumption will not be longer than 30 minutes, and the program will be screened prior to showing. Programs will consist of non-violent and high-quality educational material. Our focus is to provide your child a positive experience with an increased understanding of the world.

## Multiculturalism

Multiculturalism is vital for all children because it sets social goals and promotes respect for all people and the environment we inhabit. We utilize books, music, games, and a wide range of activities as aids to teach our children respect for our world and the diversity of life upon it.

## Celebrations

Redwood Church Preschool encourages an enhanced understanding of and respect for different cultures and beliefs of children, families, staff, and community. We are a Christian school and observe religious holidays.

Please refer to School Calendar for Observed Holidays and Parties.

## Rest Time

Classrooms are structured to offer rest times appropriate for each age group. Please see the class schedule posted in your child's classroom and on the website for details on rest times. We do ask that any early pickups happen before or after these designated times.

The school provides a mat/cot for each child. Parents are required to provide a crib sheet and a small blanket for naptime. All bedding will be sent home at the end of the week to be laundered and returned at the start of the following week.

## Toilet Training

Redwood Church Preschool charges a fee for all diapered children. Please see your tuition agreement for details on the fee. The diaper fee will apply until your child is fully potty trained. Your child is fully potty trained when your child has transitioned to underwear for the daytime, with little or no accidents, and can communicate their need to use the restroom both with urine and bowel movements and does so constantly for two weeks. Please communicate with your child's teacher during the potty-training process. Once your child is fully transitioned, the diaper fee will be removed at the beginning of the month following completion.

The most crucial factor in making the toilet learning experience successful and as low-stress as possible is a family/teacher partnership that supports the child. We are committed to working with you to ensure that toilet training is carried out in a manner that is consistent with your child's physical and emotional abilities.

Please see our Toilet Training policy for signs of readiness, what to wear to school while potty training, and what potty-trained means at school. This is an essential milestone in your child's life, and we are here to help your child master that skill.

## Behavioral Guidance General Procedure

Redwood Church Preschool is committed to each student's success in learning within a caring, responsive, and safe environment free of discrimination, violence, and bullying. Our the center works to ensure that all students have the opportunity and support to develop to their fullest potential and share a personal and meaningful bond with people in the school community.

Thoughtful direction and planning ahead are used to prevent problems and encourage appropriate behavior. Communicating consistent, clear rules and involving children in problem-solving help children develop their ability to become self-disciplined. We encourage children to be fair, respectful of other people, property and learn to understand the results of their actions.

## Challenging Behavior

Children are guided to treat each other and adults with self-control and kindness.

Each student at Redwood Church Preschool has a right to:

- Learn in a safe and friendly place
- Be treated with respect

- Receive the help and support of caring adults

When a child becomes verbally or physically aggressive, we intervene immediately to protect all of the children. Our usual approach to helping children with challenging behaviors is to show them how to solve problems using appropriate interactions. When discipline is necessary, it is clear, consistent, and understandable to the child. We maintain zero tolerance for bullying. If you have any concerns about this at any time, please report them to the Director.

## Physical Restraint

Physical restraint is not used or permitted for discipline. There are rare instances when we need to ensure a child's safety or that of others, and we may restrain a child by gently holding them only for as long as is necessary for control of the situation.

## Notification of Behavioral Issues to Families/Termination of Service

Redwood Church Preschool will work with families to avoid suspending and/or terminating services due to challenging behavior. If a child's behavior/circumstance is of concern, communication will begin with the parents as the first step to understanding the child's individual needs and challenges. We will work together to evaluate these needs in the context of our program in these ways.

1. Document behavior in writing and verbal discussions
2. Family/Staff meeting to discuss options other than suspension/termination
3. Offer referrals for evaluations, assessments, diagnostic and therapeutic services.
4. Developing a plan for behavior intervention at home and program.

On rare occasions, a child's behavior or change of needs may warrant the need to find a more suitable setting for care other than Redwood Church Preschool

Examples of such instances include:

- A child appears to be a danger to others.
- Continued care could be harmful to or not in the child's best interest as determined by medical, psychological, or social service personnel.
- Undue burden on our resources and finances for the child's accommodations for success and participation.

A child may be asked to leave Redwood Church Preschool for behavior code violations that are mentioned above. As a center, we reserve the right to terminate services for behavior as well as non-compliance to this handbook.

## Tuition, Payment & Fees

Please see your current tuition agreement for tuition, payment, and fee policies. Payment is always due in advance with no deduction for any absences, holidays, or closures due to inclement weather, power outages, or other situations beyond our control.

## Absences Due to Illness

Credit will be given for absences of more than three program days if your child is hospitalized or absent at the request of the child's Doctor. A written doctor's note is required to receive credit.

## Leave of Absences and Vacations

A family may take a leave of absence for 10 to 20 program days up to one time a school year. To retain your child's spot during the absence, 50% of your regular tuition for the missed days must be paid. Written notice must be given two weeks in advance for the days the child will not be in attendance. Tuition must be paid before the absence. These fees are non-refundable. Full tuition must be paid for any days missed over 20 program days to hold your child's spot in the program.

## Absence

If your child will be absent or arrive after 9 AM, please notify your child's teacher via the parent communication app. If your child will be absent for more than three days, please also contact the office and leave a message. We will be concerned about your child if we do not hear from you. If your child is absent for more than five days without any notification, we will assume that you have withdrawn.

## Withdrawals

30 day written notice is required for withdrawal from the program. If less than 30 days' notice is given, full tuition will be charged. All families who withdraw must re-complete our enrolment process, including payment of registration fees and all paperwork.

## Transfer of Records

If your child is transitioning to a new school, a written request from you with instructions on where the records should be sent is required.

## Drop Off and Pick Up General Procedure

See written current drop-off and pickup procedure documentation for current policy. If you have any questions on drop off or pick up, please call the office.

## Authorized & Unauthorized Pick-up

Your child will only be released to you or those persons you have listed as Emergency and Release Contacts. If you want a person who is not identified as an Emergency and Release Contact to pick up your child, you must notify us in advance, in writing. Your child will not be released without prior written authorization. The person picking up your child will be required to show a picture ID as verification. Please notify your pickup person of our policy.

Please make every effort to pick up your child before the posted time of closing. If you have not picked up your child by closing, provisions will be made for someone to stay with your child. Please see your current tuition agreement for charges for after-care.

If a child has not been picked by closing, we will attempt to contact you. If we are unable to contact you, we will try to reach those listed as Emergency and Release Contacts. If we have been unable to reach someone 2 hours after center closing, we will call the local child protective services agency.

## Right to Refuse Child Release

We may refuse to release a child or children if we have reasonable cause to suspect that any person picking up a child is under the influence of drugs or alcohol or is physically or emotionally impaired in any way that may endanger the child. To protect your child, we may request that another adult listed as an Emergency and Release Contact pick up the child, or we may call the police to prevent potential harm to your child. Recurring situations may result in the release of your child from the program.

## Cubbies

Upon enrollment, each child will be assigned a "cubby." Cubbies are labeled with your child's name and photo. Each child is assigned a cubby and coat hook in which to store personal belongings (clothing, lunch, bedding, etc.) Remember that all items must be labeled with your child's name for easy identification.

## Lost & Found

You can look for lost items and bring found items to the lost & found box. Please note that we are not responsible for lost personal property. All items in the lost & found box will be donated to charity at the end of the school year.

## Toys from Home

We request that you do not allow your child to bring toys from home into the center unless they are part of a show-and-tell activity that the child's teacher has arranged. Redwood Church Preschool is not responsible for personal items that are lost, misplaced, or stolen.

## Food Allergies

If your child has a food allergy, you must inform the school in writing. Appropriate accommodations will be made when possible.

Please see individual classrooms for allergy notifications. Please help us keep your child and the children of others by adhering to these notifications.

## Morning Snacks

Morning snacks are provided to the students by Redwood Church Preschool. We have a sign-up each month for bulk donations. Snacks are used as a part of the curriculum, often related to the unit topic and as an experience in tasting.

## Lunch and Afternoon Snacks

Lunch and afternoon snacks are to be provided by parents/guardians. Please send food that you know your child enjoys eating. Everything must be brought ready to eat and able to be kept in the child's lunch bag. We are unable to heat or refrigerate food brought from home. Teachers will sit with and supervise the lunch area and will help open containers and packages; however, they will not feed the children.

Good Lunch Box Suggestions for a balanced, nutritional lunch.

- Turkey sandwich
- Celery or carrot sticks
- Raisins
- Milk/water
- Chicken strips
- Roll
- Orange wedges
- Broccoli
- Milk/water
- Peanut butter on graham
- crackers
- Apple slices
- Milk
- Water
- Yogurt
- Crackers
- Sugar snap peas
- 100% juice



Please limit the amount of sweets in your child's lunch. Candy, carbonated beverages, or chewing gum are forbidden in lunches or snacks.

## Food for Parties

Every day is a party at preschool, but there are some special occasions that we will observe with parties, such as birthdays and holidays. Occasionally sweets may be provided as part of a classroom activity or celebration. If participation or contributions for a celebration are needed, the teacher or school will contact the parents. If a parent wishes to bring treats or snacks for a child's birthday or other celebration, they should discuss it with the teacher before bringing in any snacks or treats for the classrooms.

## Immunizations

Immunizations are required according to the current schedule recommended by the U.S. Public Health Services and the American Academy of Pediatrics, [www.aap.org](http://www.aap.org). Every January, we check with the public health department or the American Academy of Pediatrics for updates to the recommended immunization schedule. All children entering preschool need to have received all the required vaccinations before entering school based on California State law. The state of California no longer permits personal belief exemptions.

## Physicals

Routine physicals are required according to the current recommendations of the American Academy of Pediatrics. A copy of your child's physical should be received before your child begins the program. Families are responsible for assuring that their child's physicals are kept up-to-date and that a copy of the child's health assessment results is given to the program.

## Illness

We understand that it is difficult for a family member to leave or miss work, but you may not bring a sick child to the center to protect other children unless a physician has determined it is not a contagious disease. The center has the right to refuse a child who appears ill. You will be called and asked to retrieve your child if your child exhibits any of the following symptoms. This is not an all-inclusive list. We will try to keep your child comfortable, but they will be excluded from all activities until you arrive.

- Illness that prevents your child from participating in activities.
- Illness that results in a greater need for care than we can provide.
- Fever above 100.4 F in the ear.
- Diarrhea – stools with blood or mucus and/or uncontrolled, unformed stools that cannot be contained in a diaper/underwear or toilet.
- Vomiting – green or bloody, and/or two or more times during the previous 24 hours.

- Mouth sores.
- Rash
- Pink or red conjunctiva with white or yellow eye discharge, until on antibiotics for 24 hours.
- Impetigo until 24 hours after treatment.
- Strep throat until 24 hours after treatment.
- Head lice until treatment, and all nits are removed.
- Scabies until 24 hours after treatment.
- Chickenpox until all lesions have dried and crusted.
- Pertussis (Whooping Cough), until five days of antibiotics.
- Hepatitis A virus until one week after immune globulin has been administered.
- Any other common symptoms of known transmittable diseases.

**Children who have been ill may return when:**

- They are free of the symptoms that excluded them from the center for 24 hours or a physician has determined it is not a contagious disease.
- They have been treated with an antibiotic for 24 hours (unless otherwise stated for longer period).
- They are able to participate comfortably in all usual activities.
- They are free of open, oozing skin conditions and drooling (not related to teething) unless the child's physician signs a note stating that the child's condition is not contagious
- A bandage can cover the involved areas without seepage or drainage through the bandage.

Please see our Health & Safety Policies & Procedures for further information.

## Environmental Allergies

Families of children with diagnosed allergies must provide us a letter detailing the child's symptoms, reactions, treatments, and care. A list of the children's allergies will be posted in the classrooms and kitchen area. We are trained to familiarize ourselves and consult the list to avoid the potential of exposing children to substances to which they have known allergies.

## Medications

All medications should be handed to a staff member with specific instructions for administration. Medications should never be left in the child's cubby or with the child to administer independently. All medication is to be kept in the classroom first aid backpack or inside the refrigerator at all times.

Our staff will ensure that the medication is recorded along with the directions and proceed to dispense the medication as directed.

Prescription medications require a note signed by the family and a written order from the child's physician. The label on the medication meets this requirement. The medication must include your child's name, dosage, current date, frequency, and physician's name and phone number. All medications must be in the original container (you may request pharmacies to fill your prescription in two labeled bottles). Please specify the dosage and time(s) to be administered for each medication.

Non-prescription medications require a note signed by the parent or guardian specifying the frequency and dosage to be administered. Non-prescription medications will not be administered for more than three days unless a written order by the physician is received. Non-prescription medications include chapstick, cough drops, diaper rash cream, insect repellent, and sunscreen.

## Communicable Diseases

When an enrolled child or an employee of the center has or is suspected of having a reportable disease, our legal responsibility is to notify the local Board of Health or the Department of Public Health. We will take care to inform families about exposure so children can receive preventive treatments.

Included among the reportable illnesses are the following:

Bacterial Meningitis

Botulism

Chicken Pox

Diphtheria

Haemophilus Influenza (invasive)

Measles (including suspect)

Meningococcal Infection (invasive)

Poliomyelitis (including suspect)

Rabies (human only)

Rubella Congenital and Non-congenital (including suspect)

Tetanus (including suspect)

H1N1 Virus

COVID 19

Any cluster/outbreak of illness

## Incidental Medical Services-

Please see the Incidental Medical Services addendum.

## Clothing

Your child will be involved in a variety of activities, including painting, outdoor play, sand, weather, and other sensory activities. One particular aspect of concern is the risk associated with children's clothing that may become entangled with climbing or sliding equipment that could lead to choking or other serious harm. Please dress your child in practical clothing that allows for freedom of movement and is appropriate for the weather. Sandals and flip-flops are not suitable for center play and make it difficult for your child to participate in some activities. Our playground is used as an extension of the center, and daily programs are conducted outside whenever weather permits.

## Extreme Weather and Outdoor Play

Outdoor play will not occur if the outside temperature is greater than 99 °F or less than 37°F degrees. Additionally, outdoor play will be canceled if the air quality is unhealthy for susceptible age groups.

## Communal Water-Play

Communal, unsupervised water play is prohibited. Supervised children are permitted to engage in water-play. Precautions are taken to ensure that communal water-play does not spread communicable infectious diseases.

Activities vary from "water days," which include water sprinklers and plastic wading pools. Please be sure your child has extra clothing in the event a change is needed. Please see the "Medications" section for information on sunscreen and after-sun ointments.

## Injuries

Safety is a major concern in childcare, and daily safety inspections are completed inside and outside the center area in order to prevent injuries. Each classroom is equipped with a first aid kit meeting the state regulations.

In the event of an injury, first aid will be administered by a trained caregiver. If the injury is minor, e.g., scraped knee, you will receive an incident report outlining the injury and course of action taken. If the injury produces any type of swelling or needs medical attention, you will be contacted immediately to discuss the next step. If a serious medical emergency occurs, the child will be taken to the hospital immediately by ambulance. We will make every attempt to contact you or emergency contact.

Should a child be involved in an unusual incident, parents will receive an "Unusual Incident Report" (LIC 624) describing the situation and how staff responded. It will also be reported to CCLD within 24 hours of the incident. The report will be sent to the CCLD regional office within seven days, and a copy will be kept in the child's file at the center.

## Emergency Transportation

In the event your child needs to be transported due to a medical emergency, a proper escort will accompany and remain with the child until a family member or emergency contact arrives.

## Biting

Biting is a normal stage of development that is common among infants and toddlers – and sometimes even among preschoolers. It is something that most young children will try at least once.

When biting happens, our response will be to care for and help the child who was bitten and to help the biter learn a more appropriate behavior. Our focus will not be on punishment for biting but on effective behaviors that address the specific reason for biting.

Notes will be written to the family of the child who was bitten and the biter's family. We will work together with the families of each to keep them informed and to develop strategies for change.

## Smoking

The poisons in secondhand smoke are especially harmful to infants and young children's developing bodies. Redwood Church Preschool is a no-smoking campus. The use of tobacco in any form is prohibited on the center's premises. This includes all indoor-outdoor and vehicles parked on the campus.

## Prohibited Substances

The use of alcohol or illegal drugs is prohibited on the center's premises. Possession of illegal substances or unauthorized potentially toxic substances are not permitted.

Any adult who appears to be inebriated, intoxicated, or otherwise under the influence of mind-altering or polluting substances is required to leave the premises immediately.

## Dangerous Weapons

A dangerous weapon can include a gun, knife, razor, or any other object, which is capable of inflicting bodily harm by the manner it is used or intended to be used. Families, children, staff, or guests (other than law enforcement officers) possessing a dangerous weapon will not be permitted on to the premises.

In cases that involve a gun or any other weapon on our premises, the police will be

called, and the individual(s) involved will be immediately removed from the premises. This policy applies to visible or concealed weapons.

## Child Custody

Without a court document, both parents/guardians have equal custody rights. We are legally bound to respect the wishes of the parent/guardian with legal custody based on a certified copy of the most recent court order, active restraining order, or court-ordered visitation schedule. We will not accept the responsibility of deciding which parent/guardian has legal custody where there is no court documentation.

## Suspected Child Abuse

We are required by law to report all observations of child abuse or neglect cases to the appropriate state authorities if we have reasonable cause to believe or suspect a child is suffering from abuse or neglect or is in danger of abuse or neglect, no matter where the abuse might have occurred. The child protective service agency will determine appropriate action and may conduct an investigation. It then becomes the agency's role to determine if the report is substantiated and to work with the family to ensure the child's needs are met. Our center will cooperate fully with any investigation and maintain confidentiality concerning any child abuse or neglect report.

If you have questions or concerns, please ask us; we want to help. If we cannot answer your question, we will put you in contact with someone who can! Children are our future generation, together we can do more!

## Lost or Missing Child

In the unlikely event that a child becomes lost or separated from a group, all available staff will search for the child. If the child is not located within 15 minutes, the family and the police will be notified.

## Fire

Our center is fully equipped with fire sprinklers, extinguishers, smoke alarms, and carbon monoxide detectors in each room.

Our fire evacuation plan is reviewed with the children and staff monthly.

In the event of a fire or fire alarm, staff and children are directed to exit the building and report to their assigned places outside, away from the building. Attendance will be cross-checked with that day's check-in sheet.

If we cannot return to the building, we will move the children to Red Morton Community Building located at 1120 Roosevelt Ave, Redwood City, CA 94061. We will contact all parents and/or emergency contacts for pick-up arrangements.

## Bomb Threat

In the event of a bomb threat or unknown parcel, we will evacuate the center immediately and call the police. After the police have inspected and cleared the building, we will return to the center. Parents will be notified and, if needed, asked to pick up their child.

## Chemical Spill

If there is a chemical spill, we will remain inside the center. The AC/Heater will be turned off, and blankets will be put at the bottom of the doors and close windows to prevent vapors from seeping in. Entries will be locked; no one will be allowed in or out until the proper authorities have cleared the area.

## Earthquake

Redwood Church Preschool has monthly earthquake drills. We employ the "duck, cover and hold" method using sturdy tables or desks for protection. In a room with no sturdy tables or desks, students and staff are directed to crouch down and cover their heads with their arms, ensuring the back and heads are covered and protected. In outdoor settings, children and staff are directed to duck, cover, and hold in an open area away from power lines and other hazards.

## Threatening Situations

Should we have a threatening situation, we will have a "lockdown." All doors will be locked, and no one will be permitted in or out. This includes parents/guardians bringing children to the center or picking them up. The doors will not be unlocked until the authorities have cleared the area. Parents will be notified by phone.

## Emergency Transportation

In the event your child needs to be transported due to a medical emergency, if no other authorized person can be contacted and the need for transportation is essential, an ambulance will be called for transportation. A proper escort will accompany and remain with the child until a family member or emergency contact arrives.

## Disaster Plan

We will remain at the center unless we have been instructed to evacuate or feel unsafe to stay at the preschool.

Should that happen, we will take attendance sheets and emergency contacts and make every attempt to reach families. Upon enrollment, each family is required to review the disaster plan and provide the necessary comfort items for their child.

## Evacuation Plan

If evacuation is necessary, we will relocate to Red Morton Community Center located at 1120 Roosevelt Avenue, Redwood City, CA 94061. If possible, the route will be Vera Avenue to King Street, to Roosevelt Avenue.

## Center Policies

Our center policies not included in this handbook are reviewed annually and updated as needed. They are available for review upon request to the center director.



## Family Handbook Acknowledgement

By signing this agreement, you acknowledge the policies and procedures we have established for the safety and welfare of all children in our care.

This handbook may be updated from time to time, and notice will be provided as updates are Implemented.

I have received the Redwood Church Preschool Family Handbook, and I have reviewed the family handbook with a member of the Redwood Church Preschool staff. It is my responsibility to understand and familiarize myself with the Family Handbook and to ask center management for clarification of any policy, procedure, or information contained in the Redwood Church Preschool Family Handbook that I do not understand.

Recipient Signature

Date