

Parent Handbook

Dear Parents/Guardians, Welcome to Mesa Verde Pre-school! We are delighted to have you as part of our school family. Thank you for sharing with us your most treasured gift – your child! We are truly blessed with a qualified staff, who are loving, caring and concerned about your child's development. Our on-going endeavor is to provide a nurturing environment in which your child can feel secure, significant and loved. You are always welcomed to share any observations or questions you may have.

As of today July 2, 2020, we will be implementing further safety practices throughout out the school year. This will include:

- * Staff will be wearing a mask at all times when interacting with the children
- * Preschool & Pre-K will wear mask inside
- * Parents will no longer be allowed inside the building. A staff member will meet the parent and child at the white gates at the start and end of the school day. Parents will be signing their child in/out at the front gate and the child will be escorted to the play yard.
- * Toddlers will be escorted through the bigger yard to their own play yard.
- * The children will continue to wash their hands immediately upon arrival and continuously throughout the day.
- * All blankets and sheets MUST be washed at the end of the week NO Exceptions. Clean sheets and blankets need to be brought in at the start of each week. If blankets and sheets are left over the weekend, they will be bagged up to be taken home. You will receive a phone call to bring in clean sheets. Due to safety practices, we are no longer able to provide a spare sheet for your child.
- * Please ensure that your child has a sufficient amount of extra clothes available at school. Again, due to health and safety practices we will no longer be able to provide spare clothes due to spills or potty accidents.
- * Effective immediately we will no longer be allowing lunch boxes/bags at school. Please bring your child's lunch in a labeled disposable brown bag or gallon zip lock bag. Water bottles will still be accepted, but need to be taken home and washed daily.

We will continue to update on any further protocols that will be enforced as we continue to follow CDC guidelines for child care best practices throughout the pandemic. Thank you for your understanding and commitment to follow these guidelines as we continue to do everything possible to keep the children, families and staff safe and healthy here at Mesa Verde Preschool.

MESA VERDE PRE-SCHOOL (MVP) The Mesa Verde Preschool admits students of any race, color, nationality or ethnic origin and extends to them all the rights, privileges, programs and activities generally accorded or made available to students at this school. The school does not discriminate on the base of sex, race, color, nationality or ethnic origin in the administration of its education or admission policies, scholarship programs or other school administered programs.

LIMITS OF SERVICE Mesa Verde Pre-school reserves the right to terminate service at any time the preschool determines it cannot meet the needs of a child or a child's parents. Service may also be terminated for repeated unsafe behavior by a child. This would include, but not limited to, excessive biting or other behaviors that endanger the safety of that child or others. If a child has a difficult time adjusting or has toileting problems, we will ask you to take the child out and try him/her again at a later time, or recommend another program.

PLACEMENT Our children are grouped by chronological age upon entry, then later by developmental age. The two are not always the same. Developmental age is not I.Q., but rather where the child is functioning growth wise. Careful placement is very important in order for the child to experience a feeling of success and accomplishment in his/her classroom environment. A stimulating program without stress is vital! Pushing a bright child into an older group can be very damaging. Time is the best gift we can give our children as they develop.

REGISTRATION FEE I understand that a **non-refundable** registration fee shall be paid in advance upon registration and annually to enroll my child. For those enrolling for the summer months only, a **non-refundable** registration fee is applicable as well and shall be paid at the time of registration. In instances of agency reimbursement, the Registration Fee is my responsibility.

Registration Fee:

School Year- \$100.00

Summer - \$50.00

SATISFACTION GUARANTEE I understand that a satisfaction guarantee applies to my child's first calendar week of attendance as a new enrollee. If I should have any concerns that cannot be resolved to my satisfaction during my child's first week of attendance, the child care provider will honor my written tuition refund request and notice of withdrawal. I understand, however, that the non-refundable Registration Fee will not be refunded.

FAMILY DISCOUNTS A ten percent (10%) tuition discount is offered to me for each additional child from the immediate family enrolled in the center. The discount is applied to the lowest tuition rate. Family

discounts are not applicable to Registration Fees, Re-Enrollment Fees, Agency Co-Pays, special programs or for any other fees or services, and cannot be combined with any other discount or promotion. These discounts are available only to those clients who pay in advance for services rendered.

AGENCY REIMBURSEMENT I understand that I am solely responsible for any tuition payment and late fees in excess of any agency or third-party reimbursement. I also understand that I am solely responsible for promptly communicating any changes in my status that would affect my agency reimbursement, and that I am solely responsible for payment of any tuition in excess of any agency or third-party reimbursement resulting from my failure to promptly communicate status changes.

PAYMENT OF TUITION I understand that tuition is due in full, and payable, on or before the first scheduled day of each month (unless on a pre-agreed payment plan). Tuition is NOT 'pay as you go'. If payment is not received when due, I agree to pay a late fee of \$ 40.00 after the tenth of the month. (This does not apply to subsidized programs). If my account is delinquent for more than three weeks, I must withdraw my child until my account is brought current. If when I withdrew my child, I left owing any tuition or fees, I will be required to bring my account current prior to making a re-enrollment application. Once enrolled, weekly and monthly tuition rates are due regardless of attendance. We require a 2-week written notice of withdrawal or enrollment changes. Otherwise, there is a 2-week obligation of the current tuition. Enrollment is acceptance of our school policies. Tuition is due at the beginning of the month and must be paid regardless if the child attends the agreed enrollment schedule or not (EG: full time/parttime etc...) The only exception is illness that keeps the child out of school for over one week. In this case tuition will be prorated for the month. Any child returning to school from more than one month' absence without prior notice will be required to pay Registration fee again. Whether or not my child attends, I understand that when my child is withdrawn, he or she will only be eligible for re-admission based upon space availability and all other enrollment criteria. If my child is selected for re-enrollment, I will be required to pay a new non-refundable Registration Fee.

VACATION If your child will be absent due to vacation, full tuition is still due for your child's spot.

NSF CHECKS I understand that a processing fee of \$40.00 will be charged to my account for all checks written or drawn on insufficient funds and that this is in addition to any charges that my bank or financial institution may charge me. I understand that any non-sufficient funds check will be automatically resubmitted up to 2 times. I understand that once a check has been processed electronically, the check is no longer negotiable and will not be returned. If more than 2 checks are returned within one calendar year, I will be required to pay cash or money order. **DAYS SCHOOL IS CLOSED** School will be closed on the following holidays; however, the month's tuition is due in full. NB: On some years, depending on which day Christmas falls, the school will be closed for the week between Christmas eve and New Year's Day. • • Labor Day • Good Friday • Thanksgiving Day & Friday • Independence Day • Memorial Day • New Year's Eve & Day • Christmas Eve & Day • Presidents Day • Veterans Day • Martin Luther King's Day

BREAKFAST We do not provide breakfast. However, the child may bring one and eat it between 7:00 and 8:30 AM. Please avoid sweet treats such as donuts or sweet rolls. Include all utensils and dishes as needed.

LUNCHESES When you pack a lunch for your child, it should be nutritious, well balanced and include a beverage. Please **DO NOT** send **candy, glass containers, sugar coated foods or soda pop**. Please see that

your child lunch is brought in a brown paper bag or a zip lock bag and are labeled with your child's name. Please make sure to send all necessary utensils and dishes. Half-day children are welcome to stay through lunch time.

Please Note: WE ARE A PEANUT BUTTER/NUT FREE SCHOOL. SUNFLOWER BUTTER IS RECOMMENDED.

SNACKS Two snacks are provided daily, one in the morning and one in the afternoon.

BEDDING Parents must provide a toddler sized sheet and small blanket. Pillows are welcomed but must be no bigger than **14x14**. Bedding items must be able to fit in cubby basket (**size 13W x12D x10H**). **No crib full/twin, queen or king size sheet**. Sheets must fit our cots.

LATE PICK-UP Any child remaining after 1:00 PM (for Part Time students), and after 5:30 PM (for Full Time students) is subject to a late fee. A fee of \$1.00 per minute will be paid directly to the teacher on duty, and it must be paid immediately! Children left after 6:30 PM will be placed at the **Costa Mesa Police Department**. Our staff cannot transport or take children home. You will need to make arrangements when you cannot be on time!

RELEASE OF CHILDREN I understand that my child will only be released to me, a parent or legal guardian (except where prohibited by state law or court order), and to those persons whose names I have listed on the Child Information Card. I understand that Mesa Verde Pre-school may require, at any time and without notice, satisfactory proof of identification and a valid driver's license from any person, who proposes to pick-up and transport my children. I understand that, for the safety and security of my child(ren), I will be required to provide a password or other verification, as directed by Mesa Verde Pre-school if I phone the preschool to designate an alternate authorized person to pick-up or drop off my children. I understand that the pre-school has the right to refuse to release a child to any person who fails to follow the pre-school's Sign-In, Sign-Out and Child Release policies, or to any person who appears, in the sole discretion of the pre-school is unable to safely transport my children. I understand that no person under the age of 18, including family members but excluding emancipated minor, may pick-up a child from the pre-school.

DAILY SIGN-IN AND SIGN-OUT I agree to sign my children in and out every day on the **Daily Sign-In/Out Sheet**. I understand that my child is not permitted to sign him/herself in or out. I understand that I am required to drop off and pick-up my child(ren) at front gate, and that my child(ren) will have their temperature checked and will be escorted by staff to designated classroom each day. **THIS IS A STATE LAW REQUIREMENT.**

CONFERENCES The preschool will schedule progress conferences as needed. Conferences may be requested during the school year by either the parents/guardians, or the teacher. If you desire a special conference, please make an appointment through the Preschool Office. Please use discretion when talking with the teacher about your child. The teachers are not permitted to conference with a parent/guardian while they are teaching or supervising children. Zoom conference calls can be provided upon request.

HEALTH / MEDICATION Please check your child for signs of illness before bringing him/her to school. Do not bring a child to school with a temperature over **99 degrees!** Please notify the school if your child has a contagious disease. You will be notified of any contagious diseases that may be occurring in the school. Illnesses are caused by germs, not by getting wet; occasional water play at school is not harmful to your

child's health. If your child becomes ill while at school, **you will need to pick him/her up from school within the hour!** If your child becomes ill at home, please let the Director know the circumstances of the illness. After an illness, keep your child home until his/her temperature has been normal for one full day. Children need to be **symptom free for 24 hours before returning to school.** If your child is on medication, please try to schedule administering it before and after school. If this is not possible, the medicine must be in the original container from the pharmacy. It must also be accompanied by a doctor's note. A medical release form must be signed by parent/guardian each day that the medicine is to be given. Without this release, the staff may not administer medication! Ultimately, the administration of medication is the parent's responsibility. We do the best we can, but we do not have medical personnel on staff who can just supervise this one activity! Medication will be given once a day at 12 noon.

EMERGENCY CONTACTS: I understand that I am required to provide and maintain at all times a minimum of two (2) additional emergency contacts other than me, including full names (no 'Nick names'), home and work numbers, cell numbers, addresses, driver's license numbers or state identification numbers, and relationship to my children. I understand that in the event of any emergency for which I cannot be reached and the emergency contacts cannot be reached that the pre-school may contact the police or other local authorities for assistance.

ALL OF THE CHILD CARE POLICIES & STATE REGULATIONS I understand that the above policies are not an all-inclusive list of policies, and that my children, my family members, authorized agents and I am bound by state child care regulations of the state in which my child attends may prevail over the pre-school's policies where the state regulation is stricter. I further understand that my continued enrollment at this child care constitutes my acknowledgement of, and agreement to abide by, all of the pre-school's policies and State regulations.

DISCIPLINE Our staff will never use corporal punishment, humiliation or frightening techniques; nor is disciplining or punishment ever associated with food, rest or toilet training. Problems with discipline are usually prevented or lessened by:

- Not expecting more than the child is able to do
- Giving the child recognition for achievement
- Redirecting before a crisis develops
- Making sure the child knows what behavior is expected

Therefore, the child will be told what is expected of him/her and what the limits are. If the child chooses to cross over the defined boundaries, he/she will be taken aside by the teacher, talked to, and encouraged to improve his/her behavior. If need be, the child will be set apart in a designated area for a brief period of time in order to let the child calm down and consider making changes in his/her behavior. If the child continues to be willfully disobedient (repeatedly going against clear directions of a teacher) it will then be necessary to:

- Send the child to the Director to talk about the situation
- Contact the parent/guardian in an effort to resolve the problem

- Ask the parent/guardian to remove the child from the school until the behavior is corrected
- Parental support in discipline is essential and mandatory

CLOTHING Please dress your child in comfortable clothing which he/she can manage by him/herself. Play clothing and athletic shoes (no open toes or heels) are preferable. Please **label** all clothing, sheets, blankets & small pillows. Each child also needs a change of clothes to be left at school in case of an emergency; these also must be labeled. Please include: a T-shirt, sweatshirt, pants, underwear, socks and shoes.

TOILET TRAINING This job is a joint effort between the parent and the school. Our goal is to toilet train your child in an encouraging and loving manner. Parents are responsible for supplying the school with pull-ups wipers, training underwear and a change of clothing. Choose clothing that is easy to remove in a hurry for your child's success. Avoid snap, lots of buttons and one-piece outfits. Pull-ups that can be opened and re-closed on the side are preferred. This is so we do not have to totally undress the child every pull-up change.

BRINGING OBJECTS FROM HOME Please **Don't!** If child brings items to school, they will be put in the cubbies in the front of the school child will be responsible to pick up item to take home. The school is not responsible for objects brought from home.

COMMUNICATION Messages may be left in the office at any time. A newsletter is available the first of every month. Notes, notices and teacher's letters will be placed in your child's cubby or on the "Parent Board" located next to the sign-in table. It is important to check your child's cubby on a daily basis.

PARENT PARTICIPATION IS ENCOURAGED AT THE FOLLOWING We value and depend upon parent involvement in our school to accomplish many of the special events that make for a memorable year. You will be called upon for your ideas and assistance to help with the following activities. They include:

- Teacher Appreciation
- Christmas Program
- Classroom parties
- Thanksgiving Potluck
- Field Trips
- Graduation

FIELD TRIPS Field trips will be taken periodically throughout the year. Parents are notified in advance of each trip and its cost. If a child does not participate in the field trips, he or she will remain at school the day of the field trip with other children and staff. Mesa Verde School T-shirts are required on all field trips. Please check the newsletter, bulletin boards and/or folders for information and permission slips.

BIRTHDAYS We celebrate birthdays with cookies or cupcakes and napkins supplied by the parents/guardians. Please notify the teacher two days in advance. Preschool class lists are available for sending invitations.

VISITORS Parents / guardians are welcome on our school grounds at any time for no longer than 10 min when your child is in attendance. We appreciate you informing the office of your visit. All other visitors must have written permission from the parent/guardian and must sign in at the preschool office. We cannot have other children visit or provide care on a temporary basis. Please limit phone calls to your child during the time he/she is here. They can be disruptive. We appreciate your cooperation in helping us maintain routines by not interrupting during naptime (12:30 pm – 3:00 pm), unless you are picking your child up.

EMERGENCY PROCEDURES We will participate in fire drills from time to time at school. We encourage you to discuss the experience with your child when he/she tells you about it. If a real disaster occurs while your child is at school, we urge you to follow the procedures listed here:

- Do not call the school!
- Community disasters will be reported on the radio. Be sure that your family has a transistor radio. Listen to it for directions.
- Be assured that the teachers and other school personnel are giving your child any emergency care that he/she may need.
- The safest place in case of a disaster is to be off the city streets and out of the way of emergency and rescue equipment.
- The school personnel are listening to the radio and receiving the same information and instructions that you are receiving.
- We will care for you child until it is safe for you to come to school to pick up your child.

EARTHQUAKE In the event of an earthquake registering 4.5 or greater on the Richter scale and having an epicenter in or near Orange County before or after school hours, the school will probably be closed. If we do close, we will open as soon as the City Building Inspectors and the Fire Department deem it safe to do so. Should an earthquake occur in the morning after the school has opened, no more children will be admitted, and the children already here should be picked up as soon as possible. Your children are being prepared for emergency procedures. Regular safety drills are conducted to ensure a safe and orderly exit when necessary. “Rabbits in the hole” is used in preschool for “drop, cover and hold”. This is our command for the children to drop down; take cover under a desk, chair, etc.; and to hold on to a leg of the table or chair. We want them to be protected from falling objects. We talk about earthquakes in a matter-of fact manner so as not to instill fear. We have set aside special supplies for a time when we may have to “camp out”. Included in these supplies is water and food which is stocked in our “storehouse”. These will enable us to provide good care for your children until they can be picked up (which can take some time).

CHILD ABUSE REPORTING OBLIGATIONS In accordance with California State law, school staff is obligated under penalty of fine and jail term to report the reasonable suspicion of physical abuse, emotional abuse, emotional deprivation, physical neglect, inadequate supervision, sexual abuse or exploitation. In this very serious and legally narrow area, the school will not notify parents/guardians in advance of making a report to the authorities, even though this would be the procedure followed in most other legal matters. The clear intent of the law, based on the seriousness of the crimes listed

above, is to mandate that a report of reasonable suspicion be made. School staff will make such reports in the best interests of the affected child and do not, once reasonable suspicion is established, have any other legal alternative except to make a report with the proper authorities for their investigation and review.

WITHDRAW FROM PROGRAM A two weeks written notice of withdrawal from the program is required. If this notification is not provided, all the tuition and fees for the month is due and not just the two (2) weeks.

PHOTOGRAPH, VIDEOS, AUDIO TAPE and SOCIAL MEDIA at Mesa Verde Pre-school, the use of cameras, still or video, as well as audio recording equipment is permitted, provided (unless expressly authorized by parent/guardian) that no identification is made. MVP has teacher-run accounts on Facebook & Instagram. This is a space where teachers share photos, videos, reels, stories, boomerangs, etc. of your child's daily activities, classroom functions, and more. Images are also used for MVP's website. We highly encourage you to follow these accounts:

www.Facebook.com/MesaVerdePreschool

www.Instagram.com/MesaVerdePreschool

Please fill out the parent release form indicating if you approve or disapprove of your child being featured on our social media platforms and website.

SCHOOL PHOTOGRAPHS School portraits are taken in the fall. Please check your newsletter and the bulletin boards for the date. You are not obligated to purchase these photos; however, they are excellent keepsakes.

Thank you for taking the time to read through this handbook. Please keep it as a reference for school policies and procedures. Please note that policies and procedures may be updated at any We all look forward to an exciting year ahead!