

**VILLAGE INFANT/TODDLER CENTER AND PRESCHOOL**

**PARENT HANDBOOK**

2015-2016

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License Number: 197404630 Infant/Toddler Center  
191202174 Preschool

**EDUCATION WITH A CHRISTIAN DIMENSION**

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## **WELCOME**

### **THE CHILDREN AND PARENTS OF VILLAGE INFANT/TODDLER CENTER AND PRESCHOOL**

We thank and praise the Lord that your family is part of our "Family". It is a privilege to have you entrust to us your most precious treasure - YOUR CHILD. We desire to make this an enjoyable, enriching experience, physically, socially, and mentally - but also spiritually. We want you to know that you and your child have been prayed for before you came. We lift up to the Lord your child, your family, the staff, the Centers and our day's activities. Also the Elder Board prays for our Centers on a daily basis. We look forward to your sharing your particular gifts with us as we help your precious child grow spiritually, mentally, physically, emotionally and socially.

This Handbook has been prepared to acquaint all the Parents with the Mission, Philosophy, and general Policies and Procedures of the Village Infant/Toddler Center and Preschool ("Center's"). We hope this information will help the Parents and the Staff to work together so that the Center's will operate smoothly and efficiently for the benefit of the children and to the Glory of God. Please become familiar with the contents of this Handbook. We will need to change and update it periodically, and the input of the parents is welcomed and appreciated.

May we rely on the power and presence of the Holy Spirit as we work with your child and you. If there are any questions, please do not hesitate to call or make an appointment to talk with us. We are here to help you. The most important teacher your child will ever have is you. We anticipate great blessings as we grow and are knitted together in the love of God!

### **OUR MISSION STATEMENT**

The mission of Village Infant/Toddler Center and Preschool of Burbank, California is to facilitate the growth of young children spiritually, mentally, emotionally, socially and physically to their full potential in a Christ-centered environment.

## **OUR PHILOSOPHY**

It is our foundational belief that children are a gift of God with abundant potential and abilities. With this in mind the total child, spiritual, emotional, physical, social and mental is encouraged and nurtured in a Christ-centered atmosphere.

The teachers facilitate learning by providing a stimulating, hands-on, experiential environment. The child is led to try and experience as much as he/she is developmentally able. The goal is to empower the child to become more independent and able to make choices; in this way fostering an "I CAN do" self-image, as well as helping the child feel he/she has some control over his/her environment. It means that the process in which the child is engaged is more important than the product, in short, the child will not bring home "perfect" papers, but what is brought home will be his/her work.

There will be many opportunities to play - for child's work is his/her play and his/her play is his/her work. A child when asked, "What did you do today?" will mostly answer, "Oh, I played." In this type of atmosphere learning is fun and will be a lifetime adventure.

Parent participation is welcomed, appreciated and an integral part of the program. Some of the ways this can be carried out is by the parent sending ingredients, helping with cooking or art projects, coming on field trips, or sharing his/her area of expertise. In this way the parent will feel he/she has an impact on the daily curriculum.

All this is done in a loving, nurturing, safe atmosphere, where even though there is much freedom there is an underlying structure with boundaries that will ensure the safety of each child.

## **OUR BELIEF SYSTEM**

Our beliefs are as follows:

1. We believe the Bible is the inspired Word of God.
2. We believe in the Triune God: the Father; Jesus, His Son; and the Holy Spirit.
3. We believe that Jesus Christ is Savior and Lord, and that each person is invited to have a personal relationship with Him.
4. We believe that the Holy Spirit is the power and presence of God in our lives.
5. We believe that prayer is our communication with God and His communication with us.
6. We believe that children are a gift from God.

The children will be taught Bible stories and prayer in accordance with the doctrine of Village Church, where the Infant/Toddler Center and Preschool is held. The beliefs and practices of other Christian and non-Christian faith traditions will, of course, be genuinely respected.

## **CODE OF ETHICS**

### **CODE OF ETHICS FOR THE CHRISTIAN TEACHER**

Christ charged His disciples with the Great Commission, "Go, Teach!" Since the beginning of Christianity, education has been one of the most important missions of the church. Its success depends upon the professional competence and, above all, the commitment of the teacher to Jesus Christ.

This Code of Ethics is a concise description of the person who is growing in faith, hope and love of Christ. It specifies the attitude and the practice of the Christian teacher in relation to the student, the parent, the community and the profession.

## ADMISSION POLICY

Priority is given to children already attending Village Infant/Toddler Center and Preschool, then to children of the members of Village Church, and then to siblings of children at Village Christian Schools. Village Infant/Toddler Center and Preschool admits all children of any race, creed, color, and national or ethnic origin in accords to all the rights and privileges, and inclusion in the programs and activities generally available to the children at the Centers.

### WHO IS ENROLLED?

Village Infant/Toddler Center and Preschool is a Christian Center and is part of the community service and outreach of Village Church. It is for children whose parents desire a warm, loving, Christ-centered program. The Center is open to any child from the age of 6 weeks to entering Kindergarten, who are in good physical and emotional health.

### ENROLLMENT PROCEDURE

1. In order to register a meeting with the Director, parent(s) and child to be enrolled is required. We believe the child needs to see where he/she will attend and meet the Director and teachers.
2. A non-refundable registration fee and first 2 weeks tuition is required. Registration is for that particular school year from September through August. Children entering Village Infant/Toddler Center and Preschool during the year must re-register to continue for the next year.
3. All forms must be completed, before a child enters the Centers. These forms must be renewed and filed with the Director as requested. **PARENTS MUST KEEP THE CENTERS INFORMED OF ANY CHANGES OF ADDRESS, PHONE NUMBERS, WHO IS AUTHORIZED TO PICK-UP THE CHILD AND EMERGENCY INFORMATION!**
4. Enrollment is complete when the forms are turned in, the registration fee, and first month tuition are paid.
5. The child should visit for ½ a day with one or both parents before their first school day.

Parents may be asked to stay with the child during the first few days during the adjustment period if the Director/Teacher feels it will be helpful for the child.

We reserve the right to ask parents to remove a child if the child is not ready for the program yet or if the parents do not abide by the policies outlined in this Handbook.

### REQUIRED FORMS

The following list of FORMS is required to insure your child the maximum protection and to comply with the state licensing standards. The following forms **MUST BE COMPLETED AND RETURNED BY THE FIRST DAY OF SCHOOL OR YOUR CHILD WILL NOT BE ADMITTED:**

**INFANT/TODDLER CENTER AND PRESCHOOL:**

1. Identification and Emergency Forms
2. Physician's Report signed by the doctor
4. Medical Consent
5. Parents Right's
6. Consent to Photograph and Release of Liability Form
7. Health History
8. Signed receipt of the Child Abuse Prevention Pamphlet.
9. Emergency Release Form
10. St. Joseph Hospital Form
11. Signed receipt for Parent Handbook
12. Personal Rights Form
13. Child's Preadmission Health History-Parent's Report
14. Liability Release
15. Walking Permission Slip
16. Admissions Agreement
17. Application for Enrollment
18. Needs and Service plan (Infant/Toddler Program only)

**CUSTODIAL ARRANGEMENTS FOR CHILDREN**

Village Infant/Toddler Center and Preschool honors the decision of the Courts of California in custody issues. We must have a copy of the custodial rights/arrangements on file in order to uphold them. Submit in writing any information essential for the Centers to know in relation to the custodial arrangements for a child. These would include but are not limited to the following:

1. To whom may the Centers release the child and, if appropriate, for what purpose?
2. Who is permitted to attend parent conferences and/or review the child's records?
3. To whom copies of Newsletters, written information about our programs, etc. are to be sent? Information will be sent to both parents if requested.
4. Who is to be called in case of an emergency, or for a conference as related to behavior?

If double reporting is requested, please submit the names, addresses and phone numbers of both parents.

The Director will call the police if a non-custodial parent attempts to pick-up a child in violation to the court documents we have on file.

## **TUITION'S AND FEES**

The registration fees and tuition we receive throughout the year and the fundraisers we have finance our Centers. We desire to be good stewards of these funds and wish to operate the best program within our budget. To do this successfully we rely on tuition to be paid on time. I am sure you can appreciate our situation.

### **REGISTRATION FEE**

A non-refundable registration fee is due upon the acceptance of your child into our program.

### **RE-REGISTRATION FEE**

A non-refundable re-registration fee is due March 1<sup>st</sup> of each year to guarantee your child's spot for the following September (school year).

### **TUITION AND LATE FEES**

Tuition is paid in advance and is due on the first of the month. An additional \$25.00 fee will be charged if the tuition is paid after the **10th of the month**. If the 10th falls on a holiday or weekend, payment is due the last working day before the 10th. Payments postmarked the 10th or brought in after hours will be considered late and will be charged a late fee. We understand that there may be a time when due to situations beyond your control tuition cannot be paid or only a partial payment may be paid. In times like this, the Elder Board must approve any special arrangements for payment.

If the parent is more than 30 days delinquent in paying tuition, the child will be dropped from our program. Notification will be made on past due accounts and those past 60 days will be given to a collection agency.

### **RETURNED CHECKS**

If the bank returns any check there will be a \$25 fee charged. Once this has happened we will insist on cash, money order or a certified check for payment of tuition.

### **WITHDRAWAL FROM THE CENTER AND REFUND**

It is mandatory that you **notify us in writing at least 30 days in advance**, if you are going to withdraw your child. You will be responsible for paying the whole 30 days once the letter is received in the office. Prepaid tuition will be 100% refunded if a child is withdrawn as long as 30 days written notice has been given, not including the registration fee.

**PAYMENTS MADE IN THE FOLLOWING MANNER**

1. Make the checks or money orders payable to Village Infant/Toddler Center or Village Preschool
2. Attach the registration fee to the enrollment forms and submit them to the Director.
3. Payments may be given directly to the Director or sent to Village Infant/Toddler Center 3216 W. Victory Blvd. Burbank, CA 91505 or Village Preschool 3306 W. Victory Blvd. Burbank, CA 91505.

**SCHOLARSHIPS**

Scholarships are available for families needing assistance with tuition. Parents may request a scholarship application form from the Director. The application, copies of pay stubs and a letter of request are to be submitted to the Director. These will be presented to the Elder Board who will review each request. The parent requesting financial assistance will be notified of the decision within one month of submitting a request.

**ABSENCES**

Our Center's budget runs on a 12 month-yearly tuition rate. As mentioned before, we desire to operate the best program at the lowest monthly rate. In order to do this, we can give no credit for absence due to illness.

## **SIGN IN AND SIGN OUT**

A reliable adult must bring the child and pick the child up from the Centers. The child will not be released to anyone under the age of 18 and who is not listed on our records as the authorized person to pick up the child. A child must never come to the Centers or leave the Centers on his/her own. An authorized adult must accompany the child.

When the child is brought to the Centers, the State of California requires that all children be signed in and out each day with the full signature, not just initials, of the person bringing or picking up the child. Failure to sign-in or sign-out will result in a call to the parents to return to sign them in or out.

A handwritten note may give permission for another person to pick up your child for a limited time. Permission may be faxed to the Centers. We will ask for photo identification if the person who is picking up your child is unknown to us. This is for your child's protection.

If for any reason you are unable to pick up your child at the usual time, please call and let us know so we can reassure your child that you are on the way. There is a late pick-up charge of \$2.00 per minute and the parent will be billed for this charge.

## **ILLNESS OR NOT ABLE TO ATTEND**

If your child is not able to attend the Center on a particular day, PLEASE NOTIFY us by 8:30 in the morning. We appreciate knowing if a child is ill, we will pray for your child during our Group Times. Notify us if your child has a communicable disease so we may notify the other parents of the children who have been exposed.

## **HEALTH CHECK**

The State of California requires that the person bringing the child to school remain until the child is accepted. No child shall be accepted without contact between the school staff and the person to insure there are no obvious signs of illness. For the health of your child and those at the Centers we want to make sure all of the children arrive in good health and not feverish, have an excessively runny nose, rashes, open sores, etc.

## **TOYS FROM HOME**

We encourage the children to play with the toys we provide at the Centers. Toys from home can get lost, broken, or not shared with other children causing many tears.

Some children like to bring a cuddle toy as a security to help them adjust to their new environment. This is permissible and encouraged. Make sure it is labeled.

There will be times we ask for certain toys or objects from home, which enhance our area of discovery. Make sure these are labeled with your child's name. Place small toys or objects in a zip lock plastic bag.

## **NUTRITION**

### **SNACKS**

Our two snacks, in the morning and afternoon, are nutritious with crackers, cheese, fruit, and/or vegetable. Children may not bring their own snack. There is a tentative Snack Schedule posted in the preschool office. **If your child has a food allergy, please let us know what it is so we make sure not to serve him/her that particular food.** Children with allergies will also be given an allergy bracelet to wear everyday while attending school. Parents are responsible for picking the bracelet up in the morning to put on their child and returning it to the office at the end of the day. If a bracelet is lost a \$25.00 fee will be charge to replace it. We know that children are learning to eat a variety of foods. Some that we serve may not be familiar to them. We encourage the children to try a bit for every year he/she is old. Many times children have been surprised using this method of trying, that they like a food they thought they would not like.

### **LUNCHES**

Sack lunches are brought to school each day. The Center's have microwaves for heating lunches. Please pack silverware and napkins in your child's lunch everyday. Also, there are several days throughout the year when we, as a project, prepare a meal.

### **BOTTLES**

Bottles should be brought from home already mixed and ready to serve for our Infant/Toddler Program. Breast milk bottled can be brought and stored up to 3 days in our freezer before using.

## **NAP TIME**

A quiet naptime is required for all children remaining in the Centers between 1:00 and 3:00 P.M. Village Toddler Center and Preschool provides a cot for each child. Parents are to send a sheet and blanket each Monday which will be sent home each Friday along with a school provided sheet to be washed and returned on the following Monday. In our infant program each child has their own crib. In our toddler program children are provided a crib in which naps are taken. In our Infant/Toddler program our teachers wash the sheets and blankets.

Quiet naptime means no talking or making noise that will disturb the other children. Disruptive children will be moved to another room. Children are asked to stay on their cots during naptime even if they do not sleep. Quiet soothing music will be played during naptime. We limit trips to the restroom to those who have a true need.

Special care is taken to observe that children do not have small items that may be swallowed or put in the ear or nose, such as hair barrettes or toy pieces.

We ask children to remove their shoes during naptime and put them in the shoe bin. We ask them to keep their socks on in case we have to evacuate the Centers quickly in an emergency.

Children are placed head to toe so they are not breathing on each other's faces.

Our goal is for each child to feel comfortable and safe during naptime. We are sensitive to children who need a special item such as a favorite blanket or soft toy at naptime. However, if a child uses a "comfort" item in a disruptive way, we may ask the parent to keep it at home.

## POLICIES AND PROCEDURES

### CLOTHING

The following are some guidelines for dressing your child for a day at our Center:

1. Have your child wear clothing that is appropriate for our many physical and often times messy activities.
2. Children should wear clothing they can manage themselves. Please send your child in simple clothing that is free of complicated fastenings.
3. Clothing should be washable and sturdy.
4. Be sure to send your child with a sweater or a jacket even on the first sunny autumn days. A bright and sunny day may turn cloudy and cool before you arrive to pick up your child.
5. We reserve the right to question improper clothing worn to school.
6. **Label all outer garments, including jackets, sweaters, and other items that may be removed during the day.**
7. We keep all unlabeled and unclaimed clothing in our "Lost and Found" bin for one month. After that time, we donate the article of clothing to charity.
8. Shoes should be securely fastened to the foot.
9. Shoes should have good traction (no slick soles).
10. Shoes with closed toes protect your child's feet.
11. Send an extra pair of clothes. Include underwear, socks, shirt, and pants appropriate for the season, which we can keep here in case of an accident. Send this extra clothing in a labeled zip lock bag so we can send the soiled clothing home in the bag. In case your child needed to change clothes, you will be informed. Please remember to bring a change of clothes back to the Centers the next day your child attends.

### BACKPACKS AND BOOK BAGS

Children usually like to have a backpack or book bag to carry their treasures to the Center and their projects home. Please bring a backpack that is small enough to fit in your child's cubby. Please have these clearly labeled with your child's name.

## HEALTH ISSUES

### **ILLNESS**

The health of your child, as well as all the children at our Centers, is of utmost importance to us. It is for this reason we ask for the child's physician to examine him/her and fill out the forms. The State of California requires that we have on file the child's up-to-date immunization record and tuberculosis clearance.

You will be notified and your child sent home if he/she appears to have any symptoms of illness during the day. Your child will be separated from the other children and kept safe, warm and comfortable until you, or your designated person, arrives. When a child is sent home ill, he/she may not return the following day unless the parent brings a note from the doctor stating that the child is well enough to return. If you are in doubt whether your child is ill, please keep your child home rather than exposing other children to possible illness.

For those parents who are unable to pick up their child as required, it is necessary to have an emergency back-up plan (a relative or friend) who can do this for you.

Your child will not be admitted to the Centers if any of the following symptoms of illness are present and children developing these symptoms during the day will be sent home:

- \* Cold - less than 3 days old
- \* Fever of 100 degrees or more
- \* Runny nose only if (thick or colored secretions and the child is not able to participate in activities
- \* Watery or inflamed eyes
- \* Sore throat
- \* Constant Cough
- \* Diarrhea
- \* Vomiting
- \* Abscess
- \* Draining sores or burns
- \* Rash - until determined it is not contagious

Please keep you child home for **24 hours** for the medication to work.

### **COMMUNICABLE DISEASES**

If your child has symptoms of a contagious (communicable) disease (such as mumps, chicken pox, pink eye), please notify us at once so the parents of the children who have been exposed may be notified via email. The child needs to be free of the symptoms and fever for at least 24 hours before returning to the Centers.

### **HEAD LICE INFESTATION**

Parents are responsible to report cases of head lice infestations to the Director. Parents of children who have been exposed will be notified so that proper action can be taken. For more detailed information, call your doctor, the Public Health Department (818-340-3570).

## **MEDICATION**

The State of California Department of Social Services states that the Center's personnel may assist any child, who is required to take medication during the day.

At Village Infant/Toddler Center and Preschool we will dispense only physician prescribed medications and over the counter medication, but they must be accompanied by physician's instructions as well as a medication form filled out by the parent and signed by the doctor.

All medication will be kept in the locked medicine cabinet or locked box in the refrigerator (if necessary). It is the parent's responsibility to give the Director/Teacher the medication and fill out the Medication Authorization Slip. PLEASE DO NOT LEAVE THE MEDICATION IN YOUR CHILD'S BACKPACK!

Medication must be in its original container with an unaltered label. When the medication is no longer needed, it will be returned to the parent.

## **ACCIDENT OR INJURY**

We at Village Infant/Toddler Center and Preschool take every precaution to insure the health and safety of the precious children entrusted to us. However, we know that when we have a group of exuberant, fun-loving children together accidents or injuries may occur.

In case of accident or injury we will attempt to immediately contact a parent. If we cannot reach you, we will call an ambulance or paramedic if the case warrants it. Until the arrival of the parent, physician or paramedic, the Director will make all decisions about the care of the child. You will be expected to assume responsibility for any expense resulting from the incident. It is for you and your child's benefit that we have up-dated phone numbers, emergency numbers and any other pertinent information. You will be asked to re-submit these forms at the time you renew your child's registration each year.

Any injury occurring that requires the attention of a physician must be reported to the Department of Social Services. This is the Director's responsibility, but parents need to supply certain information, such as the name of the doctor, what the diagnosis was and what treatment was recommended. The Center's staff will handle minor injuries, such as scratches, bumps, and scraped knees. The parent will be notified by phone when any minor injuries occur.

## **DISCIPLINE**

Village Infant/Toddler Center and Preschool is a Christian School, where love and forgiveness are a part of our discipline. Therefore, physical punishment will not be used at any time by the staff nor will we permit a parent to strike his/her child or any other child on the Center's premises.

1. A majority of the discipline will be to help the children remember our primary rules. To keep themselves and others safe.
2. If further discipline is needed, we will help the child identify the problem and see if he/she can solve it himself/herself. We will ask what can be done about the problem. The child will be reminded of the appropriate behavior.
3. We will redirect the child and offer alternatives to the child or children if they are having difficulty coming up with their own.
4. After all of the above measures have been tried several times the Director will then speak with the parent(s), or request a conference to keep the lines of communication and consistency open and to better serve the child. Parents are encouraged to do the same.
5. The Director is the final recourse in all disciplinary situations and may waive any disciplinary rule for just cause at his/her discretion or may have a child removed from school once all other avenues have failed.

## **MANDATORY CHILD ABUSE REPORTING**

### **CHILD ABUSE REPORTING OBLIGATIONS**

Under California law, any staff member who suspects that a child's physical or mental health or welfare may be affected by abuse or neglect must call and report it to the Police Department or the Department of Social Services as soon as possible.

Staff members are expected to:

1. Immediately report to law enforcement authorities the reasonable suspicion of child abuse in cases of personal injury, sexual assault/abuse, neglect, and emotional maltreatment.
2. In cases of neglect involving inadequate supervision in which the child is in no immediate danger nor is there any evidence of severe and persistent neglect, an information report will be made and the Director may choose to meet with the family for a follow-up conference to discuss or regarding alternate care options.

## EMERGENCY PREPAREDNESS

### **FIRE AND EARTHQUAKE DRILL PROCEDURES**

The State of California requires that we have a fire drill monthly and an earthquake drill quarterly so the children will know what to do in case of these emergencies.

#### **FIRE DRILL**

The drill will consist of short rings for 30 seconds. The children are to line up in an orderly manner and follow the teacher to the alley fence. Explain the importance of the fire drill to your child, how to leave the building rapidly, quietly and in an orderly manner so everyone will be safe.

#### **EARTHQUAKE DRILL**

The drill will consist of the children remaining in the school room in a "tucked" position until the Director decides it is safe to leave the room. The children will then go to the evacuation station on the playground. (See Appendix II for Emergency Evacuation)

#### **STORMY WEATHER**

When stormy weather hampers safe driving conditions, listen to radio KNX or local stations for School Closure News.

#### **CHILDREN'S RELEASE**

Children will be held at the Centers until it is safe to leave. They are to be signed out by their parents or an authorized adult. The Staff is committed to the children entrusted to us. Be assured your child will be cared for at all times. All of the staff has current First Aid and CPR certification.

Above all DO NOT PANIC. Remain calm and listen to your radio for emergency information. We will put a message on the answering machine letting you know the status of the Centers and children. Please see the Appendix for a complete evacuation plan.

#### **EMERGENCY KITS**

An Emergency Kit filled with of food and water is provided for each child. You do not need to provide any food for this kit. These kits have a 3 day supply of rations.

## **SPECIAL DAYS AND PROGRAMS**

### **CHAPEL**

Chapel Services for the children in our Toddler and Preschool programs are the 1<sup>st</sup> and 3rd Thursday of each month from 10:30 - 10:45 A.M. The Pastor and staff of Village Church conducts Services.

Parents are invited and encouraged to attend Chapel Services. We encourage you to bring your child to the Worship Service at Village Church when it is our turn to sing.

### **BIRTHDAYS**

We want to celebrate the birth and life of your child. Birthdays are an important time in your family's life as well as in the life of our Center's. The day of the birthday you may send a special treat, which your child will distribute during the afternoon snack time.

If you will have a birthday party for your child and invite all the children at the Centers, these invitations may be passed out here. If you will invite only part of the children, we ask that you mail these invitations.

### **COME PLAY WITH ME NIGHT**

Come Play With Me Night is held at the end of September for our Infant/Toddler and Preschool Programs during which time the teachers meet with the parents and children. We then explain the objectives, curriculum, philosophy, projects and upcoming calendar events for the year. This also will be a fun evening for you as parents to explore with your children different areas in the room in which your child learns through their play experiences everyday. We will also inform parents how we will communicate with them.

### **CLASS PICTURES**

In the fall of each year our children's pictures are taken. You may purchase the class package (in our Preschool Program) with your child's individual pictures or just a class picture. You are not under any pressure to purchase. However, we deeply desire that each child be on the class picture.

#### **PARENT-TEACHER DEVELOPMENTALS**

There will be two developmentals held each year in our Preschool Program and four developmentals held each year in our Infant/Toddler Program. The teachers will have a written evaluation of each child, ask what the parent is observing in the child and answer questions. These meetings will be held with your child's primary caregiver or teacher.

#### **CHRISTMAS PROGRAM**

This is a charming morning when the children of our Toddler and Preschool Programs tell in their own way the story of the Nativity of our Lord Jesus with action, words, and song.

#### **PRE-K FAREWELL**

It is a day in June just for the children who will be going into Kindergarten in the Fall. As we celebrate this exciting time in your child's life it is sure to be a special time of fellowship and fun for the whole family.

## **ESPECIALLY FOR PARENTS**

### **NEWSLETTERS**

A monthly newsletter will be sent home at the beginning of each month in which we recap what we did and look forward to what you and your child can expect in the next month. There will be a place for any requests we may have for parent help and participation. **Please read your newsletter carefully.** Put it up in a prominent place and refer to it throughout the month. If you have any questions, please do not hesitate to talk with your child's Primary Caregiver/Teacher or Director.

### **OTHER FORMS OF COMMUNICATION**

There will be periodic notes sent home as reminders or requests. Check your email or your child's mailbox for notes from us to you.

### **VOLUNTEERS**

We welcome volunteers as a way of improving, upgrading, and enriching our Centers. We rely on parents to help with some of our projects, such as baking by sending ingredients or coming to help. Volunteers also receive a sense of ownership for the Center's operation. Volunteerism is not only a valuable resource, but enables Christians to be good stewards of their talents as well as their treasures. If you have a gift, talent, hobby, or special interest, which you would like to share with us, please contact your child's Primary Caregiver/Teacher or the Director.

### **COMPLAINTS**

When people work closely together, there is bound to be misunderstandings and complaints. We at Village Infant/Toddler Center and Preschool desire to follow Jesus' principals in resolving disputes. According to Matthew 1:8, and with an attitude of prayer and desire for resolution we suggest:

1. Go to the person with whom you are having a misunderstanding. Try and talk out the problem. Look at it from the other person's viewpoint. Listen carefully to each other.
2. If unresolved, the next step is to go to the Director. Talk about the complaint or misunderstanding. Bring an open mind and heart to the meeting.
3. If you still feel the issue has not been resolved to your satisfaction, talk with the Village Church Pastor.
4. The Village Church Elder Board, Director, and the Pastor are the final step in coming to a resolution.

## **APPENDIX I**

### **EVACUATION PLAN - AN OVERVIEW**

To better care for our children we are passing this information on to you so that in case there is an emergency, you will know where to locate your child. The children will only be removed from the premises if the Fire or Police personnel direct us.

We anticipate having to remove the children if there is danger from fire, gas leak, or toxic spill in the area. Should a major earthquake occur, we would remain at the Center's if at all possible.

Our evacuation plan is set in three stages, ranging from localized to an area-wide emergency.

**First Step:** Evacuate the children to the playground. We will do this if, for example, there is a localized fire in the church.

**Second Step:** Remove the children from the school grounds and walk the children to Foy Park, where we would remain for as long as necessary. We would remove the children from the school in this manner only if necessary, only if it was safe and only if the situation warrants it.

**Third Step:** Remove children from this area. This would be done by order of the Police or Fire Department. Village Infant/Toddler Center and Preschool is under contract with Village Christian Bus Company for emergency use. In the event we need to evacuate, school buses will take all the children and staff to St. Joseph Hospital 501 S. Buena Vista Burbank, CA 91505.

It is important to remember that normal pickup procedures do apply in an emergency. We can only let children leave with persons identified on the children's emergency release form. If we do not know the person, identification will be required.

The three steps:

1. Evacuate to the playground
2. Evacuate to Foy Park
3. Evacuate to St. Joseph Hospital 501 S. Buena Vista Burbank, CA 91505.

## **APPENDIX II**

### **PLAYGROUND SAFETY**

Each child is unique and valuable - a precious treasure from God. Therefore, we desire to create a safe, healthy environment where the children may have fun within the limits of safety. For this reason, rules for the correct use of play equipment need to be made and enforced. We will go over and explain these rules in the Centers.

## **APPENDIX III**

### **RIGHTS OF THE CHILDREN**

The State of California (#101223) states that each child shall have personal rights that includes, but are not limited to the following:

To be accorded dignity in his/her personal relationships with staff and other persons.

To be accorded safe, healthful, and comfortable accommodations, furnishings, and equipment to meet his/her needs.

To be free from corporal or unusual punishment, infliction of pain, humiliation, intimidation, ridicule, coercion, threat, mental abuse, or other actions of a punitive nature.

To be informed and to have his/her authorized representative, if any, informed by the licensee of provisions of law regarding complaints.

## **APPENDIX IV**

### **RIGHTS OF LICENSING AGENCY**

The licensing person from the Department of Social Services is permitted by Title 22 to make an unannounced visit to the Centers and check the children's files.

APPENDIX V

FEES

Infant/Toddler

	Half Day 8:30 AM-12:30 PM	Full Day 7:00 AM – 6:00 PM
5 Days	\$965.00	\$1,085.00
3 Days	\$835.00	\$935.00
2 Days	\$685.00	\$777.00

Preschool

2-Year Olds

	Half Day 8:30 AM-12:30 PM	Full Day 7:00 AM – 6:00 PM
5 Days	\$704.00	\$818.00
3 Days	\$552.00	\$628.00
2 Days	\$508.00	\$558.00

3-5 Year Olds

	Half Day 8:30 AM-12:30 PM	Full Day 7:00 AM – 6:00 PM
5 Days	\$674.00	\$788.00
3 Days	\$522.00	\$598.00
2 Days	\$478.00	\$528.00

Registration fee \$125.00 and 2 weeks tuition due at the time of registration are **Non-refundable**

\$25.00 late fee (if not paid by the 10<sup>th</sup> of the month)

10% discount for siblings

\$85.00 for extra days infant/toddler

\$75.00 for extra days preschool

## APPENDIX VI

### HOLIDAYS

Village Infant/Toddler Center and Preschool will be closed on the following holidays for the 2014-2015 school year:

New Year's Day  
Martin Luther King Day  
President's Day  
Staff Development  
Good Friday  
Memorial Day  
Independence Day  
Labor Day  
Staff Development  
Veteran's Day  
Thanksgiving Day  
Day after Thanksgiving  
Christmas Eve (observed)  
Christmas Day (observed)  
New Year's Eve (observed)  
New Year's Day (observed)