**Neverland child care center**

**Parent Handbook**

18 months-5 years

Monday-Friday 6:00am-6:00pm

6334 Rotary Way

Joshua Tree, Ca. 92252

(769) 366-0030

<https://www.facebook.com/NeverlandChildCareCenter/>

Lic#364843539

**Welcome**

Thank you for choosing Neverland Child Care Center. We are a licensed child care facility. We serve children from the ages of 18 months to 5 years old. We are open Monday-Friday from 6:00am-6:00pm.

We are interested in your child’s whole development. Our commitment is to provide you and your child with the best in child care and education.

* Neverland Child Care Center is open year around.

**Our Philosophy**

Neverland Child Care Center believes in providing a High-quality environment that your child will learn and grow. We believe children learn through play, which Neverland Child Care Center will offer through fun, hands-on and age-appropriate experiences. We think communication between our families and our staff is very important. We strive to create a loving, nurturing atmosphere for growth.

**Our Staff**

Our staff is educated in Child Development and meets the title 22 requirements to work in a child care center. Each teacher is fingerprinted, C.P.R and first aid certified. Our staff participates in continuous in-service training throughout the year.

**Basic Services**

We offer 2 age appropriate programs: one for toddlers (ages 18 months to 36 months) and one for pre-school (ages 2 to 5) years.

**Optional programs offered**

At this time, Neverland Child Care Center, does not offer Optional programs.

**Programs:**

**Toddler Class**

Our Toddler class consists of toddlers aged 18 months to 36 months. The toddler room has developmentally appropriate toys and furniture for toddlers. In this class, we will assist with potty training. There will be 6 toddlers to one teacher ratio.

* Each child will have their own cubby. Please provide 2 changes of clothing. With diapers/pull-ups and wipes when necessary.
* We will provide children with a sippy cup that is theirs personally and will stay at the center
* Please make sure appropriate items are labeled.

**Preschool Class**

This class will consist of preschoolers age 2-5. This program offers a variety of hands-on activities and experiences. Through play, children age two to five create, explore, and pretend.

* Each child will have their own cubby. Please provide 2 changes of clothing. With diapers/pull-ups and wipes when necessary.
* Please make sure appropriate items are labeled.

**Field Trip Provisions**

Neverland Child Care Center will notparticipate in any field trips. Any special events or guest speakers will come to Neverland Child Care Center.

**Food Services**

We provide a nutritious breakfast at 7:30am and offer two healthy snacks at 10:00am and at 3:15pm. For lunch time, each child should bring a lunch. The pre-school class eats lunch at 12:30 and the toddlers eat lunch at 12:00. We ask if you could please limit heat ups for lunch.

**Nap Time**

Nap time is from 1:00-3:00pm. Each child will have their own nap cot. Please send your child with a small blanket and a fitted crib sheet. Nap items will go home at the end of the week to be washed. Your child is more than welcome to bring a stuffed animal to sleep with. We will charge a $3 fee per week for borrowed nap sheets and blankets.

**Admissions Policies**

Neverland Child Care Center does not discriminate in any form in the acceptance of children based on sex, race, or religion. As such, children with special needs must be evaluated by the Director before being admitted to the program. Most special needs children require a one-on-one “shadow” or outside assistant provided by the parents to be admitted. Non-Ambulatory children unfortunately cannot be admitted to Neverland Child Care Center. Children will be added to the waiting list in the order of completed application initiation fee and pre-admission requirements are received. Parents will be contacted in order as space becomes available and will be required to attend an orientation with the Director and the child’s caregiver. All parents and children are required to agree to follow all stated policies and procedures, especially those regarding health and safety issues. Space for part-time or half-day programs is very limited. Once these spaces are full, children will be admitted only if another child can be matched with them to fill one full-time space.

**Pre-Admission Policies**

1) A child must meet Neverland Child Care Center’s Admissions criteria before being enrolled

2) An interview will be conducted with the parents to allow for the following requirements to be met: a) Good understanding of the child’s health, physical and emotional development and whether his/her needs can be met by the center. b) Parent is provided with information from Neverland Child Care Center to include:

* Admission Policies
* Services offered
* Activities for the children
* Hours/days of operation
* Fees
* Center Rules and Regulations
* Ill or injured child procedures

3) Each parent will be given a complete tour/inspection of the facility.

4) Parent must provide a completed Medical Assessment form, completed by a physician prior to enrollment. The assessment must include:

* Record of infections and contagious diseases
* TB Test results (Mantoux test / Chest X-ray) – after the age of 1 year
* Special problems or needs
* Identification of prescribed medications
* Ambulatory status
* Immunization Records
* Parents must complete all forms in the admissions packet.
* Parents must sign and date that they have received read and agrees to all
* the terms for membership within the Pre-Admission, Admissions and Fee Contracts.

**Medical, Sick and Emergency Polices**

**Health**

Every day we will perform daily health checks. Please do not send your child to school if he/she has a fever within the last 24 hours. A fever is anything above 98.6. Your child may be sent home if he/she appears to have symptoms of illness during the day. If we cannot reach you, we will call one of the emergency references on the emergency card.

**First Aid**

All staff have their CPR and first aid cards. Minor cuts, bruises, bumps, etc. will be treated with ice packs, bandages. First aid supplies and an isolation cot are available at all times. In the event of a more serious medical or dental injury, and the parent cannot be reached, we will call the child’s physician. If it’s necessary, we will call an ambulance. Emergency medical treatment will be administered to the child at Hi-Desert Medical Center Emergency Room. The Hospital is located approximately 4.4 miles away from the center.

**Hi-Desert Medical Center**

**6601 White Feather Road**

**Joshua Tree, CA 92252**

**(760) 366-3711**

**Disaster Preparedness**

Neverland Child Care has a disaster preparedness plan. Fire and earthquake drills will be practiced on a regular basis. If we ever need to evacuate our facility, we would go directly across the street from our building or head towards Copper Mountain College. A disaster emergency supply kit is located at the hall closet.

**Copper Mountain College**

**6162 Rotary Way, Joshua Tree, CA 92252**

**(760) 366-3791**

**Medication Policy**

Neverland Child Care Center Medication Policycan administer prescription medicine per parental and physician instructions. Over the counter mediation can be given with written consent from the child’s parent or guardian. Upon arrival to the center, parents will be instructed, and required, to fill out a medication form instructing Neverland Child Care Center on dosage and time requirements for each medication. Medications must be in their original containers with pharmacy instructions. Medications can NOT be administered in doses inconsistent with the pharmacy instructions. The medication form must be signed and dated. Sunscreen should be applied prior to coming toNeverland Child Care Center, and then labeled and handed to the child’s Daycare teacher to be stored in a locked cabinet. Please do not leave sunscreen in your child’s cubby. An authorization form for the sunscreen must be filled out. The following guidelines have been established by the State of California for Child Care Centers and are listed in the” Manual of Policies and Procedures Community Care Licensing Division” In centers where the licensee chooses to handle medications:

(1) All prescription and nonprescription medications shall be centrally stored in accordance with the requirements specified below:

(A) Medications shall be kept in a safe place inaccessible to children.

(B) Each container shall have an unaltered label.

(C) A refrigerator shall be used to store any medication that requires refrigeration.

(2) All prescriptions and nonprescription medications shall be maintained with the child’s name and shall be dated.

(3) Prescription medications may be administered if all the following conditions are met:

(A) Prescription medications shall be administered in accordance with the label directions as prescribed by the child’ physician. For each prescription medication, the licensee shall obtain, in writing, approval and instructions from the child’s authorized representative for the administration of the medication to the child.

1. This documentation shall be kept in the child’s record.

2. The instructions from the child’s authorized representative shall not conflict with the label directions as prescribed by the child’s physician.

(4) Nonprescription medications may be administered without approval or instructions from the child’s physician if all the following conditions are met:

(A) Nonprescription medications shall be administered in accordance with the product label directions on the nonprescription medication container(s).

(B) For each nonprescription medication, the licensee shall obtain, in writing, approval and instructions from the child’s authorized representative for the administration of the medication to the child.

1. This documentation shall be kept in the child’s record.

2. The instructions from the child’s authorized representative shall not conflict with the product label directions on the nonprescription medication container(s).

3. The licensee shall develop and implement a written plan to record the administration of prescription and nonprescription medications and to inform the child’s authorized representative daily when such medications have been given.

4. When no longer needed by the child, or when the child withdraws from the center, all medications shall be returned to the child’s authorized representative or disposed of after an attempt to reach the authorized representative.

**Discipline Policy**

Neverland believes in re-directing children’s behavior. We will only remove a child from their class if the behavior is harmful to themselves or their play mates. Below are the steps we follow:

* We redirect the misbehavior and explain to the child why what the unwanted behavior is and why we should not do it. When then help, the child come to a different option
* Provide “time away” and give the child an opportunity to regain control, calm down and then we talk about it
* Loss of privilege
* If the child exhibits repeated and constant misbehaviorwe will require a conference between the Director, the Teacher and the parents. Action will be determined at that time.

**Under No Circumstances Will Corporal Punishment Be Used**

Aggressive Offense Policy: By state law, if a child is a physical or emotional threat to others they can be dismissed from school.

Ifa child becomes out of control or is such a disruption that the teacher cannot continue with her teaching duties, or if a child displays harmful or inappropriate behavior toward another student, this will most likely qualify as an " Offense." Aggressive behavior includes, but is not limited to, hitting, biting, kicking, and throwing items and foul language. It also includes defiant behavior towards teachers or staff members, such as running away and verbal abuse. Inappropriate behavior includes, but is not limited to, verbal or physical behavior such as inappropriate touching, removing clothing, or making such suggestions. Any behavior that is harmful to other students requires immediate and specific action to prevent further occurrences. Our procedures are as follows:

**First Offense**: The child will be given a reminder of the rules and seriousness of their behavior, and an immediate time away or loss of privilege. The teacher will complete an Offense Form and give it to the Director. The Director will call the parent and arrange an in-person meeting. At this meeting, we will discuss a plan of action to prevent further aggressive/ inappropriate behavior.

**Second Offense:** The teacher will bring the child to the Directors office. The child will be given a reminder of the rules and seriousness of their behavior, as well as a reminder of any points from the parent/ Director Action plan. The Director will call the parent, and may require the parent to take the child home for the day, depending on the offense.

**Third Offense:** Upon the third offense, the teacher will bring the child to the Director's office. The parent will be called and the child will be suspended from the school for either a period of time or permanently, depending on the nature of the offense. Before the child can return to school, the parent(s) will be asked to attend a parenting class and possibly have their child evaluated by a physician or attend counseling, or all the above.

**Registration:**

When you enroll your child into Neverland Child Care Center there is a nonrefundable $100 fee. There will also be a packet to fill out that will need to be turned in before your child or children may start.

**The registration packet includes:**

* A health evaluation
* Consent for medical treatment
* Emergency card
* Personal rights and parents’ rights
* Immunization record
* Admissions agreement
* Parent handbook
* Tuition prices
* Student Participation agreement

**Tuition Policies:**

Here at Neverland we understand the conflict of trying to attend school and have affordable high quality care for your child or children. We would like to offer all Copper Mountain College students a 10% discount on tuition whether it’s full time or part time care.

* We would also like to give our Thanks and appreciation to those who serve our country and offer all military families a 10% discount on tuition.
* A 10% sibling discount is also available to the second child or more
* Tuition is due at the beginning of each month.
* Late charges: There is a 10-minute grace period. After the 10 minutes a $5 fee will be billed for every five minutes.
* If an account becomes two months’ overdue the child will not be allowed back until the account has been paid up to date.
* We will give a 30-day notification to all parents prior to tuition rates increases

**PARENTS’ RESPONSIBILITIES**

Neverland Child Care Center does not offer any transportation options. It is your responsibility to drop off and pick up your child from Neverland Child Care Center. Please bring your child on time and pick her/him up promptly. It is your responsibility to sign your child in and out each day with a full legal signature. The State of California General Licensing Requirements states that all children must be signed in and out of the center by a parent or legal guardian only. The forms used for this purpose are legal documents and are reviewed by State Licensing on a regular basis.It is Neverland Child Care Center’s policy to charge a $20.00 fee to any family who is missing a signature on the sign in sheet on a monthly basis. Be sure to check your child's file and cubby daily for notices and communications.

Itis your responsibility to keep the school up to date on home and business phone numbers, emergency numbers and other pertinent information. Information on your Admission and Medical forms must be kept current. By State Law, your child can only be released to persons listed on the release form. Notification of changes, in writing, can be given to the Director.

**As seen on the parent’s right form:**

**PERSONAL & PARENT’S RIGHTS PERSONAL RIGHTS**

1. Child Care Centers. Each child receiving services from a Child Care Center shall have rights which include, but are not limited to, the following: (1) To be accorded dignity in his/her personal relationships with staff and other persons. (2) To be accorded safe, healthful and comfortable accommodations, furnishings and equipment to meet his/her needs. (3) 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, including but not limited to: interference with daily living functions, including eating, sleeping, or toileting; or withholding of shelter, clothing, medication or aids to physical functioning. (4) To be informed, and to have his/her authorized representative, if any, informed by the licensee of the provisions of law regarding complaints including, but not limited to, the address and telephone number of the complaint receiving unit of the licensing agency and of information regarding confidentiality. (5) To be free to attend religious services or activities of his/her choice and to have visits from the spiritual advisor of his/her choice. Attendance at religious services, either in or outside the facility, shall be on a completely voluntary basis. In Child Care Centers, decisions concerning attendance at religious services or visits from spiritual advisors shall be made by the parent(s), domestic partner(s), or guardian(s) of the child. (6) Not to be locked in any room, building, or facility premises by day or night. (7) Not to be placed in any restraining device, except a supportive restraint approved in advance by the licensing agency. PARENTS’ RIGHTS as a Parent/Authorized Representative, you have the right to: 1. Enter and inspect the child care center without advance notice whenever children are in care. 2. File a complaint against the licensee with the licensing office and review the licensee’s public file kept by the licensing office. 3. Review, at the child care center, reports of licensing visits and substantiated complaints against the licensee made during the last three years. 4. Complain to the licensing office and inspect the child care center without discrimination or retaliation against you or your child. 5. Request in writing that a parent not be allowed to visit your child or take your child from the child care center, provided you have shown a certified copy of a court order. 6. Receive from the licensee the name, address and telephone number of the local licensing office. 7. Be informed by the licensee, upon request, of the name and type of association to the child care center for any adult who has been granted a criminal record exemption, and that the name of the person may also be obtained by contacting the local licensing office. 8. Receive, from the licensee, the Caregiver Background Check Process form.

**NOTE: CALIFORNIA STATE LAW PROVIDES THAT THE LICENSEE MAY DENY ACCESS TO THE CHILD CARE CENTER TO A PARENT/AUTHORIZED REPRESENTATIVE IF THE BEHAVIOR OF THE PARENT/AUTHORIZED REPRESENTATIVE POSES A RISK TO CHILDREN IN CARE.**

**THE APPROPRIATE LICENSING AGENCY TO CONTACT REGARDING COMPLAINTS IS:**

**INLAND EMPIRE REGIONAL OFFICE**

**Regional Manager, ReynauldoPennywell**

**3737 Main Street, Suite 700, MS 29-12**

**Riverside, CA 92501**

**(951) 782-4200 FAX (951) 782-4985**

**Counties: Riverside & San Bernardino**

**2020/2021 calendar closure dates**

July 3, 2020-Independence Day Observed

August 17-21,2020-Summer Break

September 7, 2020- Labor Day

November 11, 2020-Veteran’s Day

November 25-27, 2020- Thanksgiving Vacation

December 21-25,2020-Christmas Break

January 1, 2021-New Years Day Celebration

January 18, 2021-Martin Luther King Jr. Day

February 12-15, 2021-President’s Day Weekend

May 31, 2021 Memorial Day