



A Non-profit

Bostwick Preschool
Santa Cruz Gardens Preschool
Parent Handbook

CKC, Inc. provides quality, on-site child care programs in a safe, fun-filled, enriching environment for a diverse population of families in Santa Cruz County.

Revised 3/1/2015

Welcome to Campus Kids Connection, Inc.

We are excited that you have chosen our program to supplement your child's growth and development. Any questions that you might have concerning CKC, Inc.'s policies can be answered by reading the Parent Handbook. If you still have questions concerning CKC, Inc. policies, please contact the Administrative Office at (831) 462-9822.

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Center employees are not authorized to waive, make changes, or create agreements outside of established agency policy. Likewise, an employee error will not negate the policies and procedures of CKC, Inc.

GENERAL INFORMATION

The Administrative Office is located at:

820 Bay Avenue Suite 109

Capitola, CA 95010

(831) 462-9822

Fax (831) 462-8934

www.campuskidsconnection.com

Office Hours: Monday – Thursday, 8:30am – 4:00pm

Fridays: 8:30 am – 1:30 pm

Month of July 8:30 am – 1:30 pm

School Age Locations

Bay View Site

1231 Bay Street
Santa Cruz, CA 95060
(831) 462-1667
Facility #444407966
Capacity - 50

DeLaveaga Site

1145 Morrissey Avenue
Santa Cruz, CA 95065
(831) 426-7402
Facility #440710237
Capacity – 80

Gault Site

1320 Seabright Avenue
Santa Cruz, CA 95062
(831) 457-1229
Facility #440710575
Capacity – 60

Main Street Site

3400 Main Street
Soquel, CA 95073
(831) 475-5758
Facility #444400073
Capacity - 60

Mountain Site

3042 Old San Jose Road
Soquel, CA 95073
(831) 475-3274
Facility #444412004
Capacity - 30

Santa Cruz Gardens Site

8005 Winkle Avenue
Santa Cruz, CA 95060
(831) 475-5925
Facility #440702020
Capacity – 50

Soquel Site

2700 Porter Street
Soquel, CA 95073
(831) 475-2302
Facility #440701866
Capacity – 80

Valencia Site

250 Aptos School Road
Aptos, CA 95003
(831) 465-4192
Facility #444413345
Capacity - 50

Westlake Site

1000 High Street
Santa Cruz, CA 95060
(831) 458-2259
Facility #440710576
Capacity - 100

Preschool Programs

Bostwick Children's Center

987 Bostwick Lane
Santa Cruz, CA 95062
(831) 475-2151
Facility #444412389
Capacity - 25

Opal Cliffs Children's Center

4510 Jade Street
Capitola, CA 95010
(831) 475-5188
Facility # 444412727
Capacity - 60

SC Gardens Children's Center

8005 Winkle Avenue
Santa Cruz, CA 95065
(831) 475-6587
Facility #444408785
Capacity - 30

Ages

Our Santa Cruz Gardens Preschool program is open for children 24 months to entering kindergarten. Children must be potty trained.

Our Bostwick Preschool program is open for children 24 months to entering kindergarten. Children aren't required to be potty trained.

Holidays

Childcare is not provided on the following days:

- Independence Day
- Labor Day
- Thanksgiving (Thursday and Friday)
- Christmas Eve
- Christmas Day
- Winter Break (one week in December TBD yearly)
- New Year's Day
- Martin Luther King Jr's Birthday
- President's Day
- Memorial Day
- Last Monday of August (All staff training)

Tuition is a monthly expense and is not adjusted for any school closures. The centers will also be closed for occasional staff training. One month's notice of these trainings will be provided.

Licensed Programs

All CKC, Inc. programs are licensed by the State of California, Department of Social Services. We are required by this license to adhere to all policies stated in Title 22. State Licensing has the right to inspect facilities and interview children without prior notice as per section 101200 of Title 22. For more information, you may contact:

Department of Social Services Community Care Licensing
2580 North First Street Suite 300
San Jose, CA 95131
(408) 324-2148

STAFF

Qualifications

All CKC, Inc. staff meets or exceeds the qualification standards set by Community Care Licensing. As required by the State of California, staff have a background check and are fingerprinted through the Department of Justice. Staff names and qualifications are available from the Site Director upon request. In accordance with State Licensing, the staff/child ratio never exceeds 1:12. CKC, Inc. attempts to maintain a ratio of 1:8.

Background Check

All employees hired by CKC, Inc. are subject to a background check. Prior to hiring, the applicant must show proof that they have the education and experience required for that particular job. In order to be hired, and for continued employment, the applicant/employee must have the following:

Fingerprint Clearance	Picture ID & Social Security Card
Clearance of any criminal convictions	Drug Free Statement
Child Abuse Index Check	Safety Policy
Physical Exam/Health Questionnaire	Signed Job description
TB Clearance	Personnel Record
Transcripts	Signed Employee Handbook

CKC, Inc. Employees & Outside Work

CKC, Inc. employees who work other jobs, provide community services, or participate in external leisure activities are not permitted to market, promote or offer these outside activities or events to the families enrolled in CKC, Inc. programs.

CKC, Inc. shall have no legal liability or responsibility for any arrangement made between a staff member and a CKC, Inc. family participant that occurs away from work and that is not part of a CKC, Inc. recognized program within program hours. Such activities, should they occur, will not be covered by CKC, Inc.'s Worker's Compensation or Liability insurance.

If you have been solicited by a staff member or would like additional information on this policy, please do not hesitate to contact the Executive Director at (831) 462-9822 x6.

ADMISSION AND REGISTRATION

Admission

Children are served without regard to race, color, ancestry, national origin, ethnic group identification, religion, sexual orientation, mental or physical disability. CKC, Inc. welcomes the enrollment of children with disabilities. We also operate without religious instruction of any kind. No optional services are offered. We do not utilize outside consultants or community resources.

Our goal is to ensure that our program is an appropriate placement for your child. In order for the program to accommodate the well-being, mixed schedules and diverse needs of the families that we serve, all children in our care must be able to function well in a stimulating, ever-changing group environment. CKC, Inc. reserves the right to restrict a child from participation in any activity or field trip and to determine if continued enrollment is in the best interest of the child.

Registration Conference /Tour

An initial registration tour is necessary to discuss the program policies, meet our staff, and have your child see our program. At that time you can receive waitlist application or an enrollment packet based on our current availability. Please call the Site Director to schedule this conference. Title 22 requires that both the parent and child attend a conference before care begins.

Registration Fee

A \$125.00 registration fee is assessed at the time of registration. The registration fee is non-refundable.

A re-registration fee of \$60.00 will be charged annually in September.

Your child may attend only after the required forms and fees are completed and returned to the CKC, Inc. administration office.

Admission Agreement/Parent Contract

At the time of registration, an Admission Agreement/Parent Contract will be completed detailing your tuition and schedule. First months tuition is required. A new Parent Contract will need to be completed to make any changes. A two week notice is required to implement any changes to your tuition and schedule.

Waiting List

The center will maintain a waiting list granting admission on a first-come, first-served basis. In order to be placed on our waitlist you must take a tour of our program, complete a Waitlist Application and pay a \$25 per family waitlist fee. This fee will be applied to the initial registration fee upon enrollment.

If you withdraw your child from the program, a child from our waiting list will be granted admission. Re-enrollment at this time is not guaranteed for your child.

TUITION

Schedule

At our programs we strive to offer flexibility in scheduling. You may sign up for 2, 3, or 5 days per week, either partial, full or a combination of days. A 3 day schedule includes Monday, Wednesday & Friday and a 2 day schedule includes Tuesday & Thursday.

Tuition is regardless of usage, it remains the same on vacations and for holidays.

Sibling Discounts

A sibling discount of 10 % is available for the child with the lower tuition. This will apply whether you have two children in our preschool program, or whether your children are in both our preschool and afterschool programs.

Late Pick-Up

We close promptly at 6:00 pm, which allows many of our staff to continue their education by attending night classes. Your child(ren) must be picked up by 6:00 pm. If you arrive after 6:00 pm, a family late fee of \$1.00 per minute will be assessed for first occurrence and written warning will be given. A family late fee of \$2.00 per minute will be assessed for second occurrence and written warning will be given. A family late fee of \$3.00 per minute will be assessed for the third and final occurrence. If a fourth late pick-up occurs, you will be charged \$4.00 per minute and removed from the program for one calendar year. If you know in advance that you will be late, please arrange for another authorized adult to pick up your child by 6:00 pm and notify the site director. If we haven't heard from the parent by 6:05 pm, we will begin to call other contact on your authorized pick-up list. **The same late fee, of \$1.00/\$2.00/\$3.00 per minute applies to the half day morning program.** Children will not be accepted before the start of a half day program. More than three late pick-ups in one year may result in termination from the program.

Payments

Under CKC, Inc.'s current operating procedures, the parent who has signed the billing card is legally responsible for the payment of tuition. When a change in payment responsibility occurs, a new billing cards needs to be filled out immediately.

Tuition is due on the first of each month in advance of the services and must be paid at our Administrative Office. Invoices are available a week in advance of due date from the Site Director. Please make checks and money orders payable to CKC, Inc. We prefer not to handle cash. You may mail your payment to the Administrative Office at the address located on the front of this book. For your convenience, VISA and MasterCard are also accepted. We offer monthly auto charge to VISA and MasterCard.

We do not accept credit card payments over the phone.

Late Payments

A \$25.00 late fee will be charged for all payment received after the 5th of the month. If the 5th falls onto a weekend or holiday, tuition is due the last day the center is open before the 5th.

If tuition is two weeks late your childcare will be temporarily suspended until the balance is paid in full or terminated for programs with a waitlist. If the balance remains unpaid for three weeks, collection procedures will be initiated if not paid in full by the 20th of the month and your child(ren) will be dropped from the program. The parent or guardian who has signed the billing agreement will be responsible for payment of any balance due.

Repeated Late Payments

More than 3 months of late payments will result in a \$50.00 charge and may also result in termination from the program for one calendar year.

Billing Disputes

If a parent has a question concerning their tuition statement, they should contact the Billing and Enrollment Coordinator in the Administration Office at (831) 462-9822 x2. Any grievance or objection to a billing must be made within 30 days of the date listed on the tuition statement. Failure to do so will result in the bill being correct. **Once collection procedures begin you will not be able to re-enroll for one calendar year.** Upon re-enrollment, your account must be paid in full.

Sliding Fee Scale

We operate on a sliding fee scale based on the number of family members and gross monthly income (including spousal support, child support, etc.) of your household. At the time of registration or re-registration a Family Income Calculation Worksheet must be completed. It is important to provide the following documents to ensure that you are receiving the correct tuition rate:

- a. last year's State or Federal tax forms
- b. current pay stubs at least one month

This information will be kept confidential. You will be charged the Step 2 rate until adequate income verification has been provided. Contact the Administration Office with any changes in your income. Changes will be reflected in the following billing cycle. Please see your registration packet with the Tuition Schedule for specific fee information. Questions about your bill or payment may be made to the Accounts Receivable Clerk at our Administrative Office.

Subsidized Care

We currently work with two programs offering subsidized care: The Voucher Project and the Human Services Department (HSD). Our agreement with these agencies state that subsidized care is accepted based on the same rules and procedures our other clients are expected to follow. If paper work is not turned in by the end of the month your child care may be terminated until paperwork is completed. Failure of parents to complete recertification on time may also result in termination. Any fees owed by parent must be paid at time of service.

If you feel that you may qualify for subsidized care, you may speak with the Subsidized Care Coordinator in our Administration Office or contact following agencies:

Human Services Department	454-4033
The Voucher Project	688-2152

Returned Checks

If your check fails to clear for payment, our bank will not permit us to re-submit it. Checks returned by the bank will be assessed a \$25.00 service charge. Repayment must be made by cashier's check or money order. The repayment, including the service charge, must be paid prior to the child attending the program the following week. More than one returned check per year may result in further action.

Request for Tax Statement

Parents may request a statement of payments for their taxes either by phone or email. We require a 30-day notification to process all requests.

Tuition Changes

A 30 day written notice will be given for any changes to the Campus Kids Connection, Inc. tuition schedule.

ATTENDANCE

Sign In and Out

Parents are responsible for signing their child(ren) in and out at the beginning and end of each day. A full signature is required as well as the time and date. Legal Documentation of custodial rights may be required. This helps us to provide the safest environment possible as well as provide the opportunity for us to talk with you about your child's daily progress.

Children will be released only to those authorized by the parent on the child's Emergency Card. It is the parent's responsibility to notify the center of any changes in authorization. Those picking up children should be prepared to show identification to the center staff member upon request. No child will be released to anyone who is not authorized to pick up that child. If there is a court order regarding your child(ren) (custody/visitation, etc...) please be sure to provide a copy to your child(ren)'s site director.

Notification of Absences

Parent must call and notify the Center if the child is not attending the program for the day. This can be done by calling the Center or notifying the center in advance. Failure to call in after three times may result in the suspension or termination of your child from the program. Tuition is billed regardless of usage and does not change because of an absence.

PROGRAM

Sample Preschool Daily Schedule

7:00 – 8:00	Free Choice / Table Activities
8:00 – 8:30	Inside Free Choice
8:30 - 9:10	Outside Play and Inside Quiet Activities
9:10 – 9:35	Circle Time / Dismiss to Wash Hands
9:35 – 10:05	Snack / Puzzles / Books
10:05 – 11:15	Small Groups
11:15 – 11:50	Recess / Outside Play
11:50 – 12:00	Large Group Circle / Wash Hands
12:00 – 12:30	Lunch Time / Toileting
12:30 – 2:45	Nap Time / Non-nappers rest time / quiet activities
2:45 – 3:00	Wake up / Shoes On
3:00 – 3:30	Large Group Circle / Wash Hands
3:30 – 4:00	Snack / Books / Puzzles
4:00 – 5:00	Projects / Outside Play
5:00 – 5:30	Table Top Activities
5:30 – 6:00	Snack / Books / Table Top Activities

Philosophy

CKC, preschool programs are designed to provide an emotionally and physically safe and stimulating environment for your child. We acknowledge and respect the diversity of the children, families, and community we live in. We believe in family and teacher collaboration because of the many benefits it provides for children's success.

It is important to us that both teachers and families share in decision making to keep care consistent so the child feels respected and safe. We also feel building networks of support between families is necessary for providing your child with problem solving, interpersonal and communication skills, that are essential for successful living a rapidly changing society.

Our staff is available to assist you with any questions, and we encourage you to contact the Director to discuss any concerns you have regarding your child. We feel two-way communication between staff and a family is a vital part of providing a safe and enriching environment for your child. We have an open door policy and invite you to visit the Center at any time.

Discipline Policy

Our discipline policy is designed to promote the development of self-direction, self-control and self-esteem. This is accomplished through sensitivity, consistency, firmness, fairness and follow-through. We believe every issue counts.

We start with consistent routines and basic expectations stated in a positive manner that are posted in each classroom. Our staff model these expectations and help children learn to follow them. We have found that most circumstances can be addressed using one of these expectations:

- We are Safe
- We are Kind/Friendly
- We are Respectful

Positive discipline including the use of natural and logical consequences is implemented by CKC, Inc. staff. We consistently reinforce positive behavior, and keep in mind the extreme importance of a child's self-esteem. When a consequence is necessary it must be reasonable, related to the behavior, and respectful to the child. No corporal punishment is allowed.

When a child has a difficult time appropriately following the discipline policy above, CKC, Inc. staff will make every attempt to consistently:

1. Reinforce positive behavior.
2. Encourage and facilitate conflict resolution skills.
3. Document problematic behavior.
4. Notify parents of any problematic behavior.
5. Set up and meet in a parent conference, agreeing on a plan of action.
6. Set up and meet in a follow-up conference to determine progress.

If at any time the child's behavior in any way threatens the safety of the other children or staff, the parents will be called immediately and will be expected to pick up the child within 30 minutes. If CKC, Inc. is unable to meet the child's needs, alternative childcare arrangements will need to be made by the parent/guardian.

Personal Belongings

Please limit the items your child(ren) bring to school. Your child should have a complete extra set of clothing, including shoes, either kept in their cubby or brought daily in a backpack and a small blanket labeled with your child's name if napping at school. Any other items such as toys, games, trinkets, should be kept at home unless there is a specific share time designed by your child's teacher. CKC, Inc. shall not be responsible for the loss or damage of toys, games, clothes or other personal belongings. **Label all belongings brought to school. Any food must be labeled with your child's name and the date and taken home at the end of the day.**

Napping

We have a nap/rest time for all children that are at the center for a full day. It begins at 12:30pm and children are able to nap until approximately 2:45 p.m. The center provides a rest mat and sheet for each child. The mat is cleaned daily and the sheet is cleaned weekly and as needed. Please provide a blanket, labeled with your child's name, and take it home at least weekly for cleaning. For children that do not fall asleep we will provide an outside activity or a quiet indoor activity depending on the weather beginning at approximately 1:30pm.

Art Work

Your child puts a great amount of effort into their projects and is excited to share them with you. These projects are usually child-oriented in nature. We focus on the process, rather than the final product to allow the children's optimal use of their creativity. Children are free to create, experience, and discover.

Please check your child's cubby and take home file daily and remove any treasures that are ready to go home. We also ask that you clean out your child's cubby each Friday.

Field Trips

Field trips that require transportation are not offered. We will have occasional walking field trips for those in our preschool program and you will be notified by your center Director if your child will be able to participate in

these. You will be required to complete a field trip permission slip prior to your child being allowed to participate in any field trip.

Parent Board

This area is used for announcements, menus, program schedules, parent events, and meetings. Be sure to check it daily for important notices.

Parent / Teacher Communication

At each center you will find the teachers available to you so you can let staff know information about your child including, known absences, early pick-ups, an alternate pick-up person coming, vacations, the need to conference, etc. and they can write it down in the site communication log.

Open House / Parent Events

We will host an open house at the beginning of the fall program. This is a wonderful opportunity for you to come in and see what your child has been doing at their site. It also gives you the opportunity to meet the staff, meet the other families, and to get to know the program a little better. Check with your site director for the date.

We will also offer two or three other opportunities each year for you and your family to participate in school sponsored events. Notices for these will be posted on the parent board and included in the monthly newsletter.

Developmental Screening

We use *ASQ-3, Ages and Stages Questionnaires* to assess children's development. Parents complete a questionnaire upon enrolling their child and the teachers complete them each Fall and Spring.

Parent Conferences – Available upon request.

Each Fall and Spring there will be an opportunity for parents to sign up for a conference with their Site Director and/or child's teacher. This is a great time for a quick check-in to learn more about your child's progress at CKC, Inc. Check with your Site Director for more details.

Board of Directors

CKC, Inc. is a non-profit organization governed by a Board of Directors. If you are interested in becoming involved by serving either on the Board or on a committee, please contact the Executive Director at the Administrative Office.

Grievance Procedure

If a problem arises that you cannot resolve with your Site Director, please contact first our Program Director, then our Executive Director, and finally the Chair of the Board of Campus Kids Connection, Inc. Please refer to the front of the Parent Handbook. Unresolved issues concerning our licenses may be directed to Community Care Licensing either by phone or in writing. The address and telephone number for Community Care Licensing can be found in this handbook.

HEALTH AND SAFETY

Please notify us right away when you have a new work or home phone number, or if you have moved and have a new address. If your child is sick or injured, it is important for us to be able to contact you right away. This also includes people on your emergency list.

Daily Health Check

Each day children are given a health check required by State law. The health check is informal and if the child is found to be ill we will call the parent to pick up the child within 30 minutes for the health & safety of all our children. If you are unable to pick your child up, please arrange to have another authorized adult pick your child up. Failure to pick up your child within 30 minutes could result in additional charges or termination from the program.

Some of the symptoms that may exclude your child from the program are:

1. High Temperature (over 100 degrees)
2. Runny Nose (yellow or green)
3. Discharge from the eyes
4. Diarrhea
5. Vomiting
6. Rash
7. Persistent Cough
8. The presence of lice and/or nits
(The child must be nit-free to attend)

Children must be healthy enough to participate in the programs daily routine. We do not have the facilities to care for sick children and therefore do not allow them to attend the program. For the safety and comfort of your child, please keep them home until they feel better and no longer present the danger of passing on their illness. If your child is sent home sick, they must remain home for 24 hours.

Medication Policy

Our medication policy is primarily established to accommodate the administration of medications(s) commonly prescribed by physicians for the treatment of short-term illnesses. Prescription and “over-the-counter” medications will not be dispensed without a note from the child’s doctor. Medication must be in the original container. Parents must provide written consent as to the dosage, times and dates the medication is to be administered. All medications will be locked up and given to the child only at the specific times requested by the doctor.

CKC, Inc. reserves the right to refuse responsibility for medication at the initial request of the parent or guardian, or at any time during the administration after providing proper notification to the parent. Please see you center Director for copies of the Medication Release Form.

Illness Policy

If you are keeping your child home due to illness, please contact the center and let the staff know of your child's absence. When your child has a fever, please make sure they remain at home 24 hours after their temperature has returned to normal. We may require a physicians release for any medical or health condition. If your child becomes ill while at the center you will be required to pick up your child when called.

Accidents/Emergencies

In the event of a medical or dental emergency 911 will be called. In the event of an emergency, immediate action will be taken by the staff as per your orders on the emergency release form and emergency cards. If parents or other responsible adults are unable to be reached, the child will be taken to the nearest hospital for any necessary treatment. If your child is injured while attending CKC, Inc. a Student Accident Form will be filled out and you will receive a copy. Emergency cards are a very important piece of information for us to provide the safest possible environment for your children. Please keep these accurate at all times.

Nutrition

Healthy choices are important for a child's diet, and we want to support these choices by offering nutritious meals. We offer morning snack, lunch, and afternoon snack for our children.

If your child has food allergies or special dietary needs this information will be posted in the food preparation area and classroom. Menus are posted at least bi-weekly on the Parent Board and meet standards for amounts and types of foods as set by federal guidelines.

If your child wants to bring food to celebrate a special holiday or birthday, please avoid food or candy that have a high-sugar content. State law requires that all food served to the children is professionally prepared and wrapped.

Adult Safety Guidelines

All parents, children and employees of CKC, Inc. have the right to be treated in a manner which is professional, respectful, and safe. Any parent, guardian or Center staff that jeopardizes the safety of others may be prohibited from participation in the Center or any of its activities. All parents, children and staff must adhere to the following guidelines:

1. No child or adult will be physically abused including shaking, grabbing, hitting, pushing, etc.
2. No child or adult will be verbally abused or harassed.
3. Smoking is prohibited at the Center and at any Center activities.
4. No alcoholic beverages or illegal drugs will be allowed at the Center.
5. No weapons will be allowed at the Center.
6. Any prescribed or over-the-counter medication must be out of the reach of children at all times.
7. No child will be released to anyone who appears to be under the influence of drugs, including alcohol.

Natural Disaster Plan

Each center has a plan in place in case of a natural disaster of any type. The evacuation route is posted and children will be taken to a designated place should a disaster occur. Your Site Director can give you additional information about the plans and route for that center.

PARENT REQUIREMENTS

The following items are required for parents to complete in order to enroll your child in Campus Kids Connection, Inc.:

Admission Agreement	Parent's Rights
Identification and Emergency Information	Personal Rights
Parent Handbook Receipt	Parent Contract
CKC Emergency Information	Child's Health History
Consent for Medical Treatment	Billing Card
Physician's Report and Current Immunizations	Income Verification (if needed)
(Please provide us with a copy of your child's immunizations when they are updated)	

CKC, Inc. reserves the right to make changes and/or corrections to the Parent Handbook. Parents will be informed via posting at the child care centers of any significant mid-year policy changes.