



ScuttleBugs

CHILD DEVELOPMENT CENTER

PARENT HANDBOOK

JANUARY 2025

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Welcome

Welcome to ScuttleBugs Child Development Center. The following information will help you to understand the administrative requirements of enrolling your child into our service, as well as the operational policies that you need to be aware of.

Please read this information carefully, to assist you in settling your child(ren) into the center and to answer any questions you may have. If you require more detailed information, or a copy of the curriculum please do not hesitate to consult with the Program Manager or the Center Director. The Center's Policies and Procedures Manual is available in the office for you to view at any time.

Introduction

History

ScuttleBugs Child Development Center is a privately owned and operated facility, with an Infant and Preschool license providing early childhood education and care for children from 6 weeks through 6 years of age. We first opened our doors in 2011.

Our Team

All staff employed at our center have the following Aptitudes and Traits:

- Positive Attitude
- Motivated
- Initiative
- Responsive
- Encouraging
- Loving/Caring
- Nurturing
- Trustworthy
- Knowledgeable in Child Development
- Open Communicators
- Desire to learn and grow within the field
- Flexible
- Reliable

Center Operations

Hours of Operation

- The center is open between 7:00am – 6:00pm, Monday to Friday.
- We are a year-round program.
- The center is closed on the following public holidays:

Observed Holidays

Holiday	Observance
New Year's Day	January 1
Martin Luther King Day	Third Monday in January
President's Day	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	1st Monday in September
Veterans' Day	November 11
Thanksgiving	4th Thursday in November
Day after Thanksgiving	4th Friday in November
Winter Break	December 24 – January 1

* ScuttleBugs will be closed for 3 additional in-service days for staff Professional Development and Parent Teacher Conferences - our website has an up-to-date list of scheduled events and/or you will be informed of important dates.

- Observed holidays are subject to change, and an updated yearly observed list can be found on our [parent portal](#)

Routines

The activities that occur at the center are constructed around the daily routines of each room. Routines are built around the regular events of the day (such as arrival/departure, meals, personal hygiene, indoor/outdoor play, learning & development, and rest time). These routines consider the developmental needs of individual children, climate and physical environment, the numbers, and ages of children within a given group, children with special needs and new children entering the group.

All children are given an opportunity to nap or rest without distraction or disturbance from other activities at the center. A napping space and a cot or mat (cribs for infants) are made available for each child. Children are not forced to sleep, stay awake, woken-up, or remain in the napping area longer than the regular napping period.

Staff attend to the children's bathroom needs as required and/or every 2 hours. Older children are encouraged to use the toilet regularly, regardless of whether they feel the urge or not.

Our Philosophy

At ScuttleBugs we believe in providing more than just childcare, we provide exceptional early education and care. We understand that providing high quality environments with stimulating and engaging programs for children during the first five years of life is crucial for their future development and success. Therefore:

In Relation to the Child

We believe in nurturing the child, to facilitate their motor, cognitive, emotional, social, and self-help developmental skills. The individuality of each child is respected regardless of their cultural background or additional/special needs. We believe education, language and understanding are vital components of a child's learning and development process. The relationship between children and staff is one of mutual respect.

In Relation to the Families and Community

We believe in a partnership of trust and support with families. It is important to be sensitive and respectful to all people associated with our center, including people with disabilities or differing cultural, religious and linguistically diverse backgrounds. We welcome our whole community with open arms.

In Relation to Our Staff

We believe in employing qualified, experienced, and caring staff to work as a team and meet the individual needs of each child. Our teachers have sound knowledge of early childhood philosophies and curricula. We are open to employing untrained staff for high quality instruction and mentorship within the educational field. We extend our professionalism to students from universities and colleges, in order to give back to the community. We will provide students with additional education, "hands on" experience and a better understanding of what high caliber early childhood care and education should look like.

Our Goals

For the Children

All Children: We provide a safe and nurturing environment for the children to learn, build friendships and thrive as individuals. The center's tailored curriculum is Reggio Emilia inspired and incorporates strong elements from other approaches and programs such as Emergent, Play Based, Socio-emotional learning (SEL) and Academia. We exhibit sound links to language and literacy, mathematics and numeracy, physical and personal development in an appropriate manner daily. The learning environment reflects the center's diverse community, with cultural awareness and support of families through toys/equipment, pictures and reading materials, participation and interaction thereby enhancing cultural awareness and building compassion, knowledge, and respect for all.

For the Families and Community

To provide a safe, clean environment both indoors and outdoors.

- To provide parents and families a network of services and community-trained personnel who will facilitate and support the families and their child's needs to the best of their ability.

- To have an open-door policy whereby family members affiliated with the center, at any time are always welcome into the center. We encourage families to become engaged in their child's learning, thereby fostering relationships, and building support systems with staff. Staff and families need to work together as a team to completely understand and appreciate the center's services, educational philosophy, policies and procedures, and child rearing practices in order to promote the optimal development of each child.
- To encourage families to have a voice and to feel welcome and able to schedule time to speak with teachers or members of management about any issues, concerns and/or suggestions. Families have the right to be informed and involved in decisions concerning their child's program and its implementation.
- To utilize the greater community through accessing many resources and personnel available to the service.
- To establish a two-way flow of communication between the center and the child/family/community.
- To protect and maintain confidentiality of personal information of everyone associated with the center (staff, parents/guardians, and children).
- To build links with the community. To give back to the community through fiscal/material contributions or attending/hosting fun neighborhood activities and events.

For the Staff

To encourage staff to further their understanding, knowledge, and experience in the Early Childhood Education (ECE) field. We facilitate the pursuit of professional development through the provision of an on-site resource library, time to attend or complete nationally or state recognized / industry affiliated seminars, workshops or professional development trainings, and 3 days for in-service professional development per annum.

- To encourage staff to work as a team, where management supports staff for the good of the whole service.

Our Programs

ScuttleBugs offers two programs for children between the ages of six weeks to six years.

Infant Program

The Infant Program consists of two classrooms and offers placement for children six weeks to 24 months of age. Teacher/child ratio is mandated at 1 teacher to every 4 children by CA Licensing Regulations. Room 1 is licensed for 20 infants; however, we strive to limit occupancy at 16. Room 2 has a licensed capacity of 16 toddlers.

Preschool Program

The Preschool Program consists of three classrooms and offers placement for children 24 months to 6 years of age. Room 3 typically supports younger 2-year-old children, Room 4 is tailored for children 2 to 4 years of age, while Room 5 supports the older grouping, typically ages 3 to 5 years of age, with kindergarten readiness. All three classrooms' physical environments and curricula are designed to support these groupings of children. The teacher child ratio is stipulated at 1 teacher to every 12 children (CA Licensing Regulations), however, ScuttleBugs aims to provide a ratio of 1:8 in Room 3

and 1:10 in Room 4 and 1:12 in Room 5. Room 3 can accommodate, care for and educate up to 18 children at any given time, however we strive to cap it at 16. Room 4 can accommodate, care for and educate more than 30 children at any given time; however, we strive to cap it at 30. Room 5 can accommodate, care for, and educate up to 29 children at any given time.

Curriculum and Environments

All our programs/classrooms provide environments that support children based on their age and development. Our proprietary curriculum is a hybrid of Play Based, Emergent curriculum and Reggio Emilia approaches to learning, that concentrates on 7 developmental domains. Our teachers utilize an assessment guide to record and track children's progress. Partnering this guide with a curriculum approach, our teachers are able to tailor the classroom's curriculum based on the children, their interests and developmental needs.

Children who attend our center may participate in a range of activities that reflect the children's interests and meet their developmental needs. The members of staff are responsible for creating an atmosphere and environment which is responsive to the needs of each individual child, to the group as a whole, and which reflects the philosophy and goals of the center. The programs will be balanced and include indoor and outdoor learning experiences, quiet and active times, individual, small group and large group times, time for individual staff/child interaction and group exploration and experiences that reflect the children's specific interests. Teachers are flexible to incorporate learning experiences that arise spontaneously and to welcome the unexpected. There will always be alternative choices when a child does not want to participate in a particular topic or activity. You will be kept apprised of the curriculum content and activities via email and/or the parent communication app. We invite you to offer activity suggestions, especially in relation to diversity and multicultural content, music, and storytelling.

Large Motor

Our Infant Program has Rooms 1 and 2 sharing the Outdoor Infant/Toddler Playground, whereas Rooms 3, 4 and 5 have a separate Outdoor Preschool Playground. The Indoor Gym is shared amongst all programs. Each classroom has an Outdoor and Gym schedule in which they follow. The schedules reserve time for each program to explore the Outside and Gym areas without interference of the other programs.

Transitions

Children are primarily transitioned and placed based on their date of birth/Graduating Class (GC), the spaces available within the classroom, as well as each child's developmental needs.

Enrollment Process

After successful completion of our Application Process, should you wish to enroll your child, you will be asked to pay the Registration Fee, final month's tuition as a deposit and the prorated first month's tuition. Additionally, we require you complete and submit the necessary enrollment forms prior to your Orientation date. These forms include information about your child's health, custody arrangements and emergency contacts.

The details required on the enrollment forms are needed by our staff to help them provide the best possible care and education for your child. All information is strictly confidential. If any of your details on the enrollment forms change (ex. phone number, address, etc.), we ask you to advise the Center Director immediately.

In the event a child's birthdate is in question, ScuttleBugs requires proof of the date of birth by way of a Birth Certificate, Immunization Record, and Physician's Report. An original or certified copy of the child's birth certificate must be presented to the Center Director or Administration who will copy and include in the child's file. A photocopy will not be sufficient for this purpose. Immunization Record(s) and the Physician's Report must be sent directly to ScuttleBugs CDC from the child's physician.

Enrollment Paperwork

Parents/guardians are required to complete and submit the following forms:

- Enrollment Agreement
- Identification and Emergency Information
- Pre-Admission Health History
- Physicians Report
- Current Immunization Record
- Parents Rights
- Personal Rights
- Consent for Medical Treatment
- Consent for Topical Ointment/Sunscreen Form
- Parent Permission Form - which includes consent for:
 - Food allergies/restrictions
- Infant Needs and Service Plan (Infants and Toddlers-completed quarterly)
- Infant Sleep Plan (for children under 12 months)
- Medical Authorization Form (as needed)
- Dietary Restrictions and Allergies Form

Fees and Tuition

Our fees are reviewed on an annual basis and as needed. Our current fee schedules are available from the Center Director. ScuttleBugs has a minimum of 2 days per week attendance policy.

Payment of Fees

Our center's successful operation is dependent on maintaining fees. Please read the following information carefully. Tuition is billed and payable monthly. We only accept payment via ACH and credit card.

Late Payment Policy

Tuition is due in advance on or before the 1st of every month, and it is the parent/guardian's responsibility to ensure payment is made on time. Tuition not received within the first 10 calendar days of the month will be considered overdue and incur a 5.0 % late payment fee. An additional monthly interest charge of 2.5 % will accrue on any unpaid account balance at the end of each month.

Parents pay for their child's place in the classroom/graduating class. Therefore, if a child is enrolled, payment is required whether the child attends or not. Fees have been calculated on an annual basis, and take into account public holidays and Professional Development Days.

You are asked to pay your fees promptly to ensure your child's place in the center. Account statements/receipts will be provided upon request. Details of individual family accounts and all completed forms are confidential and may only be accessed by individuals listed on the Enrollment Agreement and the center staff who need to access the information.

Any fees and tuition charges not met as per the terms, will be considered a trigger for disenrollment.

Vacation Leave Policy

ScuttleBugs CDC offers enrolled families two weeks of vacation leave per year at 50% off their regular tuition to hold their child's spot. To be eligible for this discounted rate, families must provide at least 14 days' written notice of planned vacation leave.

Policy Details

- The discount is applied only in weekly increments (either 2 one-week periods or 1 two-week period per year).
- Vacation leave cannot be used within the first three months (90 days) of enrollment or during the 30-day notice period for disenrollment.
- Children may not attend ScuttleBugs during the vacation leave period, as staffing is scheduled based on approved vacation leaves.
- If vacation plans change, families must submit a request for reversal. Approval depends on staffing, and earlier notification improves the likelihood of accommodation.
- Attempting to bring a child during an approved vacation leave will be treated as a drop-in day. Care may be declined if space is unavailable, and if accommodated, daily drop-in fees will apply.

Extended Vacation Options:

For families planning an extended vacation, the following options are available:

1. **Pay Tuition:** Tuition can be paid in full to hold the child's spot. (vacation leave applies)
2. **Withdraw and Re-enroll:** Families can withdraw their child from ScuttleBugs for the duration of the vacation. However, this requires:
 - Payment of a new registration fee upon re-enrollment.
 - Placement on the waitlist if space is unavailable upon the child's return.

Please note:

- Re-enrollment depends on availability and cannot be guaranteed.
- Priority will be given to current families requesting additional days and families already on the waitlist before the withdrawal date.

New Family Referral Program

ScuttleBugs is honored that you have chosen us to care for and educate your child alongside your family. We realize it is a decision you did not take lightly, and we appreciate the confidence you have in us. We further appreciate the referrals of your friends and family members to ScuttleBugs because it highlights your trust in us. Thank you for your referrals! As a token of our gratitude, we have implemented a New Family Referral Program, which includes benefits for former families who make referrals to us. Below are the details of the program.

Referral Details

Referral benefits are given in cases where the referred family remains enrolled for at least 3 months after the child(ren)'s start date.

- If both families are still enrolled after 3 months from the start date:
 - The referred family receives free registration (\$200 tuition credit per enrolled child).
 - The referring family receives a \$400 tuition credit on their account.
- If the referring family is not enrolled after 3 months from the referred family's start date:
 - The referred family receives free registration (\$200 tuition credit per enrolled child).
 - The referring family receives a \$200 value contribution to their child's 529 College Fund or a \$200 check provided the necessary 1099 documentation is obtained.
- If a former family refer a new family, after 3 months from the referred family's start date:
 - The referred family receives free registration (\$200 tuition credit per enrolled child).
 - The referring family receives a \$200 value contribution to their child's 529 College Fund or a \$200 check provided the necessary 1099 documentation is obtained.

Note: ScuttleBugs must be informed **prior to the referred family's tour** who they were referred by.

Terms of Attendance

Our primary concern is the welfare and safety of your child. We therefore request that you comply with the following requirements.

Arrival, Departure and Absences

Formal curriculum classes begin at 9:30am each morning and finish at 4:30pm each day. Unless prior notice is received, we expect children to arrive by 9:30am and be picked up by 6:00pm.

Parents should notify the center if their child will not be attending during their scheduled time (for any reason), Call: (408) 564-5356. Kindly do not share this phone number with non-enrolled families.

We do not offer "make-up" days, transfer days or swap days, and are unable to accommodate such requests regardless of whether due to long term vacation, illness, Public Holidays or Staff Development Days etc.

Drop-In Days

Families are welcome to add days (based on availability and staffing), the fees for which will be charged at the relevant program's daily rate and applied to your account. These must be arranged and approved in advance by the Center Director.

Signing In and Out

Signing children in and out of the center is a daily requirement. The following policy applies to all families. Accurate attendance records will be kept and checked each day. Whoever brings your child to the center or picks up your child at the end of the day is required to sign in/out using our digital check-in/out system, physically signing the child in/out, or identifying themselves with a staff member. Respective hard copies of all attendance records are kept in the classroom, in the event the digital/online system is not functioning.

Arriving at the Center

Our formal curriculum begins at 9:30am each day; if your child won't be attending, or you need to drop-off later than this, please contact the office to let them know. Please note that the Center will not accept a drop-off later than 3pm unless prior approval has been given.

We request that on arrival you register your child in our digital check-in system (Procare) before bringing them to a staff member for official 'hand over'. Parents must follow our digital sign in and out process, as it is essential that we maintain an accurate daily attendance record including details such as drop-off time, who dropped off, pick-up time and any other important notes.

If our digital check-in mechanism is not available, a physical signature is required on our sign-in sheet. Under no circumstances may a parent leave a child at the center:

- prior to opening,
- without center approval
- without making sure that the child has been properly received by a teacher.

Please adhere to the attendance days indicated on your enrollment agreement as this enables the Center Director to schedule staff members accordingly and maintain staff to child ratios. If you wish to permanently change your days or schedule additional days, please speak to the Center Director.

Departure / Pick up

When picking up your child, please arrive early enough to allow sufficient time for signing your child(ren) out and collection before the center closes. Remember that teachers also have families, scheduled appointments, and personal lives. If you will be late or cannot pick-up by 6:00pm, it is your responsibility to contact your emergency pick-up person and arrange for the timely pickup of your child. In case of an emergency when no pick-up person can be contacted, please contact the center, and discuss the issue with center administration.

Authorized Persons

The center will only release your child into the care of the custodial parent/guardian or authorized persons over the age of 16 identified on your child's Identification and Emergency Information form. Any changes to these authorities must be advised in writing to the center as soon as possible. If an individual arrives to pick up your child who is not currently listed on your Identification and Emergency Information form, the child will not be released until you give the center specific authorization/instruction to do so. This temporary authorization should be emailed to the Director or Program Manager, and preferably an additional phone call to alert them that they have received a temporary pick-up authorization.

Custodial Arrangements

When a child who is enrolled in the center and does not live with both parents, or when a dispute arises in relation to the parents' responsibility of the child, the following will apply:

- Parental responsibility will remain with both parents jointly and individually except when it is altered by a Court issued Child Custody Order or similar official document. In the absence of such an order, the child will be released to either parent who is authorized to pick up the child.
- When a non-enrolling parent cites a custody order that is Court Ordered giving him/herself lawful access to the child, the order needs to be produced for inspection by the Center Director. The enrolling parent will be contacted to check the existence of the order and to be informed about the situation.

Procedure for Releasing Children

To ensure the safety and security of the children, ScuttleBugs staff will adhere to the following procedures:

- 1) Check pickup authorization in the child's file. A child may be released to a person who is not on the authorized list **only** if the parent has provided either a signed note or email authorizing a specific person to pick up a child for a specific day/time, or if prior verbal authorization has been given
- 2) Official photo identification of a person other than the parent/guardian will be checked for name match at the time of pick-up.
- 3) Children will not be released to persons not on the list or for whom authorization has not been given, even if a staff member is familiar with the person.

- 4) ScuttleBugs staff on duty may not sign a child out or take a child home without prior written arrangements with a parent and the center. ScuttleBugs is not responsible for the child once he or she has left the premises with a staff member. Separate arrangements made with staff members transfers liability to the independent caregiver. All rules for pickup and drop-off of children apply to staff members who are specifically authorized to pick-up or drop-off the child enrolled in the center.
- 5) No ScuttleBugs employee will allow a child to leave the center with someone unauthorized.

Late Pick Up Policy

If you are unavoidably delayed and unable to pick up your child at the agreed time you must contact the center: (408) 564-5356 and inform the staff of your expected arrival time. If you need to arrange for another person to pick up your child you must provide full details about this person to the center. If you have not contacted the center and your child has not been picked up by closing, we will attempt to reach you. If we are unsuccessful, the persons listed as the emergency contacts on your child's enrollment form will then be called to arrange for immediate pick up of your child.

The center has a policy of charging a fee to parents who are late to pick up their child(ren) from the center.

By law the center is required to contact the local Police department to advise them of the situation if a parent is late without explanation and no-one else can be contacted.

- If a child is not picked up by a parent or authorized person by 30-60 minutes after closing time, every attempt will be made to contact the parents (first) and authorized pick-up person (second).
- A staff member will remain with that child at all times. A child will never be left alone.
- If after all efforts have been made and the present staff member needs to leave the center, the Director(s) and governing body will be contacted.
- The Director and/or governing body will contact the police as well as the local County Social Services so arrangements can be made for social services to pick up the child.

Late Pick Up Fees

ScuttleBugs closes promptly at 6pm Monday through Friday. In the event you are running late for pick up, please call the center and inform a member of staff. Late fees are charged and accrue in 15-minute increments as follows:

1 – 15 minutes late	= \$15.00
16 – 30 minutes late	= \$30.00
31 – 45 minutes late	= \$45.00
46 – 60 minutes late	= \$60.00

Any late fees incurred are automatically billed to your account and charged at the beginning of the following month when tuition is due.

Attendance Days & Disenrollment

30 days advance written notice is required should you wish to increase or reduce the number of days per week your child attends.

30 days advance written notice is required for dis-enrollment or withdrawal from the center. Your last month's deposit will be applied to your final month. Assuming there are no other amounts due, any remaining balance will be refunded within 1 month of your child's last day.

Termination of Care

In extreme circumstances it may be necessary to terminate a child's enrollment.

The grounds for disenrollment will usually fall within the following categories:

- Failure to pay tuition
 - Circumstances do arise where this may become an issue. We ask that you inform ScuttleBugs as soon as you become aware of these situations, and we will endeavor to explore all potential options to help where we can.
- The onset of an allergy
 - With the sudden development of an allergy which ScuttleBugs deems it cannot safely care for your child, we will need to discuss realistic options; unfortunately, termination of care is one of those options
- Uncontrolled behavioral issues
 - In extreme circumstances it may be necessary to terminate a child's enrollment. Exclusion of children from the service will only occur after all other avenues of communication and support have been exhausted.
 - Please see our policy on 'Termination of care due to concerns about behavioral issues' below

Visitors

All visitors will be required to state the nature of their visit, and must sign our Visitor Log at the school office when checking in. Additionally, photo identification may be requested or required. Visitors are welcome, however, they must avoid disrupting the program. If any visitor becomes disruptive for the students and/or the staff, the visitor will be asked to leave. In times of health crisis, the center or County Health Dept. may limit the visitors allowed in a school or classroom. Please contact your child's teachers to learn about current health restrictions that may be in place.

Settling Your Child

Our center caters to a wide range of young children and families. Children may have had little to no previous experience in formal childcare settings (home daycare or childcare center). Some of the younger children, may need time to settle and feel secure within the program. Our team members are experienced in encouraging children to feel at home and make new friends, and ensure that children of all ages treat each other with care and respect.

If you are concerned about your child in any way, please contact the center (via the Procure App) during the time your child is attending for reassurance of your child's wellbeing. The staff will always remain honest and tell you how your child is. Our teachers are also happy to schedule time outside of the classroom to discuss your child's needs with you, if any issues arise.

Supervising Children Throughout the Day

As mentioned above, officially handing over your child(ren) into and out of ScuttleBugs care is accomplished by our digital sign in & out management system (Procare). But this is only the start and end process respectively. What you may not be aware of is the hourly digital name-to-face headcounts undertaken in our Procare app, in addition to separate headcounts for all transitions including to and from the playground and the bathroom.

If, for whatever reason, our digital process cannot be followed, teachers switch to a paper backup to complete all required head count procedures.

Additionally, ScuttleBugs has internal video surveillance to monitor the center. This is for security and safety only. It is not a webcam, and is not available for parent or guardian viewing.

Family Connection

Families are our biggest support network. Your encouragement and contribution is invaluable at ScuttleBugs. Participation can take on many forms, such as attending events, attending field trips, and lending a (pre-arranged) helping hand etc.

You are encouraged to become involved with the center's program and any ideas and suggestions are considered and appreciated. We are always happy to have people come into the center with interesting things to show and share, sing, teach, and make with the children. We especially encourage you to share activities relating to your family's cultural background such as traditional cooking or art. It is important for children to understand and accept the differences of backgrounds other than their own and gain an appreciation for the diverse society and world we live in.

You can be involved by discussing your child's temperament, strengths, likes, dislikes, and any special interests with the staff. Even though every family's life is very busy, occasionally we would appreciate a few minutes when you drop off or pick up your child to talk about how s/he is participating in the program. To give the children the best opportunity for positive engagement in our programming, center staff and families work hand-in-hand. We want children to gain a positive approach to learning and the best possible foundation for life from our center. So, please discuss any problems, concerns and/or feelings you may have with the Teachers, Program Manager or Center Director.

Throughout the year, management organizes informal social events for families at which you can get to know other parents and the staff. You are encouraged to attend these gatherings to find out more about the center, strengthen the relationship with staff, and to establish friendships with other families that you and your child will meet at the center.

Parent/Guardian Communication

Staff at the center are supportive of children and their families. All members of the child's family will be treated equally. While we do have an Open Door Policy and parents/guardians may visit the center at any reasonable time while their child is in care, we are protective of the disruptions this may cause for your child, the other children, the teachers and the lesson. Please remember, this is an active education environment. Any concerns you have may be discussed with a staff member or the Center Director at any time. All information about your child will remain confidential.

Communication with Teachers

ScuttleBugs staff uses our digital communication app for day-to-day communication with parents/guardians. If a discussion outside normal daily communication is needed, appointments for conferences with Administration or your child's classroom teacher can be made at any time by contacting the Director or Program Manager. Communication and meetings are encouraged and welcomed. We value partnership between parents and ScuttleBugs as your child continues on the journey of learning and development.

A note about communication:

- Staff do not check messages after working hours. Please allow time to respond to your phone call, email, or parent communication app message within 24 hours Monday to Friday.
- Please support your classroom by avoiding lengthy communication with your teacher at drop-off and pick-up. Doorway conversations are to share quick messages. Parent communication app, email, phone calls, or appointments are preferred. The purpose of this policy is to preserve the child's experience and not discuss the child in front of them or in front of their peers.
- Urgent Messages/Messages of an Emergency Nature – Phone calls are the best way to communicate about sudden life events or emergencies. Feel free to contact the office and they will put you through or relay any urgent messages to your child's Teacher.
- Topics of concern are best discussed outside of the classroom setting in person or via online conference by making an appointment.

Conferences

Formal conferences with your child's teacher take place in the fall and spring. The center is closed on two occasions to provide conference time for all enrolled families. Please check the center calendar for exact dates. Conferences are special opportunities for parents and the teaching team to share information, ask and answer questions, and in the process, for parents to become more knowledgeable about their child's own development and about the ScuttleBugs educational process. All parents are strongly encouraged to attend conferences. A copy of developmental assessment and conference documentation will be maintained in the child's file.

Health and Safety

Supervision

Officially handing over your child(ren) into and out of ScuttleBugs care is accomplished by our digital sign in & out management system. We also conduct hourly digital name-to-face head counts and any separate head counts for all transitions including to and from the playground and the bathroom. If, for whatever reason, our digital process cannot be followed, teachers switch to a paper backup version to complete all required head count procedures.

Additionally, ScuttleBugs has internal video surveillance for security and safety purposes only. This system is not "webcam", and in the interests of child privacy/confidentiality is not available for parent or guardian viewing.

The center will maintain high levels of supervision of children at all times. California Licensing ratios (during operating hours) are provided in the Our Programs section of this handbook. Ratios do change (more stringent) for off-site field trips.

Staff will position themselves where they can see all the children under their supervision, listen carefully to what is happening and know the children individually so they can anticipate their needs. Staff will join in the children's play and encourage them to try new experiences.

Children playing outdoors will be appropriately supervised and will be given opportunities for self-discovery and freedom of choice. Children will be regularly reminded of safety procedures for play equipment. Children will be encouraged to try new challenges that are developmentally appropriate.

Hygiene

In group care situations, one of the most troublesome problems is to control the spread of illness between families, children, and staff.

We strictly adhere to hygiene best practices daily. Staff members always model a high level of personal hygiene, and place emphasis on the children learning and understanding why cleanliness is important. Hand washing is central to this topic and children will be asked to wash their hands upon arrival, before and after each meal, after toileting and messy activities. Hand sanitizer is available in the entry foyer for parent/staff use.

All floors, surfaces and toys/equipment are sanitized over the course of the day based on the needs of the room and number of children in attendance. Each child is allocated his/her own cot/crib and nap time linens. The bedding provided is laundered daily. In the event parents elect to provide bedding from home, it must be collected and laundered weekly by the family.

Immunization

Immunization of all children who attend the center are required by the State and ScuttleBugs, and will assist in limiting the spread of contagious diseases and infection.

Parents must immunize their child(ren) against all diseases appropriate to the child's age.

Exclusion

As a protection for all children and staff, the following exclusion policy applies to all children enrolled in (or staff employed by) the center.

Children/staff with infectious diseases will be excluded from the Center in accordance with the local health department and CA Licensing. A medical certificate is required before your child or a staff member can be re-admitted to the center.

If your child is unwell while at home, please do not bring them to the center. Children who have more than a slight cold should not be brought to the center and may not be accepted at the center's discretion. Fever, vomiting, diarrhea, unexplained rashes/open lesions, and excessive lethargy are some of the indications that a child should not be brought to the center.

More detailed information can be found in ScuttleBugs Illness Policy shared with you during enrollment.

Unwell Children at the Center

The center operates to provide early childhood education and care for the children who are well enough to attend. We are vigilant and diligent in maintaining a safe and healthy environment for all. The center staff members are not able to teach or care for children who are ill, unable to participate in the program (for whatever reason) and/or require one on one attention. The following illness policy has been developed to protect your child and the other children attending the Center. A copy of our Illness Policy is included in your Enrollment Paperwork.

In the best interest of everyone's health, ScuttleBugs has determined these additional illness and medication policies:

- Children must be fever, vomit and/or diarrhea free UNMEDICATED for 24+ hours before being permitted to return/attend for a full day. No partial day exceptions.
- Children who have been prescribed medication cannot attend until 24 hours after the first dose has been administered
- Yellow or greenish nasal discharge is a sign of infection and your child will not be permitted to attend.
- Children with blisters, lesions or open wounds are not permitted to attend.
- Tylenol will only be accepted/stored/administered for severe pain or injuries, for example a broken arm. Tylenol will not be accepted/stored/administered for lesser ailments such as fever or teething. Kindly provide an alternative over the counter acetaminophen medication for these purposes.
- We strongly recommend that any eye drops, eye ointments, or ear drops be given at home.

For more detailed, case specific information and exclusion parameters, kindly familiarize yourself with our comprehensive Illness Policy. It is important that a teacher or member of Center Management be notified if your child has been unwell or received medical attention since last attending the center.

In the event your child becomes ill while at the center, you will be contacted and must pick up your child as soon as possible, and no later than 60 minutes. If you choose to seek medical attention, we recommend you ask the teacher(s) or refer to Procure messaging for details about your child's symptoms (physical, behavioral etc.), the timeline of onset, and if any illnesses have recently affected children and/or staff at the center in order to relay this critical information to the doctor. The doctor will need to provide a note which states that a diagnosis has been made, confirm the date they are no longer contagious/infectious, and the date they are approved to return to the center. In your Enrollment documentation you have been issued a form to authorize an ambulance or doctor be called if urgent medical attention is required. Every effort will be made to contact you or your nominated emergency contact people as soon as possible. All medical and ambulance costs are the parent's responsibility. Strict protocols are followed in the event we are notified of a confirmed case of a communicable disease, according to the diagnosis and nature/status of the virus.

Medication Policy

The administration of medication to children will be strictly monitored and documented to ensure the child's safety and welfare.

Whenever possible, medication should be administered by parents/guardians at home. However, this is not always feasible. Parents/guardians should consider whether the child who requires medication is well enough to be at the center, and keep the child home if unwell.

As a reminder, children must be symptom free for 24 hours without the aid of medication to return to ScuttleBugs.

Any kind of medication including over the counter medicines, cough mixtures, eye or eardrops, medicated creams, insect repellents, herbal remedies will only be given/applied if accompanied by clear instructions from the child's doctor.

Medication will only be administered at the center if:

- It is prescribed by a doctor and has the original pharmaceutical dispensing label detailing the child's name, the name of the medication, the dosage, the date of dispensing and the expiry date; OR
- It is still in the original pharmaceutical packaging (ie. Non-prescription medication), indicating the name of the medication, the dosage, and the expiry date; AND
- The parent/guardian has completed and signed an authority to give medication form on or prior to the day that it is to be administered.

Medication is NOT to be left in a child's bag or cubby as this poses a poison hazard. It is to be given directly to a staff member to be stored in one of the locked medication boxes located in the Kitchen, (for both refrigerated and non-refrigerated medications) office or relevant classroom.

Before medication is administered, the staff member will check the correct dosage with another staff member. After the administration the staff member will fill out a form detailing the date, time, child's name, medication, dosage, person who administered and person who verified/witnessed.

Self-administration by an enrolled child is not permitted without direct supervision from a staff member.

Where medication is needed for long-term treatment (such as Asthma, Epilepsy, ADHD), the center will need a letter from the child's doctor detailing the medical condition, correct dosage of medication and how the condition is to be managed.

If a child is receiving medication at home but not at the center, the center should still be notified of the purpose of the medication, its nature, and the possible side effects it may have on the child while they are in our care.

An EpiPen must be provided for children with severe allergies/at risk of anaphylaxis. It must meet the parameters above, will be kept in a locked container and in close proximity to the child at all times.

Occupational Safety and Health

ScuttleBugs is concerned with protecting the health and safety of children, families, employees, and visitors at the center. Staff members are vigilant to identify and remove any hazards that may pose a risk to children or themselves. All equipment, toys and play areas are checked regularly to ensure they are clean and safe for children's use.

Smoke Free Policy

In the interest of Occupational Safety and Health, and the wellbeing of the children, the center and its surrounds are a smoke-free environment for children, family members, and childcare providers. Due to hazards from exposure to second and third hand smoke, it is the policy of ScuttleBugs to provide a tobacco-free environment for children and staff members.

Smoking and the use of tobacco products (vape) are prohibited at all sites, including buildings, grounds, company-owned vehicles, parking lots (cars parked in childcare lots) at all locations, and other facility-owned, leased, or sub-leased locations.

This applies to all staff members, childcare providers, parents, visitors, contractors, subcontractors, volunteers, and other guests in the childcare buildings, grounds, or properties. Clothes smoked in must be changed or covered before interacting with children.

Sun Protection

To ensure all children attending the center are protected from skin damage caused by harmful ultra-violet rays of the sun the following applies:

- Kindly provide us with a hat for your child(ren) to wear whenever outside.
- Children will be encouraged to use available areas of shade during outdoor activities.
- SPF 30+ broad-spectrum water-resistant sunscreen will be provided for children and applied before going outside.

Outdoor play will not occur on high pollution "Spare-the-Air" days, in extreme heat or at the hottest time of the day.

Emergency Drills

Emergency drills will be conducted monthly to ensure that children and staff are familiar with the procedures should an emergency occur.

Evacuation procedures are displayed in the lobby / foyer and emergency exit doors are clearly marked. Parents are asked to familiarize themselves with these procedures and the location of the emergency exits throughout the center.

Incidents/Accidents

Despite every precaution, incidents/accidents occur at the center from time to time. The following policy is implemented to protect your child and keep you informed should an incident/accident occur.

You are required to provide written approval (included in the Enrollment documentation) for center staff to seek medical attention on behalf of your child if required.

In the case of a minor incident/accident, staff members who are qualified in First Aid will attend to the injured child, offer TLC, and apply First Aid when necessary. Depending on the nature and severity of the injury, you will be contacted at the time of the incident/accident or informed about the incident/accident via an Incident/Injury Report when you arrive to pick up your child. More specifically, it is unlikely you will be contacted for minor bumps, bruises, cuts, or scrapes. A parent/guardian will always be notified as soon as possible for the following: biting, large open wounds, continuous bleeding, and head injuries.

If a serious incident/accident occurs which requires more than simple first aid treatment you will be contacted immediately, or if you cannot be reached, your emergency contact person will be contacted. If no one can be reached after repeated attempts or your child is not picked up within one hour, your child's injuries will be assessed and either an ambulance will be called or your child will be taken to a local clinic or medical practitioner for medical treatment. A staff member will accompany your child until you are able to be there. You will be asked to sign the Incident/Injury Report completed by a teacher who was present at the time of the accident, and will be provided with a copy of this report

First Aid/CPR/AED Qualifications

ScuttleBugs **ensures all** staff members obtain/maintain Infant/Child/Adult First Aid, CPR and AED qualifications.

First Aid will only be administered by qualified individuals in the event of minor accidents or to stabilize a patient until expert assistance arrives. Fully equipped First Aid Kits are maintained at the center and portable versions are kept stocked in each room in the event of an emergency evacuation. Additionally, we have comprehensive "Go-Kits", in the event off-site evacuation supplies are required for a number of days.

Food and Beverage Policy

Introduction

Promoting children's health is an important aspect of a quality early childhood education program. ScuttleBugs provides all of your child's snacks and meals while in our care. In fact, we acknowledge that up to 50% of your child's nutrition may be coming from our food program. We recognize the important connection between a healthy diet and a child's ability to participate and learn effectively. Management also acknowledges ScuttleBugs' role, as part of the larger community, to promote family health, and where possible, sustainable agriculture and environmental restoration. ScuttleBugs recognizes that the social aspect of a family dining environment is a fundamental experience for all people; a primary way to nurture and celebrate our children in all their personal and cultural diversity, and an excellent bridge for building friendships and emotional competencies.

Food and Nutrition Philosophy

ScuttleBugs' diverse menu includes nutritionally balanced meals which reflect a wide variety of cultures and global cuisines. We encourage the children to try all the dishes on our menu, and believe that this diversity will broaden both minds and palates.

In general, ScuttleBugs does not allow food from home. In the event of concern for an allergy or doctor advised dietary restrictions, parents can request a meeting with Center Management to discuss whether the center can meet the child's specific nutritional requirements.

What's Provided

ScuttleBugs is a full-service program, and takes great pride in our healthy, diverse menu. We provide Breakfast, AM Snack (Brunch), Lunch, Afternoon Tea and Evening Snack.

Except for infants (12 months and under), all meals are served at set times.

Kindly note we will not "hold" food/milk to be served to your child outside of these times.

Water is readily available and frequently offered throughout the day.

Breastfeeding

ScuttleBugs actively supports a family's right to breastfeed their child(ren) while in our care. Measures taken to accommodate breastfeeding include:

- Proper handling, storage and serving of bottled breast milk.
- Providing a comfortable and discreet space for mothers to breastfeed at the center.

Allergies and Restrictions

Food allergies are becoming more common among infants and young children. Allergic reactions can range from mild skin rashes to severe, life-threatening reactions with breathing difficulties. It is important to reduce the likelihood that these reactions will occur while the child is at the center.

Procedures and Practices

The following procedures and practices will be followed with respect to allergies:

- No nuts or products containing nuts will be served at ScuttleBugs.
- We do not serve direct honey or seafood (fish & shellfish etc.).

When children with food allergies register at ScuttleBugs, parents will be provided with the Food Allergy Action Plan to be filled out by the child's parent/guardian. (Attached in Appendix 1) This action plan must be filled out and returned to ScuttleBugs before the child begins our program.

If your child has any dietary restrictions and/or food allergies, a discussion with Center Management will be necessary to determine if ScuttleBugs can meet your child's specific food/beverage requirements. Depending on the outcome of this discussion, substitutions or omissions MAY be accommodated, but will depend on the breadth of the need or request.

Based on the child's Food Allergy Action Plan, caregivers will put into practice:

- Preventing exposure to specific food(s) that trigger an allergic reaction.
- Recognizing the symptoms of an allergic reaction.
- Treating an allergic reaction.

Parents and staff will:

- Ensure the center has the appropriate medication on site (if necessary).
- Ensure the proper equipment and instruction for usage is provided.

ScuttleBugs will:

- Ensure proper storage of medication and equipment.
- Participate in training for medication administration and use of medical equipment where necessary.
- Promptly take steps outlined in the Action Plan if a reaction occurs.
- If a reaction occurs, notify emergency medical personnel if warranted, or if epinephrine has been administered.
- Notify parents of any allergic reaction or possible contact with food that may cause an allergic reaction.

An individual child's food allergies will be posted prominently in classrooms and/or wherever food is prepared (care will be given to confidentiality issues). A child's Allergy Action Plan and medication will be taken on field trips, including neighborhood walks.

Accommodations

- If your child does not eat all meat types, they will be served the vegetarian option for that meal.
- We are unable to accommodate alternate/lifestyle diets (such as Vegan) nor deviate from our set menu for individual food preferences.
- We can accommodate no "direct" foods such as eggs and milk
 - substitutions will be made.
- We cannot accommodate "indirect" foods such as eggs or milk cooked into food items.

Communication with Families

The partnership and involvement of parents with ScuttleBugs is important to promote healthy eating. At ScuttleBugs, we will:

- Post monthly menus on the ScuttleBugs Parent Portal
- Post the definitive weekly menu in advance in the entry foyer, which will contain any modifications that may occur.

Nutrition

Milk and Alternatives

Milk and milk alternatives provide protein, vitamins A and D, calcium, phosphorous and magnesium. Whole milk will be served to children younger than 2 years, and 1% milk to children 2 and older.

Meat and Alternatives

Meat and alternatives are a source of protein, iron, B vitamins, and zinc.

- Alternatives – ScuttleBugs is committed to serving meat alternatives in the form of tofu, eggs, legumes, vegetables high in protein, and plant-based meat substitutions.

Liquids

Milk and/or water will be served at each meal. No other liquids will be served. Access to water will be constant, and older children, capable of serving themselves, will be equipped to do so with fresh water and cups provided at a height which provides accessibility. Children will be reminded often to stay hydrated.

Banned and Avoided Foods

The following are banned from ScuttleBugs' classrooms and kitchen (See Allergies section above):

- All nuts and nut products, as well as processed foods which may contain nuts
- Direct Seafood
- Direct Honey

Please also note that sugars and fats are used sparingly in ScuttleBugs menu creation.

Continuing Education

All cooking staff at ScuttleBugs are certified in ServSafe or similar certification. We are committed to furthering the education of our Cooks and will assist in providing opportunities for continuing education.

Implementation of the Food Policy

Staff members are given a copy of the policy. Parents will be informed via email as to any changes to the food policy. The policy is available on our website.

Activity Programs

Our staff members are supportive, encouraging, and communicate with the children in an open, positive, and courteous manner to establish a warm, caring and responsive relationship with each child in their care. We have implemented the parent communication app to keep you apprised of your child's day and as a means to communicate with your child's teaching team.

Children who attend our center may participate in a range of activities that reflect the children's interests and meet their developmental needs. The members of staff are responsible for creating an atmosphere and environment which is responsive to the needs of each individual child and to the group as a whole, and which reflects the philosophy and goals of the center. The programs will be balanced and include indoor and outdoor learning experiences, quiet and active times, individual, small group and large group times, time for individual staff/child interaction, group interests and experiences that reflect the children's specific interests. Teachers are flexible to incorporate learning experiences that arise spontaneously and to welcome the unexpected.

Children will be encouraged to have input into program planning. The program will be child-driven and will allow children to experience a variety of materials and pursue their own interests. There will always be alternative choices when a child does not want to participate in a particular topic or activity.

You will find the curriculum activity plans displayed on the Family Communication Board in each of the ScuttleBugs rooms and be regularly apprised (digitally) of current and future curriculum related subject matter/activities. We invite you to offer suggestions, especially in relation to diversity and multicultural content, music, and storytelling.

Enrichment Programs

An Enrichment Program Open House or survey will be conducted periodically to determine which classes will be offered on-site during our hours of operation. Extra curricula activities or enrichment programs from external vendors, consultants, or instructors such as music, dance, sports, languages, nature, science or academic based classes/programs, etc. are optional and will be made available at the center for an additional cost.

Field Trips

Typically, ScuttleBugs CDC does not conduct off-site excursions. Occasionally, the Preschool program children will participate in planned neighborhood walks or field trips. Terms and conditions apply to each occasion. Families will be notified of the details in advance and written permission will be required. A separate fee may be required. The field trip will be staffed accordingly, and we encourage parent's/guardians to volunteer to participate in/supervise on such occasions. You are requested not to send your child on an excursion if they display any signs of being unwell. This is in the interests of everyone concerned.

Periodically, we will conduct/host fun, educational activities where external organizations/individuals are invited to the center. Examples include a petting zoo, clowns/magicians, the local fire brigade or police dept., science/nature appreciation and music groups etc.

Extra-curricular activities are considered an integral part of the children's program and therefore, will be arranged from time to time to provide a broad range of learning experiences.

Media

ScuttleBugs children do not have access to screens. We do not watch videos as part of our regular routine. TV, recorded media, and video use is NOT encouraged, however, if such use is believed to be relevant to the curriculum by the Program Manager or Center Director, it will be limited to 30 minutes per week.

Naptime at ScuttleBugs

Nap time is a quiet, relaxing experience. We read stories, play soft music, and rub the backs of young children who tend to go to sleep, or enjoy the comforting experience.

A rest period is required for all children who spend more than 5 hours of their day with us. Infants may take numerous naps each day depending on their individual needs.

Our toddler and preschool groups take an afternoon nap following lunch. If your child is here during a rest period, a fitted sheet and blanket will be provided for your child, and laundered at the center. If after 30 minutes a child does not go to sleep or wakes up early, they will be given quiet activities to do while the other children rest.

Safe Sleep Policy for Infants

ScuttleBugs follows safe sleep recommendations for infants to reduce the risk of Sudden Infant Death Syndrome (SIDS), other sleep-related infant death, and the spread of contagious diseases:

- Infants will always be put to sleep on their backs. When an infant can roll over, it will be noted.
- Infants will be placed on a firm mattress, with a fitted crib sheet, in a crib that meets the Consumer Product Safety Commission safety standards.
- No toys, mobiles, soft objects, stuffed animals, pillows, bumper pads, blankets, positioning devices or extra bedding will be in the crib or draped over the side of the crib.
- Sleeping areas will be ventilated and at a temperature that is comfortable for a lightly clothed adult. Infants will not be dressed in more than one extra layer than an adult.
- If additional warmth is needed, a one-piece blanket sleeper or sleep sack may be used.
- The infant's head will remain uncovered for sleep. Bibs and hoods will be removed.
- Infants will be actively observed by sight and sound.
- Infants will not be allowed to sleep on a sofa/couch, chair cushion, pillow, or in a stroller, swing or bouncy chair. If an infant falls asleep anyplace other than a crib, the infant will be moved to a crib right away.
- An infant who arrives asleep in a car seat will be moved to a crib.
- Infants will not share cribs, and cribs will be adequately distanced apart
- We will follow your instructions regarding offering a pacifier for sleep (as per the Infant Needs and Service Plan)
- Pacifiers will not be attached by a string to the infant's clothing and will not be reinserted if they fall out after the infant is asleep.
- When able to roll back and forth from back to front, the infant will be put to sleep on his back and allowed to assume a preferred sleep position.
- Awake infants will have supervised "Tummy Time"
- Toddlers 12-24 mths may sleep on a mat/futon with prior written consent by the parent.

Diapering, toilet training, and toileting at ScuttleBugs

In classrooms where diapering is required, all Licensing and Health Department requirements and regulations will be followed, and strict hygiene standards maintained. All children will be supported in becoming independent in their toileting routine as and when appropriate. In case an accident occurs, the staff will treat the child with care and respect. Parents are required to provide sufficient quantities of spare clothing for this purpose.

Toilet Training

ScuttleBugs does not require toilet training to be initiated at home or the center, but we do insist that the child is 'ready' for training. This readiness will include:

- The child verbalizing an interest in or action of toileting and/or
- The child pulling at a soiled diaper and/or
- The child naturally moving to a toileting area either before or after soiling diaper

Any of these initiates a discussion with the parents or guardian about a collaborative approach to toilet training. This collaborative approach will be concerned with consistency of approach, and

mimicking the same process at both the center and at home. ScuttleBugs will try to guide parents through this process, but above all the child must not be 'forced' to go to the toilet.

Supporting and Guiding Children's Behavior

Positive Behavior Support

Positive behavior techniques used by staff and parents increase the pro-social skills associated with successful academic performance and reduce challenging behaviors. To support positive behavior, talk to your teacher or the Program Manager who can provide information on effective techniques and parenting classes to support your family.

Help your children remember these three simple program-wide rules:

- We keep ourselves safe.
- We keep each other safe.
- We keep our things safe.

You are encouraged to discuss your child's behavior with center staff to ensure consistent expectations and follow through, both at home and within the center. Limits to children's behavior will always be clearly expressed in positive terms and reinforced consistently in a developmentally appropriate way. Children will be encouraged to settle their differences in a peaceful manner. The staff will focus on positive behavior and language, providing praise and encouragement when and where necessary. Wherever possible, problems will be prevented before they arise by adequate supervision, using techniques such as taking turns, distraction or diversion, and providing sufficient quantities of materials and equipment for all in attendance.

Positive Guidance in the Classroom

Learning appropriate behavior is part of your child's social and emotional development. Our staff members aim to help children be responsible for their own behavior, accountable for the consequences and to develop an understanding of what is developmentally appropriate behavior in a variety of situations. Positive behavior techniques used by staff and parents increase the pro-social skills associated with successful academic performance and reduce challenging behaviors. We believe that the foundations for all healthy social-emotional development in the classroom include positive guidance techniques and practices that encourage:

- Nurturing, trusting relationships
- A safe, peaceful environment
- Effective positive guidance teaching and practices
- Consistent routines and structure (yet allows for flexibility as needed)

Our teachers/caregivers:

- Spend quality time every day talking and listening to each child.
- Give children the same respect given to adults.
- Set realistic expectations for children.
- Create classroom environments that promote independence and engagement. The classroom should have both active/noisy and quiet areas.
- Observe children to understand the causes of behavioral challenges, such as fatigue, confusion, or frustration.
- Help children solve problems and find solutions.
- Model positive communication and social interactions.

Limits and Rules

We find the following limits/rules necessary to protect the safety and well-being of every child and ask parents to reinforce these with their child:

- Respect for other people and their property.
- Continuous noisy play is to be conducted outside.
- Stay within the boundaries.
- Take care of the materials and equipment.
- Follow the classroom rules.

Developing a supportive relationship with the children encourages them to learn self-discipline skills. Punishing a child stops the negative behavior for a while but does not teach the child self-restraint. Staff will always talk to the child quietly, respectfully and as an equal. No further punishment will be given and the child will be reminded in positive terms of the expected behavior.

All Children Are:

- 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, 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.
- 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.

Consistent Unacceptable Behavior

If children consistently display unacceptable behavior the staff will ensure:

- The expectations of the child's behavior are realistic and appropriate to their developmental level and culture.
- The child understands the limits.
- There is no conflict between center, home, teacher and family member expectations.
- The child's needs are being met.
- The child has no impediments that may be causing the unacceptable behavior e.g. dietary problems, poor hearing, poor coordination, communication difficulties, illness or emotional distress.
- The child is not copying observed behavior.
- Events at the center have not encouraged the behavior.
- Consequences of the behavior do not encourage it to persist.
- All staff and family members in contact with the child consistently follow strategies or a case specific Behavior Management Plan.

Members of staff are always available to discuss and assist with any concern a parent may have in respect to the child's behavior or participation in the program, and will work with parents to address any persistent behavior or developmental issues.

Guidance and Discipline Policy

General Policy

Our guidance and discipline policy takes into account the welfare of everybody. It emphasizes classroom rules, respect for others, and being accountable where appropriate. Children's behavior and progress is monitored formally and informally on a regular basis. If there are repeated behavioral issues or there is cause to be concerned about developmental delays, we may recommend or refer your child to a Child Developmental Consultant or similar support organization within the community. Resource and reference material is available upon request. Teachers are responsible for recording information about a child's behavior or development in a factual manner. The Program Manager or Center Director may also spend time in a classroom observing a child to obtain as many opinions as possible. If all agree, we will then talk to the parents about next steps.

We also strongly encourage parents to participate in parent education classes periodically offered at our center. These classes are a benefit to both the child and family.

Our Philosophy on Guidance – Primary

We follow these strategies in guiding work with children at our center:

- Grace and Courtesy. In partnership with the children, staff role-play appropriate social behaviors and graces.
- Re-direction. When a child is engaged in inappropriate behavior, we direct the child to activities that allow them to be successful.
- Positive messages. Directions and limits are modeled in a positive manner whenever possible, so that children know what is expected and why a behavior is inappropriate.
- Simple directions. Communications are clear and simply stated.
- Choices. Age-appropriate choices encourage children to develop self-control and good decision-making.
- Consistency. Consistent actions and routines are used so that children know what to expect.
- Modeling. Adults and older students serve as models of appropriate behavior.
- Logical consequences. Learning through logical consequences helps a child to take responsibility for their actions. Logical consequences are never permitted if safety is an issue.
- Calming time. A period of time apart from a child's activity may be necessary to allow a child to use self-control when they return to the activity.

Note: On occasion, a child may visit the office or with management. This may occur to help a child reset and calm so that they can rejoin their class. You will be notified if such visits become a frequent occurrence.

Our staff is required to treat all children with consistency, kindness, and fairness. Corporal punishment and withholding food are not acceptable forms of discipline for any reason and are prohibited. The child's age and emerging self-discipline are always taken into consideration by our staff when first responding. Any intentional behavior that causes an injury to another child or an adult may result in the child going home. Staff who observe intentional non-compliant behavior are required to complete a Incident Report form. The child's parent/guardian will sign and receive a duplicate of this form. We expect to work closely with families to find solutions that help children be successful. This may include a Behavior Modification Plan, of which you will receive a copy after meeting with management to discuss.

Preschool Policy

Our Philosophy on Guidance – Preschool

The Preschool classroom has been prepared to support the social inclinations of the child. As a child gets older and more gregarious, s/he/they will also face some conflict. We believe that experiencing and learning about strategies to deal with conflict is an important skill that will serve a child for the rest of her/his/their life. We will absolutely keep you informed of any issues that present a concern.

If a child's behavior becomes disruptive or detrimental to the community, an adult will intervene and guide that child back on track. The guidance may be in the form of redirection or limiting freedom; it is considered support, not a punishment. There may be an occasion when a child is removed from the classroom or from the group, a temporary consequence of limiting freedom.

If a behavior repeats itself or becomes increasingly disruptive, the Program Manager will notify the parent and create/implement a plan to support that child with the help of the teaching team and the Program Manager.

Termination of care due to concerns about behavioral issues

These procedures are consistent with ScuttleBugs' policy on guidance, positive instruction, discipline and consequences, and include documentation of the steps taken to understand and respond to challenging behavior.

In extreme circumstances it may be necessary to terminate a child's enrollment. Exclusion of children from the service will only occur after all other avenues of communication and support have been exhausted and when:

- Professional advice confirms a child is in psychological danger as a result of an unusually prolonged inability to settle into care away from the parent.
- A child puts other children or the staff at risk through inappropriate behavior.
- The parent/guardian continually fails to observe center hours of operation and/or continually fails to pay the required tuition.
- A parent/guardian fails to comply with the center's policies and procedures.
- The parent/guardian conducts themselves in an inappropriate manner (verbal or physical) towards a child, staff member or visitor.

Termination of care typically involves repeated attempts, warnings, and timelines, however, if the situation is in anyway dangerous to an individual, then care will be terminated immediately without notice. In such a circumstance, tuition will be pro-rata calculated up until this day, deposit applied if any amount is due and the rest refunded to the parent or guardian.

Please be aware that we reserve the right to enroll or dis-enroll any child or family from our services.

ScuttleBugs Grievance Procedure for Parents and Staff

If a parent or a staff member has a worry, concern, suggestion, or complaint, we want to address the issue immediately and directly.

Kindly follow this procedure:

1. If the issue is simple or minor, please talk directly to the person involved. Talk with an open mind and a willingness to listen and compromise if possible.
2. If the situation does not get resolved at that time, please go to the Program Manager or Center Director. Schedule an appointment and review the issue and what steps you have taken to try to work things out.
3. If the meeting with the Director does not solve the problem, the next step is to approach/contact the Director of Center Development, and subsequently the Owners/Partners. ScuttleBugs Owners (The ChildCare Foundry) has the final authority regarding all parent and/or staff differences and disputes.

Other Policies, Procedures and Recommendations

What Should Your Child Wear?

It is important that children are in comfortable clothes that do not restrict their enjoyment or participation at the center. You are asked to label all clothing items and shoes where possible. Children will wear clothing and shoes appropriate for the weather, and be dressed accordingly prior to going outdoors. Lost and found items will be placed in the entry foyer periodically, and if unclaimed after 1 week – will be donated.

While we provide guidance the best we can, clothes can still get soiled/stained when children are involved in messy activities.

- Children are required to wear shoes that encompass the feet (no flip flops, slip-ons etc.).
- Please provide a hat for your child that is labeled with their name and can stay at the center in their cubby.
- During the winter months please ensure your child brings a jacket (with hood or separate beanie), gloves or mittens, and weather appropriate foot ware.
- During summer, we recommend you pack a swimsuit and towel for Water Play (during designated Water Play days)
- Please provide a seasonally appropriate change of clothing. The center may have a supply of children's clothing, which you may borrow in the event nothing else has been provided. Kindly launder and return the clothing items at your earliest convenience. The center accepts "gently used" clothing/shoe donations for this purpose.
 - They do go outside, so clothing should be chosen that is appropriate for the range of outside temperatures that we experience
- Clothing items that restrict free movement or that are hard to remove for the purpose of toileting are discouraged (such as onesies, especially if potty training).
- For your child's comfort, we ask that you send a complete change of clothing (including multiple underwear and socks) in your child's backpack.

- Please place spare clothing or shoes directly in the locker provided. If you send items to ScuttleBugs in a backpack, please pack them in a paper or cloth bag. We are unable to accept plastic shopping bags or any bags that may pose a suffocation risk. Also, please ensure that these items, along with all outdoor clothing, are clearly labeled with your child's full name.

Personal Items (Toys etc.)

The Center provides a wide variety of materials and equipment for all children to utilize and we ask children to leave their personal items/toys or money at home (except on specific "share days"). We make exceptions for comfort items such as a blanket, or small stuffed toy for naptime.

We understand that many children would like to bring their belongings to the center. However, if such items are brought to the center, they can cause conflict and/or become damaged or lost it can cause great distress for the child. Therefore, we request that all personal items are left at home, except on specific "share days". While all care is taken, the center will take no responsibility for broken or lost items that do not belong to the center.

Birthdays and Special Events

Children's birthdays are a special day that we enjoy celebrating with them. If parents wish to have your child's class celebrate their birthday, they may provide a treat to share. This snack needs to be store bought, in its original packaging, nut free with ingredients clearly labeled and not require refrigeration. In certain instances, provided treats may be sent home with the child, allowing for the parent/guardian to decide if it is appropriate/suitable for their child. Kindly check with the Center Director for a list of healthy snack options for you to consider.

We consider the special events that occur during the year an excellent learning and socializing experience for the children and our families. Programs will reflect the cultural diversity of the area and the center will celebrate special events that reflect the cultural heritage and ethnic origins of children/families in attendance.

The center understands that some parents may not wish their child to participate in certain celebrations. Therefore, notice will be given of forthcoming events so that parents may choose whether their child will participate. To avoid exclusion, other choices/activities will be offered during special events.

Swimming & Water Play

No swimming activities will be planned. However, at times there will be water play at the center using a sprinkler, hose and/or water tables.

Babysitting Policy

ScuttleBugs discourages staff from babysitting for enrolled families/children outside of center hours. In the event an employee accepts such an offer, we require the family and staff member to read, sign and submit to management our Babysitting Waiver Form prior to the first instance of babysitting.

Student Practicum / Observations

At times, ScuttleBugs may liaise with local universities/colleges to provide opportunities for practicum students to observe, participate and/or introduce programs to enhance children's learning experiences. Families will be notified in advance if/when a student is scheduled to come and observe within the classroom.

Thank You

Thank you for taking the time to read our Parent/Guardian Handbook. Please speak with the Center Director if you require any further clarification.

All ScuttleBugs policies and procedures are regularly assessed and may be subject to change. Parents/guardians and staff will be informed of any revisions in a timely manner.

Please sign the Acknowledgment of Receipt section below and return a copy of this page to the Center Director for inclusion in your child's file.

I acknowledge I have received, understand, and agree to follow all ScuttleBugs policies and procedures contained within this Parent Handbook.

Date: _____

Child's Full Name: _____

Parent/Guardian Full Name: _____

Parent/Guardian Signature: _____