

NEVERLAND



CHILD CARE CENTER

Parent Handbook

18 months-5 years

Monday-Friday 7:00 am-5:00 pm

6334 Rotary Way

Joshua Tree, Ca. 92252

(769) 366-0030

Neverlandchildcare.com

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

Lic# 364843539

Welcome

Thank you for choosing Neverland Child Care Center. We are a licensed childcare facility. We serve children from the ages of 18 months to 5 years old. We are open Monday-Friday from 7:00 am-5:00 pm.

We are interested in your child's whole development and are committed to providing you and your child with the best in childcare and education.

- ❖ Neverland Child Care Center is open year-round.

Mission Statement

Our mission at Neverland Child Care Center is to provide quality childcare in a safe, nurturing educational environment that meets the needs of every child and family we serve. All our teachers at Neverland are educated in child development and participate in in-service training to provide high-quality, developmentally appropriate activities and experiences in a play-based learning environment. We assist children in developing independence, creativity, empathy, problem-solving skills, and self-regulation in fun and engaging ways that stimulate social and cognitive growth. We aim to support family life and strive to make your child and you feel like family. We take pride in our partnership with families to bring peace of mind, knowing that your child receives the best care while you work or attend school.

Our Philosophy

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

Our Staff

Our teachers are experienced and have training in Early Childhood Education. Each teacher is fingerprinted and CPR-certified. Neverland teachers participate in multiple staff meetings and continuing education throughout the year. Our teachers are vaccinated with the Covid-19 vaccination.

Programs

Toddler Class

Our Toddler program offers a nurturing and stimulating environment with a developmentally age-appropriate curriculum. Toddlers in this class will learn the following:

: *Name recognition *Alphabet *Shapes and colors *The four significant developments (Physical, Social, emotional, cognitive skills, and language development). Our Toddler class consists of toddlers aged 18 months to 36 months.

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

Preschool Class

Our preschool program offers an environment that will help prepare children for kindergarten. We focus on writing our names, developing early reading skills, and learning colors and shapes. This class will consist of preschoolers aged 3-5.

- ❖ Each child will have a cubby. Please provide two clothing changes, with diapers/pull-ups and wipes when necessary.
- ❖ Please make sure appropriate items are labeled.

Drop-In Care

Neverland Child Care is committed to supporting our community. This includes offering our community flexible childcare with our drop-in program. A minimum of 3 hours is required. Please call 2 hours in advance about availability.

Pick-up and drop-off

All doors at Neverland Child Care Center are always locked. Our front door has a camera doorbell. Please ring the doorbell and be patient while someone approaches the door. Pickup and drop-off are in our lobby. Children are signed in and out through our tablet via the Procure parent app.

Parent App

Every parent must download the Procure app. The app allows communication between the Parent, the Director, and the teachers, and tuition is paid through it.

Field Trip Provisions

Neverland Child Care Center will not participate in any field trips. Any special events or guest speakers will come to Neverland Child Care Center.

Food Services

We provide a nutritious breakfast at 8:30 a.m. and two healthy snacks at 10:00 a.m. and 3:15 p.m. We ask that you provide a packed lunch. We serve lunch at 12:30 p.m. Heat-ups are welcome, as we have a microwave to heat food. We also provide utensils. We serve water throughout the day and ask that juices and milk from home be only for breakfast and lunch. We offer water cups to each child, which get washed daily. You may bring a cup from home to stay in the classroom.

Nap Time

Our naptime is from 1:00-3:00 pm. Each child will have their own nap cot with a sheet and blanket. All blankets and sheets are laundered on Friday. Your child is welcome to bring a sleep buddy to sleep with. If you need to pick up your child during nap, please call us in advance so we can wake your child up before you come to minimize the disruption of the other children napping.

Toys from home

Please do not bring toys from home to school. If the child does bring a toy, we ask that it stay in their cubby during the day. We understand that toys from home are special, and children do not want to share their special toys. However, we are learning to share and wish to avoid forcing a child to share their special toy.

Policies

Admissions policies

Neverland Child Care Center does not discriminate in accepting children based on sex, race, or religion. As such, the Director must evaluate children with special needs before admission. Most special needs children require a one-on-one “shadow” or outside assistance from the parents to be recognized. Unfortunately, non-ambulatory children cannot be admitted to Neverland Child Care Center. Children will be added to the waiting list when the completed application initiation fee and pre-admission requirements are received. Parents will be contacted as space becomes available and must attend an orientation with the Director and the child’s caregiver. All parents and children must agree to follow all stated policies and procedures, especially those regarding health and safety issues. Space for part-time or half-day programs is minimal. Once these spaces are totaled, children will be admitted only if another child can be matched with them to fill one full-time space.

Pre-Admission Policies

- 1) A child must meet Neverland Child Care Center’s Admissions criteria before being enrolled
- 2) An interview will be conducted with the parents to allow for the following requirements to be met: a) Good understanding of the child’s health, physical and emotional

development, and whether the center can meet their needs. b) The parent is provided with information from Neverland Child Care Center, including:

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

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

4) **The parent must provide a completed Medical Assessment form by a physician before enrollment.** The assessment must include:

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

Medical, Sick, and Emergency Policies

Health

Every day, we perform daily health checks. Please do not send your child to school if they have a fever within the last 24 hours. A fever is anything above 98.6. Your child will be sent home if they appear to have symptoms of illness during the day. Fever-reducing medication cannot be given to children to attend school. **Children**

cannot attend school until they are fever-free for 24 hours without using fever-reducing medicine. They must stay home if they have a fever. If we cannot reach you, we will call one of the emergency references on the emergency card. Children with live lice or nits may not return to school without a physician's note clearing them to return. Any child who has an infectious disease must follow our illness policy and may only return when they have a physician's note clearing them to return.

First Aid

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

**Hi-Desert Medical Center
6601 White Feather Road
Joshua Tree, CA 92252
(760) 366-3711**

Disaster Preparedness

Neverland Child Care has a disaster preparedness plan in place. Fire and earthquake drills will be practiced regularly. If we ever needed to evacuate our facility, we would go directly across the street from our building or head toward Copper Mountain College. A disaster emergency supply kit is in the hall closet.

Copper Mountain College

6162 Rotary Way, Joshua Tree, CA 92252
(760) 366-3791

Medication Policy

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

(1) All prescription and nonprescription medications shall be centrally stored.

(2) per the requirements specified below:

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

(B) Each container shall have an unaltered label.

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

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

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

(A) Prescription medications shall be administered by the label directions as prescribed by the child's physician. For each prescription medication, the licensee shall obtain, in

writing, approval and instructions from the child's authorized representative for administering the drug to the child.

1. This documentation shall be kept in the child's record.
2. The instructions from the child's authorized representative shall not conflict with the label directions prescribed by the child's physician.

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

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

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

1. This documentation shall be kept in the child's record.
2. The instructions from the child's authorized representative shall not conflict with the product label directions on the nonprescription medication container(s).
3. The licensee shall develop and implement a written plan to record the administration of prescription and nonprescription medications and to inform the child's authorized representative daily when such medications have been given.
4. When no longer needed by the child or when the child withdraws from the center, all medications shall be returned to the child's authorized representative or disposed of after an attempt to reach the authorized representative.

Discipline Policy

Neverland believes in re-directing children's behavior. We will only remove a child from their class if the behavior harms themselves or their playmates. Below are the steps we follow:

- ❖ We redirect the misbehavior and explain to the child the unwanted behavior and why we should not do it. When they help, the child comes to a different option.
- ❖ Provide “time away” and allow the child to regain control, calm down, and talk about it.
- ❖ If the child exhibits repeated and constant misbehavior, we will require a conference between the Director, the Teacher, and the parents. Action will be determined at that time.

Under No Circumstances Will Corporal Punishment Be Used

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

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

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

Second Offense: The teacher will bring the child to the Director's office. The child will be reminded of the rules, the seriousness of their behavior, and any points from the parent/ Director Action plan. Depending on the offense, the Director will call the parent and may require the parent to take the child home for the day.

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

Registration

Enrolling your child in Neverland Child Care Center requires a non-refundable \$100 registration fee. A packet must also be filled out and turned in before your child or children may start.

The registration packet includes the following:

- ❖ A health evaluation
- ❖ Consent for medical treatment
- ❖ Emergency card
- ❖ Personal rights and parents' rights
- ❖ Immunization record
- ❖ Admissions agreement
- ❖ Parent handbook
- ❖ Tuition prices
- ❖ Student Participation Agreement

Tuition Policies

Here at Neverland, we understand the conflict of trying to attend school and have affordable, high-quality care for your child or children. We want to offer all Copper Mountain College students a 10% discount on tuition, whether full-time or part-time care. We are only able to give one discount per child.

- ❖ We would also like to thank and appreciate those who serve our country and offer all military families a 10% discount on tuition.
- ❖ A 10% sibling discount is also available to the second child or more.

- ❖ Tuition is due at the beginning of each month.
- ❖ Late charges: There is a 10-minute grace period. After the 10 minutes, a \$5 fee will be billed for every five minutes.
- ❖ If an account becomes two months overdue, the child will not be allowed back until the account has been paid up to date.
- ❖ We will give a 30-day notification to all parents before tuition rates increase.

PARENTS' RESPONSIBILITIES

Neverland Child Care Center does not offer any transportation options. You are responsible for dropping off and picking up your child from Neverland Child Care Center. Please bring your child on time and pick them up promptly. You are responsible for signing your child in and out daily with a full legal signature. The State of California General Licensing Requirements state that all children must be signed in and out of the center only by a parent or legal guardian. The forms used for this purpose are legal documents and are reviewed by State Licensing regularly.

Neverland Child Care Center's policy is to charge a \$20.00 fee to any family missing a signature on the sign-in sheet monthly. Check your child's file and cubby daily for notices and communications. You are responsible for calling or messaging Neverland child care center if your child will be absent. If your child is absent for over a week without communication, you will be dropped from our program and your spot filled.

You are responsible for keeping the school updated on home and business phone numbers, emergency numbers, and other pertinent information. Information on your Admission and Medical forms must be kept current. By State Law, your child can only be released to persons listed on the release form. Notification of changes, in writing, can be given to the Director.

As seen on the parent's proper form:

PERSONAL & PARENT'S RIGHTS PERSONAL RIGHTS

- (a) Child Care Centers. Each child receiving services from a Child Care Center shall have rights which include but are not limited to the following: (1) To be accorded dignity in their relationships with staff and other persons. (2) To be accorded safe,

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

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

THE APPROPRIATE LICENSING AGENCY TO CONTACT REGARDING COMPLAINTS IS:

PALMDALE REGIONAL OFFICE

Regional Manager, George Mingle
39115 Trade Center Drive, Suite 201, MS 29-29
Palmdale, CA 93551
(661) 202-3318 FAX (661) 202-3809
Counties: San Bernardino