



Stepping stones
learning center

Parent Handbook

Hours of operation: Monday through Friday 6:45 am-6:00 pm

Age 4 months to 12 years old

#925-820-8820

Purpose

The purpose of Stepping Stones Learning Center is to provide each child with a nurturing environment in which he or she will grow to his or her full potential socially, emotionally, cognitively and physically.

Goal

The primary goal is to develop each child's positive sense of self. We plan to achieve this by dedicating ourselves to nurturing young children with love and care, encouraging self help skills, providing varied activities for their enrichment in a safe environment, and by assisting their families in guiding their child's development skills.

Philosophy

We believe that young children learn best through carefully planned play activities which provide them with a wide variety of opportunities to express themselves and to learn about the world around them. We strive to inspire a love of learning through active participation in developmentally appropriate group and individual experiences. Young children learn best by doing.

The philosophy of Stepping Stones Learning Center is based on the premise that the best possible education for young children is a joint venture. The equal importance of home and school is stressed, and every family is encouraged to become actively involved in the school. We encourage the parents to seek assistance from our qualified teachers in nurturing their child's development. Stepping Stones Learning Center sees its role as a catalyst in the greatest adventure of providing the highest quality child development education.

We are state licensed and operated on a nondiscriminatory policy of race, religion, color, creed, and ethnic background.

Arrival

When the child is dropped off by the parent/guardian, we require each child to be brought inside the building by their parent/guardian. The staff will do the Daily Inspection for Illness. We



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Office Use Only	
Application Date	_____
Room	_____
Registration Fee	_____
Tuition Deposit	_____
Total	_____
Start Date	_____

Please indicate your program preference

- | | | |
|---|---|--|
| <input type="checkbox"/> All day (6:45 am-6:00pm) | <input type="checkbox"/> Extended (9:00 am-2:30 pm) | <input type="checkbox"/> Half Day (9:00am-12 pm) |
| <input type="checkbox"/> M-F | <input type="checkbox"/> M-F | <input type="checkbox"/> M-F |
| <input type="checkbox"/> M, W, F | <input type="checkbox"/> M, W, F | <input type="checkbox"/> M, W, F |
| <input type="checkbox"/> T, Th | <input type="checkbox"/> T, Th | <input type="checkbox"/> T, Th |

Note: No exceptions to choice of days shown above. For infant and toddler, we only offer full day care. No half day or extended day can be chosen.

Before and after school program (M-F)

Elementary only

Indicate times below:

AM: From _____ to _____ PM: From _____ to _____

Name of School: _____

Important notes:

- A \$100.00 non-refundable registration fee is required for each child.
- A refundable tuition deposit equal to half of your monthly tuition is due at the time of enrollment to confirm your child's enrollment. The tuition deposit is refundable only when the director receives a 30 days written notice prior to withdrawal.
- No tuition credit is given for absence from school due to vacation, illness or any other reason. Full payment is required to retain spot in the center.
- Each schedule change requires 30 days written notice.

I have read, understand and accept the terms of this agreement. Terms accepted by:

Parent's signature _____ Date: _____



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Office Use Only

Application Date _____
Room _____
Registration Fee _____
Tuition Deposit _____
Total _____
Start Date _____

Registration Form

Child's name: _____ Nickname: _____

Address: _____ City: _____ Zip: _____

Date of birth: _____ Boy: ___ Girl: ___ Home phone: _____

Last school attended by child: _____

Sibling(s) name(s), age(s): _____

Any medical problem/serious allergies, illness or injuries? If yes, please describe:

Any toy/things he (she) likes/dislikes: _____

Describe your child's personality: _____

Method of discipline at home: _____

Mother's name: _____ Mother's occupation: _____

Email: _____

Mother's employer name and address: _____

Mother's business phone: _____ Mother's cell phone: _____

Mother's social security #: _____ Mother's CA drivers Lic#: _____

Father's name: _____ Father's occupation: _____

Father's employer name and address: _____

Father's business phone: _____ Father's cell phone: _____

Father's social security #: _____ Father's CA drivers Lic#: _____

Both Parents live in the same home: Yes ___ No ___

Primary physician: _____ Address: _____ Phone: _____

Primary dentist: _____ Address: _____ Phone: _____

Health plan/policy #: _____ Dental plan/policy #: _____

Emergency contact (name/relationship/phone #):

Others authorized to pick up your child (name/relationship/phone #):

Food restriction, if any: _____

Stepping Stones Learning Center Parent Agreement

1. Stepping Stones Learning Center, hereafter referred to as the Center, is a preschool and a child care provider for children, 4 months old to 12 years of age. The Center will be open from 6:45 A.M. to 6 P.M., Monday through Friday, excluding observing holidays
2. The Center is an equal opportunity employer. No person will, on the basis of race, color, religion or national origin, be excluded from participation in, be denied the benefits of, or be subjected to, discrimination under any program
3. The Center will observe certain holidays during the year. The list of holidays will be provided to the parents every year in the school calendar
4. Transportation to and from the Center will be provided for school age children. The cost of transportation for the school age children will be built into the basic fee structure
5. Each child must have a change of clothing that is left in the Center to be used in case of an emergency. All clothing must be marked with the child's name. The Center will not be responsible for lost clothing. Children should wear washable and comfortable clothing
6. Each child who stays for the nap session must have a sheet, a blanket, and a king size pillow case (for the mat) with their first name and last name on, that should be taken back home each Friday, and be brought back to the Center, washed, on the following Monday
7. Parents are asked to see that children do not bring personal belongings to the Center. The Center is not responsible for lost articles brought in from home
8. Parents are required to bring their child inside the building, see that the child is under staff supervision and sign the child in before leaving the premises. We encourage parents bringing their children early before 9:30, if not, please call us and let us know that the child will be absent. Please respect the routines of the program. Parents must also sign the child out when taking their child home from the Center. Parents who fail to sign the child in or out any day will be called back to the Center to sign the child in and out.
9. If any person other than a parent needs to pick up a child, the parents must pre-authorize that person
10. Parents will be called to pick up their children who become ill. Children absent from the Center due to contagious illness may not return without a signed medical clearance from a physician licensed in the State of California stating that the child has recovered and is no longer contagious
11. Each infant/toddler/preschool child who participates in the all day schedule will have an afternoon rest/nap period as required by state law
12. Children will be encouraged to play outside in the play yard, except during inclement weather. The staff of the Center cannot keep one child indoors while the rest of the children are playing in the yard. A child must stay home if she/he is unable to play outside on a given day

13. Parents are encouraged to visit the Center when their child is present. However, the Center requests the parent's cooperation so that no program is disturbed
14. The parents agree to pay in advance each month a tuition fee of \$_____ with no deduction for absence or holidays. The tuition is due on the 1st day of the month. A late fee of \$25.00 will be added on the 5th day of the month. Unpaid accounts will be referred to a collection agency
15. The parents agree to pay a non refundable \$_____/child registration fee prior to enrollment. The parents also agree to pay 1/2 month's deposit at the time of enrollment
16. The parents agree to pay a late pick up fee (cash only) of \$1.00/minute/child, after 6 P.M. when the Center closes
17. The parents agree to pay a penalty of \$25.00 for a returned check. If a check is returned more than once, the Center may ask for cash payment from those parents. The Center at its option may pursue California Civil Code Ch.522, Section 1719 for bad checks
18. In case of withdrawal of a child from the Center, after attending the minimum 30 days of term, the parents agree to give the Center at least one month of written notice. If notice is not given, or if the child attends less than 30 days, the parents agree to forfeit the 1/2 month's deposit
19. The parents (or the child's responsible party) agree to pay all reasonable collection fees and/or attorney fees on any unpaid accounts that the Center has to refer to an agency for collection or litigation
20. In the event of an emergency, the parents give their permission to administer first aid and/or obtain emergency medical treatment in the child's best interest. The parents agree to pay for all such medical emergency expenses, including ambulance fees involving their child
21. There is no refund of tuition or registration fee under any circumstances. The deposit will be refunded if adequate notice is given and the minimum 30 days stay requirement is met, per item 18
22. Should the Management of the Center determines that a child cannot adjust to the Center's programs, or the parent is unable to uphold the agreement, or non payment of tuition, or if a child's behavior is harmful to the child or other children, the Center reserves the right to terminate the Contract by giving two weeks notice. The child will automatically have to be withdrawn from the Center at the end of the two week period.
23. The Department of Licensing shall have the authority to interview children, or staff, or to inspect and audit child or facility records without prior consent. The licensee shall make provisions for private interviews with any children or staff member; and for the examination of all records relating to the operation of the facility. The Department or Licensing Agency shall have the authority to observe the physical condition of the children, including conditions which could indicate abuse, neglect, or inappropriate placement, and

- to have a licensed medical professional physically examine the children
- 24. Each schedule change requires 30 days written notice
 - 25. The parent agreement is subject to change with 30 days notice. The Center will give parents 30 days notice prior to any rate increase
 - 26. Management reserve the right to change the choices of Program preference, including choices of days and hours offered for each program and the fee structure, with 30 days notice to the parents prior to the change
 - 27. The first month tuition will be pro-rated when enrolling the child

I have read, understand and accept the terms of this agreement. Terms accepted by:

Signature of Executive Director: _____ Date: _____

Signature of Parent/Guardian: _____ Date: _____

will not accept a child who was sent home for illness less than 24 hours or who has been exposed to a contagious disease. After the child has been determined to be without obvious signs of illness and has been accepted, the parent/guardian must sign the child in with his/her full legal signature and indicate the time.

Pick-up

Our staff will not allow any child to leave the school with anyone other than their guardian, unless the Director has received prior permission. This policy is strictly enforced. ID's will be checked regardless of relationship to the child. State law requires a full signature on sign-in /out sheets and indicated time.

There will be a late charge if your child is picked up after his/her scheduled time. After 6:00 pm there will be a late charge of \$1.00/minute paid directly to the teacher on duty. This is a penalty, not a service provided by Stepping Stones Learning Center.

Absence Procedure

Children enrolled in the Stepping Stones Learning Center are expected to maintain regular attendance. If your child is absent, please call the office at 925-820-8820 to notify school personnel of the reason for his/her absence. A written excuse is required to verify absences of longer than 5 days. The written verification is to be provided for each day your child is absent from preschool. Excessive unexcused absences will result in your child being dropped from the program.

Lunch/Snack

Nutritious lunches are provided by Stepping Stones Learning Center for children 18 months and above. Lunches include vegetable, fruit, bread, milk, and the main dish everyday. Monthly lunch menus are provided in all classrooms and we appreciate your suggestions.

We also provide morning and afternoon snacks. Snacks usually consist of foods such as bread, fruits, crackers, or trail-mix. Juice or milk is included with all snacks.

If your child has allergies that prevent him or her from eating the snacks and lunches we provide, we ask that you send in a substitute snack or lunch for your child.

Medication

The school can only administer medications and over-the-counter products when specific requirements are met. The requirements are as follows:

1. The school must have parental permission in writing. A record will be kept by the school staff of any medications administered to the child, noting the date, time, and by whom the medication was given.

2. Medication must be given to the teacher by the parent. **DO NOT SEND MEDICATIONS WITH THE CHILD.**
3. The medication is current (not expired).
4. Any medication container having a detached or excessively soiled or damaged label will be returned to the parent for a new label from the issuing pharmacy. Unused portions will be returned to the parent. Medicines with a specific expiration date will not be used after the date of expiration. Medicines will be stored in a locked cupboard out of reach and inaccessible to children. These requirements are for all medications. All medications must be in the ORIGINAL containers, whether prescription or non-prescription.
5. The medication must be in a labeled pharmacy bottle which states the following:
 - The name of the medication
 - The prescription number
 - The strength and quantity
 - The expiration date of time-dated medication
 - The directions for use
 - The child's name
 - The physician's name
 - The date of issue
 - The name and address of the licensed pharmacy issuing the medication.

If a prescribed over-the-counter product is required, it must be in the original labeled container accompanied by the physician's directions.

Emergency Procedures

In the event of sudden illness or serious injury, parents/guardians will be notified immediately. It is the parents'/guardians' responsibility to provide the school with other emergency contacts who are able to pick up the child immediately. If the nature of illness or injury needs to have no delay in getting medical treatment, then Stepping Stones will contact 911 or bring the child to an emergency room while the parents/guardians are being reached. If the nature of illness can wait for the parents/guardians/emergency contact to get to Stepping Stones, then the child will be isolated from other children before the authorized representative arrives.

In case of evacuation, we will be meeting at Staples located at 2710 Crow Canyon Road San Ramon, CA 94583

Health Requirements

For the protection of all of our children from diseases we require that children be kept home if they experience any of the following:

- **A fever of 100 or above:** Your child should stay at home if s/he has an oral or ear temperature of 100 degrees, or rectal of 100.4, or an under arm temperature of 100 or

greater and accompanied by behavior changes and/or other symptoms of illness such as a sore throat, rash, vomiting, diarrhea, earache, etc.

- **Vomiting:** Repeated forceful evacuation with other symptoms or child's inability to eat. The parent will be notified and the child may be monitored. If vomiting continues or other symptoms occur, the child will be sent home immediately.
- **Diarrhea:** Loose bowel movements for two (2) days in a row or three (3) times in one day. Children may return after they are symptom free for 24 hours.
- **Body rash** with a fever. Must bring a written release from a health care professional to return to school.
- **Discharge from the eyes:** Pink eye or any other eye infection is highly contagious. Child can return 48 hours after antibiotic or with a written release from a health care professional.
- **Sore throat with a fever and swollen glands or mouth sores with drooling.** Must bring a written release from a health care professional to return to school.
- **Strep throat:** Children who are diagnosed with strep throat may return to school after 24 hours on an antibiotic.
- **Head Lice:** Hair must be washed with medicated shampoo and be free of live lice and most dead nit (eggs) before returning to the center.
- **Severe coughing:** Child gets red or blue in the face, or makes a high pitched whooping sound after coughing.
- **Any other diagnosed contagious illness or disease:** such as chicken pox, whooping cough, and scarlet fever. Children may return to school when they are no longer contagious.

If your child is diagnosed as having lice, scabies, impetigo, ringworm, or any other contagious disease by your source of medical care, you must notify the school within twenty-four hours.

Elementary Care:

We provide transportation to and from several elementary schools in San Ramon.

Transportation costs are included in the tuition. No adjustments or credits will be given for unused days or holidays. There is a \$10 fee for returning to pick up a child who has missed the bus or when we have not been notified of a child's absence regardless of the cause. Our program is set up in a manner that involves students in crafts, games, cooking projects, and occasional field trips. An afternoon snack will be provided daily.

Discipline Policy

Because we believe in the value of each and every child and the child's right to be treated with dignity and respect, our staff will NEVER use corporal punishment and other humiliating or frightening techniques.

If a child exhibits persistent unacceptable behavior that requires an increased amount of staff guidance and time, a plan to address the behavior will be developed in conjunction with the parents, staff, and director. A child is never subjected to corporal punishment or emotional

abuse.

Stepping Stones Learning Center reserves the right to immediately dismiss the child if, in the school's sole discretion, it determines that the welfare of the child or school requires such dismissal.

Tuition payments

Payments are to be made by the fifth of each month. Tuition becomes delinquent as of the sixth day and a late fee of \$25.00 will be assessed.

Fees delinquent longer than two weeks may result in termination of a child's enrollment. There will be a \$25.00 penalty for each check returned by the bank. Two returned checks will be cause for payments to be made in the form of money orders or cash only. All tuition checks are to be made payable to "Giant Na's".

Stepping Stones requires an 100 dollars registration and a two week advance tuition deposit to reserve the spot for each child. The deposit will be held by Stepping Stones and may be used for delinquent payments or final notice at the school's discretion.

Stepping Stones does not offer any credit towards tuition due to illness, holidays, or vacations. These days were taken into consideration when tuition was determined. Tuition rates are standard even during weeks of holidays and when school is closed.

There are three exceptions to this rule:

There is a 10% discount for two full time siblings.

There is a 10% discount for the month in which a child you refer enrolls.

Stepping Stones reserves the right to close for a period of one day to one week for repairs or other service, giving 30 days notice. We also observe the following holidays and will therefore be closed (holidays occurring on a Sunday will be observed on the following Monday or the previous Friday):

New Year's Eve

New Year's Day

Martin Luther King Jr.

President's Day

Memorial Day

Independence Day

Labor Day

Veterans Day

Thanksgiving and day after

Winter break (Last week of Dec)

Withdrawal/Schedule Change

Stepping Stones reserves the right to put all new children on a thirty day trial basis to ensure that our environment is well matched with their needs. Our staff and administration have

developed policies to maintain a safe environment for all children. In the event of inappropriate behavior directed from a child to another child or teacher (hitting, kicking, biting), parents will be notified immediately. The director will decide if further action is necessary (parent involvement, suspension, or dismissal).

Termination of care/by the Center

As stated above, the child's adjustment to the Center and the appropriateness of this particular care arrangement for an individual child may be cause for concern for the child's well being. If the Center does not feel that it is meeting the child's needs, we reserve the right to terminate the care arrangement on a time-line that is in the child's best interest. Other reasons that may result in termination of care include:

1. Failure to complete required paperwork in a timely manner
2. Failure to provide verification of child's physical examination within thirty (30) calendar days of enrollment in a Center program
3. Failure to provide updated immunization records as needed
4. Failure to pay fees and penalties. Delinquent fee. Checks returned by the bank.
5. Three (3) late pickups of your child within a six (6) months period.
6. Three (3) consecutive days of absence without notification will be considered a voluntary withdrawal by the parent.
7. Failure to adhere to Stepping Stones policies or comply with community care licensing requirements
8. Ineligible for services due to laws, regulations or other legal requirements
9. Lack of cooperation from parents with the Center's effort to resolve differences and/or to meet the child's needs through parent/staff meetings or conferences.
10. Child exhibits special needs related to a serious illness that we cannot meet at the Center. In this case, the Center's staff will make every effort to involve the parents and possibly other resource persons (as appropriate, in order to jointly decide on the best course of action for this child before termination occurs).

Termination of care/by the parent

Since preschool space is limited in this area, any children absent for a period of 3 days without notification will be considered withdrawn. The vacancy will be made available for another child and re-enrollment of the previous child will depend upon availability. Stepping Stones requires a 30 days advance written notice of any schedule changes.