

**Little Language Ambassadors
Parent Handbook**

**Little Language
Ambassadors**

License# 376701139

1635 Lake San Marcos Drive, Suite 101

San Marcos, CA 92078

Telephone: 760.510.9639

Fax: 760.290.7010

<https://littlelanguageambassadors.com/>

Table of Contents

Welcome to Little Language Ambassadors!	5
About Us.....	5
Our Mission	5
Our Owner	5
Our Programs / Hours of Operation	6
Preschool Program	6
Early Drop-Off.....	6
Afterschool Program	6
Summer Camp Program	7
Holidays.....	7
Our Staff	7
Our Families	7
Family Participation	7
Classroom Presentations	8
Open-Door Policy.....	8
Celebration of Holidays	8
Family Management System	8
Communication with Families	8
Feedback is Welcome!	9
Confidentiality.....	9
Employment of Staff Members by School Families	9
Our Curriculum	10
Curriculum Theory & Program Goals	10
Curriculum Goals	10
Social-Emotional Skills	10
Physical Skills	11
Cognitive Skills	11
Language Skills.....	11
Language Course Objectives.....	12
Outdoor Play.....	14
Child Guidance / “Discipline”	14
Observations, Screenings and Assessments	15
Screen Time	17
Enrollment Requirements.....	17
Admission Agreement.....	17
Required Forms	17
Immunizations	18

Tuition & Fees	18
Tuition Commitment	19
Payment Options	19
Enrollment Fee	19
Tuition Deposit	19
Sibling Discount	19
Returned Check Fee / Denied Electronic Payment Fee	20
Late Payments	20
Late Pick-Up Fee	20
Withdrawing from LLA.....	20
Prior to School Year	20
During the School Year	20
Refunds	21
Reinstatement	21
Cancellation of Programs.....	21
Priority Enrollment.....	21
Code of Conduct	22
Daily Operations	23
Drop Off and Pick-Up Procedures	23
Attendance Records	23
Absences	23
Arrival Routine	23
Late Arrival	24
Authorized Pick-Up List.....	24
Non-Release to Adults Who May Pose a Safety Risk	24
Custody Documents	25
Personal Belongings.....	25
Clothing.....	25
LABEL! LABEL! LABEL!	26
Comfort Toys / Personal Items	26
Photography / Social Media	26
Annual Picture Day	26
Health & Safety	27
Meals & Nutrition	27
Snack.....	27
Lunch	27
Food Safety	27
No Nuts Allowed.....	27

Birthday Celebrations	27
Supervision of Children	28
Child Illness / Wellness	28
Communicable Diseases	28
Daily Health Screening	30
Administration of Medication	30
Sunscreen & Other Over-the-Counter Medications	32
Documentation of Medication Administration	32
Allergies	32
Posting of Medical Conditions / Allergies	33
Rest Time.....	33
Hand Washing.....	33
Diapering.....	34
Toilet Training.....	35
Emergency Preparedness & Procedures	35
Emergency Drills.....	35
Notification of Families in the Event of a School-Wide Emergency	36
Accidents or Injuries	36
Medical Emergencies	36
Inclement Weather / Unanticipated Closings	37
Limited Entry	37
Parking Lot Safety.....	37
Security Monitoring.....	38
Child Abuse Reporting.....	38
Smoking, Drugs, Alcohol & Weapons Prohibition	38
Transportation	38
Pet Policy	38
Regulations	38
No Discrimination.....	38
Inclusion & ADA Compliance.....	38
Activity Permission, Assumption of Risk and Release.....	39
Licensing Standards for Child Care Centers.....	39
Parents Rights	40

Welcome to Little Language Ambassadors!

Welcome! We are so excited that you have chosen Little Language Ambassadors (“LLA”) for you and your child. We are San Diego’s premier Spanish immersion preschool, afterschool and summer camp program.

This Parent Handbook (“Handbook”) is intended as a guide to the policies and procedures of LLA. Please read it carefully to ensure that you fully understand all information provided, as adherence to the policies listed below is a requirement for continued enrollment in our center. All parents are required to acknowledge receipt of this Handbook in writing upon enrollment in LLA. In the event that we make any updates of significance, we will notify our families of the changes. If you have any questions, please never hesitate to reach out to us. We are here and happy to help.

For the purposes of this Handbook, the terms “parent” and “family” refer to a child’s parent/s, legal guardian/s, sponsor/s or anyone else who is legally responsible for the child’s well-being and best interests.

We thank you again for becoming a part of our community of language learners! We are excited to be on this journey with you and your child!

- *Laura Lee & the Little Language Ambassadors Team*

About Us Our Mission

At LLA, we believe that language is the key to the world. We believe that being able to speak two or more languages opens up doors and provides endless opportunities for enhanced communication, understanding and appreciation for other people and cultures. We are committed to inspiring and educating the next generation through our 100% Spanish immersion program. Our mission is to nurture and develop the natural ability that all children have to speak a second language effortlessly and fluently, giving these little ambassadors an advantage as they become the future citizens of the world.

Our Owner



Laura Lee is an accountant and has years of experience working in corporate accounting in both the U.S. and Mexico. Her passion for learning about different cultures and languages started when she studied abroad in high school in Salto, Uruguay. After graduating from San Diego State University with a B.S. in Accounting, Laura took a job as an accounting manager in Guadalajara, Mexico where she lived for 3 years. While there, she was “adopted” by a Mexican family and still visits Guadalajara frequently. After leaving Mexico, she studied Chinese in Beijing, China for six months before returning home to San Diego. Her experiences abroad taught her that being bilingual opens up opportunities, broadens one’s worldview and enhances all life experiences. Laura is a first generation Chinese American, but those closest to her says she is part Mexican too! She

has a daughter who attended Little Language Ambassadors and is bilingual...and hoping to be trilingual one day!

Our Programs / Hours of Operation

LLA offers programming for children ages 18 months through 12 years old.

Preschool Program

LLA offers two options for preschool, a half day and an extended day program. The extended day program is an extension of our half day program.

Children can attend 2 days per week (Tuesday & Thursday), 3 days per week (Monday, Wednesday & Friday) or 5 days per week (Monday – Friday).

Preschool Program – Half Day

Our half day preschool program, for children ages 18 months – 5 years old, runs Monday – Friday from 9:00 am – 2:00 pm.

Preschool Program – Extended Day

Our extended day preschool program, for children ages 18 months – 5 years old, runs Monday – Friday from 9:00 am – 5:00 pm.

Preschool Program – Drop-Off Program

Children who are registered for our half day program may stay for extended day on an as needed basis, for an additional daily fee. Advanced notice is strongly encouraged.

Preschool Class Assignments

At LLA, we use the following age guidelines, as well as the developmental readiness of each individual child, to form our preschool classes. Class formations are also based on the number of students enrolled for the school year, as well as classroom and facility capacity.

- *Bebés* – 18 months up to 30 months
- *Transición* – 2 to 3 years old
- *Pequeñitos* – 3 years old to young 4 years old
- *Pre-Kinder* – 4 to 5 years old
- *Kindergarten* – 5 to 6 years old

Early Drop-Off

Our early drop off service is available from 8:00am – 9:00am. Children who attend early drop-off will be escorted to their classroom by an LLA staff member when it is time for school to begin.

Afterschool Program

Our Afterschool Program, for children ages 5 – 12 years old, is held Monday - Thursday from 3:30 pm – 5:30 pm. Children can attend 1, 2, 3 or 4 days per week.

This program provides activities specifically designed with elementary school age children in mind. Many activities are group based to enhance and develop conversational skills and fluency in Spanish. We also focus on developing excellent reading and writing skills. The program is taught by our experienced, native-Spanish speaking teachers.

Summer Camp Program

Our 100% Spanish immersion summer camp program, for children ages 18 months – 7 years old, runs Monday – Friday from 9:00 am – 2:00 pm. We welcome new and returning students to our summer camp program.

Early drop off is available starting at 8:00 am, and extended care runs until 5:00pm. Children may sign up for an additional fee, as noted on our Tuition & Fees Schedule.

Our summer camp program provides an excellent opportunity for our students to begin their Spanish journey, or to retain their Spanish proficiency over the summer! Our campers practice their Spanish while having fun with music, arts and crafts, cooking, role play, water play, soccer and other interactive activities.

Holidays

LLA is closed for the following holidays:

- Labor Day
- Thanksgiving Day
- Christmas Day
- New Year's Day
- Martin Luther King, Jr., Day
- Presidents' Day
- Memorial Day
- Independence Day

LLA also closes annually for a 1-week long spring break and a 1–2-week long winter break.

Please refer to the school calendar for additional days that the school will be closed and other important dates.

Our Staff

At LLA, we know that the quality of our staff is a key to our success. Our teachers are the ones on the ground, making the LLA dream a reality every day. LLA teachers are all native Spanish speakers, ready to support your child's journey towards speaking Spanish. All LLA staff members have been screened through Child Care Licensing, and have completed law enforcement background checks and Mandated Reporter training prior to being with the children. We require all staff to take Pediatric First Aid and CPR training. Finally, all of our staff members must be passionate about supporting young children and committed to providing the highest quality early childhood education. We respect and accept young children and their families, and always keep our focus on the best interests of the child.

Our Families Family Participation

LLA believes strongly in collaboration with families. As the most significant adults in a child's life, parents are our partners and we encourage them to volunteer and to participate in all classroom activities, parties, clean up days and field trips whenever possible.

Classroom Presentations

We invite parents to come to the school and share stories about your work or your expertise with the students. In the past, we have had presentations from parents who were dentists, firefighters and naval pilots, as well as presentations from parents about the planets. We welcome all parents, whether or not you speak Spanish, to share a mini-presentation in Spanish with our children. If you do not speak Spanish, don't worry! We will help you and it will be great.

Please contact your child's teacher to schedule a time and day that works for you and the children.

Open-Door Policy

LLA values the participation of families in our school, both formally and informally. LLA therefore has an open-door policy, meaning that parents are always welcome in their child's classroom. LLA does ask that parents and teaching staff work together to ensure that a parent's time in the classroom works towards the child's success. For example, if a child is struggling with separation, the teachers may recommend that the family not come visit during the transition period, as this could make the transition harder.

Celebration of Holidays

LLA recognizes and celebrates the varied cultural and religious backgrounds of families in our school. We actively invite families to join us for holiday celebrations and to share traditions, special foods and music with the class. Such experiences enhance the learning for all of us. Please contact your child's teacher in advance to plan your visit.

Family Management System

LLA utilizes ProCare as our family management system. We use ProCare to track attendance, manage billing and for communications. All families must set up an account in ProCare upon enrollment.

Communication with Families

Teachers will communicate with parents on a regular basis, and in a variety of ways, about their child's experiences here at LLA.

Our primary means of regular communication is through ProCare. This application enables teachers and families to send brief messages and information easily. For detailed conversations or longer messages, parents are asked to schedule a time to speak with the teacher in person or over the phone, rather than sending long messages via ProCare. Please note that teachers are not allowed to utilize technology to communicate with families during the school day, as they are engaging with your children. Teachers will respond to messages within 24 business hours, typically sending their responses after the school day has ended or before the next day begins.

For a brief share, drop off and pick-up are great moments for touching base. For any conversation that will take longer than a few minutes, or which is of a sensitive nature, families are asked to schedule a time to meet with their child's teacher when the teacher is able to arrange for proper coverage of his or her classroom.

Employees are prohibited from sharing their personal contact information with families except in very unique circumstances which must be approved by the Director. Lead and assistant teachers on a teaching team will regularly share information with each other and, when a concern is raised, with the Director as well.

In the event that a concern is not resolved while speaking with the teacher, or if a family has a concern that it is uncomfortable bringing to the teacher, families are always welcome to reach out to our Director and, finally to our owner, Laura Lee, if needed. Our leadership team is always happy to hear from families and is here to help you.

We also send school-wide newsletters, post information and photographs on our Facebook page and host an annual Back to School Night during which we share important information with our families.

Feedback is Welcome!

At LLA, we continually refine our program to offer the best in language learning and early childhood education, and we value feedback from our families. Comments, concerns, criticisms, compliments, complaints – we encourage you to share them all.

Confidentiality

In order to provide the best learning and social situation for each individual student, the LLA teaching staff, administrative staff and other employees have access to a great deal of confidential information about students and their families. LLA employees are prohibited from sharing confidential information about students and families with anyone outside of the LLA staff without a Confidentiality Release form signed by the child's parent or legal guardian, except when required by law. This explicit, written permission must be obtained from families before LLA staff can speak or work with specialists contracted by the school and/or families to observe and/or work with children.

Confidentiality Release forms will be valid for one year from the signature date, unless the family submits a written request to retract his or her permission prior to that date.

Employees can and will share confidential information about a child and/or family members, on a need-to-know basis, with the following LLA employees, without additional permission from families:

- LLA Owner
- LLA Director
- Teaching staff working with the specific child in question
- Staff specialists
- Administrative staff

LLA will also provide information, as required, to California Child Care licensing officials.

Employment of Staff Members by School Families

LLA recognizes the tremendous skill of our employees and respects the fact that families may want to hire them to babysit for their children, provide Spanish tutoring or engage in other forms of employment outside of school hours. However, due to potential conflicts of interest and liability concerns, LLA prohibits our employees from working for enrolled

families in any capacity other than through their employment at LLA. LLA employees are also prohibited from providing services similar to those offered by LLA to non-enrolled families within a 20-mile radius of our school.

Our Curriculum

Curriculum Theory & Program Goals

Our play-based curriculum is inspired by numerous research-based theories of early childhood development and education:

Jean Piaget: Cognitive-Development Theory/Constructivism

In 1963, Jean Piaget published a study of cognition which proposes that children must take an active role in their own development. Piaget further demonstrates that interaction with the environment and a child's cognitive organization of experiences results in intelligence. Specifically, this theory emphasizes the fact that a child's knowledge is constructed gradually through ongoing experiences which, over time, permit the child to develop an expanded understanding of the information gleaned from the experiences. As children grow, they assimilate new information and incorporate it into their existing structure of knowledge. In this sense, children actively construct knowledge through their experiences.

Lev Vygotsky: Vygotskian Approach

Like Piaget, Vygotsky also believed that knowledge is constructed by children themselves. Vygotsky claims that both physical and social interactions are essential for development. Proclaiming the significance of social context, Vygotsky asserts that children learn by first sharing activities with others and then by experiencing them on an individual basis. He demonstrates that adults within the child's social environment – family, school, community and culture – must play the role of social mediator and must facilitate learning by first determining what each child actually understands. Teachers then provide instruction, intentional materials within the environment, and experiences to scaffold the child's learning to ever increasing levels of competency.

Lucy Sprague Mitchell: Banks Street Model of Education

Mitchell created a model of education which focuses upon the education of the whole child - including the development of emotional, social, physical and intellectual skills – through experience-based curriculum.

Curriculum Goals

At LLA, it is our goal to provide our students with high quality early childhood education in Spanish. While introducing all concepts and activities in Spanish, we work to support the whole child, focusing on key developmental skills:

Social-Emotional Skills

The social-emotional growth of children is the key element of our curriculum because we know that, without strong social-emotional skills, children will not be successful in the world around them. We foster this development by building relationships amongst children and adults through warm, respectful communication and modeling. We help each child develop a strong sense of individual self-worth, and build a community which

appreciates the uniqueness of each adult and child. At LLA, we believe in the value of diversity, and we celebrate the varied backgrounds of our children and families.

Physical Skills

The development of strong fine and gross motor skills is vital to many experiences children will have in their future, both in and out of school (such as sitting at a desk, playing on the playground, participating in sports, riding a bicycle, exercising, drawing, writing and self-regulation). In our school, we support the development of fine motor skills by providing a variety of hands-on experiences including writing, drawing, cutting, clay-work, painting and the creation of 3-dimensional art. We also provide a wide variety of sensory-rich experiences, knowing that the more surfaces children touch, the more their sensitivity to texture solidifies and the more their hand-eye coordination increases.

Teachers incorporate a variety of opportunities to develop children's gross motor skills throughout the day by providing the children with opportunities for running, jumping, climbing, skipping, dancing and kicking balls. Each child is offered a minimum of 60 minutes of physical activity each day.

Cognitive Skills

In today's world, where Google can answer any question and provide you with any fact, our primary focus is teaching children *how* to think, as opposed to telling them *what* to think. We encourage children to not only ask questions, but to help find the answers themselves. Our goal is to provide experiences in which the children have the ability to physically process information and to create connections in their minds, literally building their own knowledge.

Language Skills

Young children develop language skills at a remarkable rate and we provide opportunities to help them do so. We facilitate the growth of spoken language through speaking with the children and through actively encouraging them to speak with each other. We ask for their opinions, model patterns of conversation, ask them questions and utilize descriptive language to help them begin to label items and feelings. We encourage the development of pre-literacy skills through reading to children regularly, and through making books and the discussion of books an important part of their daily experience.

We start exposing our students to written words, as well as oral language, from the very early stages including beginner, preschooler and even toddler levels. Our level and age-appropriate books and worksheets have been specially chosen according to our program's syllabus and approach, which allow us to systematically and progressively build these skills in a planned, organized sequence.

Language is acquired in whole-meaning chunks. It is not broken down into small, unrelated segments. This is usually achieved by integrating the language learning experience into a language theme interwoven in all curriculum areas and activities throughout the day. This is why all the activities within our lessons and all the lessons within our language units are linked thematically. All our activities, lessons, and units are, therefore, carefully planned around themes which are also organized within an overall syllabus.

We integrate three approaches to language learning into our curriculum:

Comprehension Approach or Natural Approach to Language Acquisition

At LLA, our students acquire language skills through the “Natural Approach” to learning. The Natural Approach is a language learning theory developed by Dr. Stephen Krashen of the University of Southern California and Dr. Tracy Terrell of the University of California, San Diego. It is a developmental method of teaching that mimics how people acquire their first language.

Language acquisition naturally begins with the development of the *listening skill*: A baby spends many months listening to the people around him or her long before he or she ever says a word. The child chooses to speak when he or she is ready. In this method of teaching, the same notion is applied to foreign language learning. Students *listen* to the teacher using the target language to communicate from the beginning of their learning process. We place special emphasis on keeping the appropriate and necessary balance of all the skills, always providing enough listening time and oral work for students to master their listening comprehension abilities.

Total Immersion Communicative Approach

Our teachers make the meaning of their words clear through body movements, facial expressions, visuals, hands-on materials and many other resources. We incorporate a wide variety of teaching resources, materials and techniques in our programs in order to keep all of the language presented simple, clear and easy to understand. Language is not only the object of study; it is a key vehicle for classroom communication. Teachers use Spanish to give instructions, ask questions, interact, persuade, and express feelings and opinions. Most importantly, teachers use Spanish in play. The teacher’s task is to establish situations likely to promote communication. We promote real exchanges of information among the students, and create truly communicative situations in the classroom. Students *use* the language through activities such as games, role-plays, and problem solving at LLA.

Whole Language Learning

Language is a total process of listening, speaking, reading and writing. According to Enright and McCloskey, educators of English to speakers of other languages, all the language processes work together to help in the acquisition of each. Students need to use listening, speaking, reading and writing as part of a whole, rather than as separate skills, from the very beginning of the language acquisition process. The Whole Language approach is reflected in the classroom, where there are hundreds of meaningful written words for the students to encounter in every corner and wall.

Language Course Objectives

At LLA, we create a classroom environment which will:

- Create an interest and enjoyment in foreign language learning
- Introduce the children to numerous words and expressions that they can eventually use to communicate effectively
- Cultivate a positive attitude toward foreign cultures and people
- Enable children to:
 - Recognize the sound system of Spanish and distinguish its phonemes
 - Understand and respond to simple instructions and personal questions

- Understand information relating to themselves and their immediate environments of home, school and community
- Ask and answer personal questions
- Make short personal statements
- Sing songs and recite chants in Spanish
- Use formulaic phrases, e.g., *Puedo tener las tijeras por favor?* / *May I have the scissors?* to interact with others
- Develop proper Spanish pronunciation

How to accelerate the language learning process:

The younger a child is when exposed to foreign languages, the better. To support our language learning goals, parents should try to expose children to Spanish as much as possible *outside the school*. Here are some ways you can do this:

- **Review your child’s weekly school work:** Review the weekly theme covered in school. Ask questions about the theme, read over your child’s work, or have your child explain it to you.
- **Listen to music in Spanish:** There are many great options and authors to sing along with or just listen to in the car. We have a number of examples on the [Resources page of our website](#).
- **Expose your child to native Spanish speaking people:** Become interested and involved in the culture even if you don’t speak the language. We are fortunate to live in a multicultural community where there are thousands of Spanish speaking people to interact with at the park, beach, etc.
- **Watch movies and television shows in Spanish:** Many movies have specific language learning purposes such as *Las Pistas de Blue* and *Plaza Sésamo*, among others. Other commercially produced videos can also be a powerful stimulus to oral input. You may have your child watch any regular movie he/she enjoys or is familiar with by simply changing the language features to Spanish. “V-me” is a Spanish broadcast offered by PBS.
- **Spanish web-sites:** Another interactive way to exercise their skills is through Spanish learning sites and apps. These sites are usually available for free on the web. They vary in skill requirement and difficulty so make sure you choose the appropriate ones. We do not recommend that young children spend more than 15 minutes a day on screens.
- **Reading to your child:** If you are confident with your own language skills, read books to your child in Spanish. Many public libraries also offer Spanish story time.
- **Label different objects around the house** and in your child’s room in Spanish once you know your child is able to recognize the letters and knows the words orally.
- **Schedule a specific time for Spanish:** Native speaking parents often get frustrated when their children refuse to answer back to them in Spanish. It is important that you do not impose it to your child or fight about it. Instead, make a plan or strategy with them. We recommend pre-arranging a specific time or period of the day called “Spanish hour” or “Spanish time,” along with an engaging activity that you know your child will enjoy. This way they know what it is expected from them and have a timeframe. They will also feel they can communicate their needs

and feelings with you in English if they need to. Be patient and persistent in this routine. You may progressively start using Spanish more frequently on a regular basis once your children are comfortable enough. Always explain to them why it is important for you and for them to learn the language.

- **Travel!** Visit any of the different Spanish speaking countries with your children. It is a great motivation for both them and you!
- **Book Orders:** If you are interested in purchasing book in Spanish for your children, we have subscriptions with Scholastic Books and with Usborne Books. Please ask our Director for details about ordering books in Spanish. Our school code for Scholastic Books is: PRCRX.

Outdoor Play

LLA understands the importance of outdoor play for young children. Research has demonstrated that being outdoors not only bolsters children's physical development but also their cognitive development as well. We therefore schedule at least 45 minutes each day for all preschool children to play outside. If your child is not well enough to play outside, please keep him or her home for the day.

In the event that the wind-chill, heat-index or other weather conditions represent a health or safety risk as determined by the [Child Care Weather Watch Chart](#), LLA will limit, switch or cancel time outdoors as needed for the given day. Please ensure that your child wears weather appropriate clothing and footwear so that he or she can enjoy his or her outdoor time in safety and comfort.

Child Guidance / "Discipline"

What is often referred to as discipline, we here at LLA view as a key part of our curriculum. Helping young children develop the skills to behave in both a developmentally and socially appropriate manner is a key piece of our work as educators. We believe that every child deserves to be seen in the highest possible regard and that adults are responsible for actively supporting their needs. As educators, we believe that every behavior is a message. When challenging behaviors arise, the adults must work together to figure out what isn't working for the child and how we can help.

Our center utilizes a variety of methods to create a safe and positive learning environment for all children.

- We begin with the belief that the physical environment is, in itself, a teacher. When a classroom is calm, organized, developmentally appropriate and engaging, we have taken the first steps towards setting children up for success.
- Our teachers are trained in developmentally appropriate behaviors so that they can set realistic expectations for the specific age group they are teaching.
- Beyond generalized expectations, we also learn about the needs and interests of each child so that we can, from the beginning, provide children with as many of the tools possible to help them be successful.
- We treat children with the respect they deserve at all times because we want them to know they are valued and safe.

- Redirection is conveyed in a positive manner: We tell children what they should do (“shovels are for digging”) as opposed to what they should not be doing (“don’t swing the shovel”).
- We use logical consequences as a form of guidance. For example, if a child throws a toy, we gently but firmly require the child to pick the toy up before moving on to play with something else. We explain the relationship between the act and the consequence in a developmentally appropriate manner.
- Conflict resolution is dealt with on an individual basis so as to support all children involved.
- We model problem solving skills, helping children learn how to resolve their own interpersonal problems, in an age-appropriate manner, rather than solving the problems for them.

We never:

- Physically harm children or utilize any form of corporal punishment, including but not limited to yelling, slapping, spanking, yanking, shaking, pinching, exposure to extreme temperatures or other measures producing physical pain, putting anything in the mouth of a child, requiring a child to exercise, or placing a child in an uncomfortable position.
- Shame, threaten, humiliate, frighten or intimidate children
- Use abusive or profane language.
- Threaten a prohibited action even if there is no intent to follow through with the threat
- Withhold food, beverages or other physical necessities
- Restrain children in devices such as high chairs or feeding tables for disciplinary purposes
- Withhold active play time for disciplinary purposes
- Use “time outs.” Children are given the time, space and support they need, without judgment, to self-regulate. We provide a “Take a Break Area,” a safe space, away from other children, but visible to staff, for children to go when they need to “calm down.” This is never used as a punitive measure, but rather respectfully allows the child the space and time to prepare to reenter play.

We always maintain the highest level of professionalism which includes kind, respectful and gentle tones when speaking with children.

Observations, Screenings and Assessments

Teachers routinely observe each child’s development, including but not necessarily limited to speech, articulation, social-emotional, cognitive, behavioral and physical development. These observations occur both formally and informally throughout the year, and teachers utilize a variety of methods to observe including note taking, photography and videography.

Teachers complete a Spanish assessment packet for each child in his or her class at least three times per year to determine the child’s progress in Spanish. These observations and evaluations help us identify each child’s strengths and opportunities for growth.

Progress reports are sent home at the end of each term. The grading system used at LLA is meant to reflect the developmental progress of each student in a variety of areas. The grading key is as follows:

- M – Mastered
- P – In Progress
- R – Remains a Goal

In addition, teachers will provide comments and share insights about your child's behavior, participation in class, understanding and following of directions, helpfulness and cooperation. Parent teacher conferences are available upon request.

Teachers use the information gleaned from their observations to inform the individualization of their planning. Individualizing the curriculum goals, the development of classroom management strategies and the creation of strategies for specific children is a central responsibility of teachers. It occurs on a regular basis and is communicated to families as appropriate.

On occasion, the teacher's observations indicate potential benefit from intervention comprising additional classroom strategies and/or referral for observation by a specialist. In the event that a teacher feels it appropriate based upon observations of a child, the teacher shares observations about a child with the Director. The Director and the teacher establish a plan for further support which may include such steps as further observation, follow up meetings, creating a list of classroom strategies to assist the child, conversation/s with the family and/or recommendations for observation by a specialist.

If, based on the objective observations of the teachers, the Director determines an observation by an outside specialist is warranted and would benefit the child, the Director and the teachers will meet with the child's family, share the school's observations and request permission from the family to have the child observed. Individual children will only be formally observed by outside specialists with the family's written permission. All observations conducted by and communications with outside specialists remain confidential and are shared only with the child's family and relevant LLA teaching staff and/or employees as detailed in our Confidentiality Policy.

In the event that a child has an Individualized Educational Plan (IEP) or Individualized Family Service Plan (IFSP), and/or special needs assessments, teachers will utilize these plans to inform individualized instruction in collaboration with the family. If a child is receiving support services, in order to best support the needs of the child, and so that the school can work together with the family and the specialist as a collaborative team, the school will ask the family to provide written authorization for the teacher and relevant LLA teaching staff and employees to work directly with specialists. Documentation of all observations and meetings between teaching staff, specialists and families will be kept confidential.

LLA strives to meet the individual needs of every child who attends our school whenever possible. When additional supports are needed, LLA will provide them to the extent that is viable. In the event that LLA determines a child needs one-on-one support in the classroom, it will become the responsibility of the family to cover all costs associated with

that support. Anyone providing support to a student in the classroom will report to the lead teacher for guidance while the child is in the classroom.

In the event that a family is unwilling or unable to pay for one-on-one support, or does not agree to other reasonable supports which LLA determines are needed to adequately support a child, LLA has the right, at the sole discretion of the Director, to counsel a family out of the school. In such cases, regular withdrawal policies apply.

Screen Time

LLA recognizes that children's use of screens can have numerous negative physical and psychological impacts. Therefore, we limit screen time at LLA in the following manner:

- Children under the age of two years old do not have any screen time at LLA.
- Screen time for children ages 3 and older is limited to occasional programming used to enhance our studies of Mexican holidays, Spanish songs and stories
- School ages children who need technological devices to complete school work may do so as needed.
- Screen time is not allowed during meals and snacks.
- All use of technology by children at LLA must be:
 - Developmentally appropriate
 - Interactive
 - Used to extend and support the learning goals for the children
 - Directly related to the lesson

All screen time content is carefully reviewed prior to showing it to the children to ensure that the content is non-violent and developmentally appropriate for the youngest child present. Only content rated G will be made available at LLA. Alternate activities are always made available during screen time for any children who do not wish to engage with the screens.

Enrollment Requirements

Admission Agreement

This Handbook, in conjunction with the individual child registration forms, serves as the LLA Admission Agreement. Upon enrollment, parents must review this entire document and, in the child's registration form, acknowledge their agreement to comply with all enclosed policies and procedures as a condition of their child's continued enrollment.

LLA reserves the right to alter our policies and our program at any time and it is the responsibility of families to review this Handbook to remain familiar with our most current policies. In the event that LLA will be making any notable changes to our policies or programs, we will notify families. Thirty days' notice will be provided to families of any LLA rate or enrollment changes.

Required Forms

All required enrollment forms must be submitted to the office at least 24 hours prior to a child's start date. A delay in submission of required forms may result in a delay in the child's start date or loss of the child's slot at LLA.

Families must update their required forms each year before the first day of school so that all information is current.

LLA will retain copies of all child records for a minimum of three years following a child's last day of enrollment at our center.

Immunizations

In accordance with California Code of Regulations, Title 17, Section 6035(a), LLA will not allow children to attend our school who have not received all vaccinations required by the state of California for children enrolled in preschool programs. Parents must provide LLA with documentation of full immunization, signed by the child's pediatrician, prior to the child's first day at our school. LLA will notify families of enrolled children who are missing required immunizations as new immunizations come due. Families must ensure that their children remain up to date with their immunizations, and must provide LLA with updated immunization records as appropriate. Failure to comply with this policy may lead to termination of enrollment.

Children who cannot receive some or all of the required vaccines due to a confirmed medical contraindication must receive a medical waiver issued through the [California Immunization Registry Medical Exemption website \(CAIR-ME\)](#). Families can use this site to request medical exemptions from vaccination from their child's doctor. California licensed physicians utilize this same website to issue and manage medical exemptions for children enrolling in school or child care. For questions regarding this policy, please visit the [Shots for School](#) website.

The only other exception to this rule is that stated in California state licensing requirements, as follows:

A child "who has not obtained a permanent medical exemption ... to immunization in accordance with Section 6051, may be admitted conditionally if ... he or she has obtained a temporary medical exemption from immunization in accordance with Section 6050, and the pupil's parent or guardian is notified of the date by which the pupil must complete all the required immunizations when the temporary exemption terminates."

In such cases, families must provide a medical waiver signed by the child's pediatrician, stating which vaccines the child cannot receive and the earliest date at which the child can safely receive each vaccine. Families must then arrange for their child to be vaccinated within 14 days of the earliest date at which the child becomes eligible and must provide LLA with an updated immunization record documenting the vaccine.

In the event that a child is un-immunized or under-immunized in accordance with the above stated clauses, and a local outbreak or epidemic occurs of the disease/s for which the child is unimmunized or under-immunized, the child may be asked not to attend LLA until the outbreak or epidemic has been declared over.

Tuition & Fees

All tuition & fee amounts are listed on our Tuition & Fees Schedule.

Tuition Commitment

Our school year is based on our established 10-month academic calendar. We engage our staff, purchase supplies and equipment, and plan our operational budget on the assumption that children are enrolled for the entire academic year. By enrolling, families are committing to their child's enrollment in the school for the entire academic calendar and are liable for the full tuition. School year tuition includes holidays, school breaks and staff in-service days.

There is no reduction in tuition, nor do we offer make up days, for absences, vacations, shorter academic months or unanticipated closings that are out of our control.

In rare circumstances, LLA may, at the sole discretion of the Owner, decide to offer program-wide adjustments for extended, unanticipated closures.

Payment Options

Tuition payments are divided up into 10 equal monthly payments, due on the 1st of each calendar month, starting with the child's first month of attendance

All families are required to set up monthly, automatic tuition payments through ProCare. Automatic payments may be made using ACH bank transfer or by credit card. Payments made by credit card will incur an additional surcharge on the total invoice amount, as set by our merchant services company.

If a family desires to pay via cash or check, please contact Laura Lee to request this accommodation. All payments by cash or check must be made in advance of the tuition due date and must be pre-approved by the owner. LLA retains full discretion to approve or deny such requests.

Enrollment Fee

Upon initial enrollment of a new student, families must pay a one-time, non-refundable Enrollment Fee.

Tuition Deposit

An annual tuition deposit equivalent to one month of tuition is also due at time of enrollment to reserve the spot for your child. The deposit will be applied towards the tuition payment for the last month of the school year, or cancellation period if applicable. Tuition deposits are refundable according to the following schedule:

- Families who withdraw prior to August 1st will receive a full refund
- LLA will retain \$250 of any tuition deposit from families who withdraw after August 1st but prior to the first day of school. The remainder of the tuition deposit, and any other payments made, will be refunded, less any transaction fees incurred by LLA.
- The tuition deposit is non-refundable for families who withdraw on or after the first day of school. These families must abide by our [Withdrawal Policy](#).

Sibling Discount

LLA recognizes the financial commitment our families make in sending their children to our school. We are therefore pleased to offer a sibling discount for families with more than one child enrolled in our school in any given year.

Returned Check Fee / Denied Electronic Payment Fee

A returned check fee or denied electronic payment fee, plus applicable bank fees, will be charged for a family's first returned check or denied electronic payment. Families are expected to pay all fees, including the tuition amount due, within 24 hours of receiving notice from LLA. Late payment fees will be applied as stated in our [Late Payments](#) policy.

If a second check or electronic payment is returned, the family will be required to pay by cash, money order or certified bank check going forward.

Late Payments

A late payment fee will be assessed for all monthly payments not received by the 5th of each month, unless a pre-arranged payment has been authorized by the Owner.

In the event LLA determines that late payment or failure to pay has become a chronic issue for a family, LLA reserves the right to terminate enrollment immediately.

Late Pick-Up Fee

Families are required to pick their children up by their designated departure time. Late Pick-up Fees for any child picked up after the designated departure time will be assessed as stated on the Tuition & Fees Schedule and will be added to your next month's invoice.

Children will not be allowed to return to LLA until all Late Pick-up Fees are paid in full.

We will contact the family of any child who has not been picked up within 10 minutes of his or her scheduled pick-up time. If we cannot reach the family, we will contact alternate designated emergency contacts listed on the child's registration form. Upon arrival, the authorized pick-up person will be asked to sign a verification statement, noting the date and time of the late pick-up.

In the event that a child has not been picked up within one hour of center closure, and if we have been unable to contact any designated adult to arrange for pick-up, we will contact the authorities for support. At no time will a child be left alone at LLA. A member of our staff will remain on site until every child has been picked up.

Withdrawing from LLA

Should it become necessary for you to withdraw your child from our program completely, or to reduce his or her schedule, a written notice is required prior to withdrawal or start of reduced schedule, as described below. Written notices should be sent via email to Admissions@LittleLanguageAmb.com.

Prior to School Year

If withdrawing prior to the start of the school year, a written notice should be submitted as soon as possible. A portion of the tuition deposit may be refundable, as listed in the [Tuition Deposit](#) policy above. Any additional tuition payments made will be refunded.

During the School Year

If withdrawing or reducing your child's schedule once the school year has started, a written notice is required forty-five (45) days prior to withdrawal or start of reduced schedule. Tuition and fees for the forty-five (45) day cancellation period are still required

and are due at the time written notice is submitted, even if your child is no longer in attendance.

No cancellation or reduction of schedule will be allowed after January 15th. Any family who withdraws after January 15th is responsible for paying all remaining tuition payments due for the remainder of the school year, even if your child will not be in attendance.

Refunds

If a refund is owed upon a family's cancellation or reduction in schedule, a reimbursement check will be issued, less any administrative or banking fees incurred by LLA. In the event that tuition was originally paid via credit card, a 3.5% processing fee will be withheld from the refund amount.

Reinstatement

LLA is a 10-month long program, and does not allow families to take breaks in enrollment. In the event that a family withdraws from our program mid-year, that family is agreeing to give up their slot in LLA and understands that LLA will offer the vacated slot to another child if possible.

If the family then desires to re-enroll for the remainder of the year, it will be up to the sole discretion of the Owner as to whether or not to offer the child a slot, if there is one available. In order to be considered for reinstatement, the family's account must be in good standing. If reinstated, the family would need to pay the following fees, in addition to tuition:

- A new, non-refundable enrollment fee
- A new, non-refundable deposit equal to one month's tuition
- A separate, non-refundable reinstatement fee which will be determined based on the length of time the child was disenrolled, as stated in our Tuition & Fees Schedule

Families who have withdrawn and been reinstated in the past will not be considered for reinstatement a second time.

Cancellation of Programs

LLA reserves the right to cancel specific programs due to insufficient enrollment. In the event that LLA cancels a program, families will be offered the option to switch to another program, if there is one that is appropriate for the child. Otherwise, all families will receive a full refund as soon as possible, and within 14 days of cancellation.

Priority Enrollment

LLA offers priority enrollment for the following school year to all currently enrolled children, and their siblings, each year in the month of February. LLA will open enrollment to the general public in March, after which time currently enrolled families will no longer be guaranteed a slot.

Tuition rates are evaluated annually and, in the event that an increase is deemed necessary, enrolled families will be notified at least 30 days in advance of the priority enrollment deadline.

Code of Conduct

We are not only a school; we are also a community which values the individuals we welcome into our halls. In order to create and maintain an environment in which all members feel safe and welcomed, all adults in the LLA community are bound by the policies stated below.

All adults at LLA must:

- Adhere to the policies outlined in our school Handbooks
- Protect the physical and emotional safety of all members of the school community
- Treat all members of the community, including but not limited to children, families, faculty, contractors and staff, with dignity and respect at all times
- Appropriately implement as necessary all security protocols, following the direction of LLA employees

Adults at LLA may not:

- Bully, harass, or intimidate anyone at LLA, including but not limited to, students, staff and families
- Engage in abuse or neglect of any child or adult
- Utilize physical punishment, emotional abuse, time outs in any punitive form, withholding of food or any other harmful methods of discipline.
- Engage in inappropriate verbal interactions with anyone, including but not limited to, students, families or staff members such as:
 - name-calling or cursing
 - encouraging children to keep secrets from other adults
 - sexual or offensive humor
 - shaming, belittling or derogatory remarks including negative comments about physique, body development, dress or family
 - harsh language, harsh tones or raised voices that may threaten, degrade or humiliate

Because maintaining the emotional and physical safety of all members of the LLA community is an essential value of our school, failure to follow this Code of Conduct, or engaging in any other behaviors which are deemed to threaten the emotional or physical safety of a member of our community, may result in a family or staff member's termination from the school. In such cases, no refunds of tuition or fees will be granted to families.

LLA reserves the right, in its sole discretion, to discontinue the enrollment of any child, for any reason and at any time.

Daily Operations

Drop Off and Pick-Up Procedures

Attendance Records

Upon arriving and departing, your child must be signed in and out electronically, every day. If a child is picked-up mid-day and then returns to LLA that same day, the authorized adult must sign the child out upon pick-up and back in upon return, using ProCare.

Authorized adults must enter their unique PIN number, and sign using their full first and last names. Initials are not accepted by the state of California.

Families may not leave a child unattended at LLA. Each child must be left with a staff member upon arrival at the school and a staff member must be notified when a child is leaving.

Absences

Please contact the school by 9:00 am if your child will be absent unexpectedly.

If you know in advance that your child will be absent for any reason, such as a special occasion or family vacation, please notify your child's teacher in advance so that he or she can make any necessary preparations to minimize the impact on your child. Messages can be sent using ProCare, emailed to Admissions@LittleLanguageAmb.com or left via voicemail at the school office.

Arrival Routine

School begins at 9:00 am, and we recommend all families arrive no later than 8:55 am so they have time to help get their children settled for the day.

Routine is very important for young children, and helps set them up for success. We recommend that each family come up with a good-bye routine to follow each morning to help your child transition into the classroom. Your child's teacher will support you as needed to create an individualized routine.

If a child is struggling with separation in the morning, the teachers may recommend that the family stay for a brief period to help the child get settled, or they may recommend that the family say a quick good-bye and make a hasty departure. It is key for both teachers and families to understand that the transition from home to school is different for every child and every family. Close collaboration between families and teachers is often the key to a successful transition.

We know initial separation can be hard for parents, as well as for children. Young children are very perceptive, and if they sense that their parents are struggling with the separation, this can add to the child's own struggles. We therefore encourage our families to convey a clear message of confidence to their children – that you know your children will be safe and comfortable, that you are excited for your children, and that they can do this. We are always here to support you as well as your children.

While it may be tempting for families to sneak out the door when a child is momentarily engaged, doing so is a violation of trust for the child. LLA advises families to always be honest with their children, telling them when the adults are leaving, and reassuring them

that someone will be back at the end of the day. Being on time to pick up children at the end of the day supports that trust.

Please build a few minutes into your routine to share any important information which might impact the child's day. Children are very sensitive to changes in routine so things like a sibling being home sick, a family member being out of town, a poor night's sleep, or a new baby on the way can impact a child's mindset and behavior. Knowing about these types of circumstances help us understand and support your child.

Adults are asked not to utilize their cell phones when dropping off or picking up a child. Your child deserves your full attention during these important transitions.

Late Arrival

It is hard for young children to enter play and other activities that are already in motion, and so we strongly request that children arrive on time. If a child is routinely late to school, we will contact the child's parents, and together, we may discuss how a more punctual arrival time can be achieved.

Authorized Pick-Up List

Adults must park their cars and walk to the front door to pick him or her up for the day.

In ProCare, there is a place for you to list the names of individuals who are authorized to pick-up your child. These are the only people to whom we will release your child. This will be verified at time of pick-up. If you need to make a change to this list, please do so in writing prior to having the new person arrive at the school. This can be submitted via ProCare, email or a physical document. We will **not** release a child to a new adult until we have written confirmation from the child's parent or legal guardian. Any individual picking up a child from LLA must bring photo identification and be prepared to show it if asked. Employees will request photo identification from anyone they do not recognize.

Authorized adults must be at least 18 years of age.

Non-Release to Adults Who May Pose a Safety Risk

LLA cares deeply about the safety of your children and your family. Our concern prevents us from releasing any child to any individual who may pose a safety risk to your child whenever possible. This includes an adult who is, or appears to be, intoxicated or otherwise impaired, an adult who plans to drive a child without an approved child safety seat, etc. We reserve the right to not release a child into this situation and will require another authorized person to pick-up the child. The center Director will contact the emergency contacts to make arrangements for the child's transport to a place of safety. If no one is available to care for the child, the center Director will contact child protective services for guidance.

The only exception, is if the adult posing the safety risk is the child's parent or legal guardian, as we cannot refuse to release a child to his or her parent or legal guardian without a court order. In such cases, we will implement the following procedures:

- If a child's parent or legal guardian appears to be intoxicated, we will do our best to prevent the adult from taking the child by delaying as long as possible and contacting the child's other parent, guardian or alternate authorized adults. If we

are unable to delay release or to identify an alternate adult authorized to pick-up the child, we will notify the police and provide them with identifying information to help them locate the child quickly.

- If a parent or legal guardian arrives to pick-up a child by vehicle without a proper child safety seat, we will contact the child's other parent, guardian or authorized pick-up adult to attempt to locate a car seat prior to releasing the child.
- In either case, LLA will issue a one-time warning, reminding the family that we reserve the right to cancel enrollment for any family who does not provide a safe pick-up arrangement for their child. In the event that this happens a second time, LLA may choose to disenroll the child from our school.

Custody Documents

If there are any orders from the court (no-contact, protections, custody, etc.) regarding who can and cannot have contact with your child, it is imperative that you provide us with a copy of the order. Without legal documentation, LLA cannot prevent someone who has legal proof that he or she is, or is known as, a child's biological parent or legal guardian from picking up his or her child.

Sharing information regarding custody or domestic violence situations with the office and/or your child's teacher is strongly encouraged. Sharing this type of information allows the staff to be aware of additional security measure that may need to be taken.

LLA is not responsible for honoring any one parent's requests regarding their child in the issues dealing with the child's other parent. LLA will follow any and all signed and relevant court orders concerning custody arrangements.

All information will be kept confidential and only shared with staff members on a need-to-know basis as stated in our Confidentiality Policy.

Personal Belongings

Clothing

Children should wear clothes that are seasonally appropriate, comfortable and can get dirty. For children who utilize the bathroom, clothes that they can manage independently are best. Shoes and boots should be appropriate for active play including running and climbing, and should keep the children's feet warm and dry for outdoor play. Children who bring boots for outdoor play in inclement weather, such as rain or snow boots, must bring a pair of shoes to wear while inside the building. We do not allow open-toed or backless shoes/sandals at LLA.

Families should always pack a complete extra set of seasonally appropriate clothing, underwear and shoes for their child to have available at LLA. For children who are toilet training, please pack several complete outfits so your child can be comfortable even after having an accident (remember – accidents happen and are part of the process!). If we send home wet or dirty clothes, please be sure to send back a replacement set of clean clothes the next morning.

LABEL! LABEL! LABEL!

LABEL! LABEL! LABEL! Please clearly label all items that belong to your child with your child's first and last name. LLA maintains a lost and found. After a period of time, all unclaimed items are set aside for use in emergencies or are donated to a local charity.

Comfort Toys / Personal Items

Some children benefit from the support of a special blanket or toy, and we welcome these items into our classrooms. Children bringing comfort toys should plan to keep them safe in their cubbies during the day, although they can come out for nap time if needed. Please be sure to label all personal items with your child's name. Beyond one special security toy which helps your child be successful, we ask that you not send additional personal items from home (toys, books, etc.) as it can be hard to keep track of multiple items and they can be easily lost or broken. Weapon related toys such as toy guns, knives, etc., and personal electronics are not permitted at LLA. Please, never send items of great personal or financial value. LLA is not responsible in the event that any personal items brought from home are lost or broken.

Photography / Social Media

LLA staff members routinely take photographs and videos of enrolled students as a part of our curriculum. These videos and images are used for training, curriculum enhancement, observation and assessment as well as in internal LLA communications, such as class communications and school wide newsletters. Photographs may be displayed in classrooms and the hallways. By enrolling your child in LLA, families automatically grant us full permission to utilize images and videos of your child in this manner.

LLA also routinely utilizes children's images for marketing purposes, including but not limited to, in printed materials, on our website or on our social media accounts. Unless you specifically opt-out, by enrolling your child LLA, families automatically provide permission for LLA to utilize images and videos of their child for marketing purposes as described. LLA will never include a child's name in any marketing materials.

LLA will not be held responsible for any misuse of images by non-employees of LLA.

We encourage all families to follow us on social media, and to like and share our posts to help spread the word about our wonderful school! If you could take a moment to share your experience with us on Yelp! or Facebook, we would greatly appreciate your comments.

Annual Picture Day

LLA brings a photographer to our school once a year for annual picture day, typically in September. Families will be notified in advance of the scheduled picture day, and will have the opportunity to purchase photos of their child. We schedule a make-up picture day once a year as well, typically in October.

Health & Safety

Meals & Nutrition

Snack

LLA will provide a light snack for all students every day. Following state licensing requirements each snack will include at least two food groups. One of the food groups may be a drink. Snacks are not intended to be meals. If a child has allergies to certain foods or is on a restricted diet, parents may provide the snack for the child.

Lunch

A nutritious lunch in a bag or lunch box clearly marked with the child's name should be sent to school daily. Sandwiches, cheese sticks, fruit, pasta and muffins are examples of popular lunch items. Parents should refrain from sending desserts or other sweet snacks.

Food Safety

LLA follows appropriate food safety, handling and storage as outlined by the USDA and local Health Department. LLA will not serve foods that are identified as choking hazards to children under the age of 4. This includes but is not limited to nuts, whole hot dogs, hot dogs sliced into rounds, raw carrots, raw peas, marshmallows, spoonful of peanut butter, popcorn, chips, pretzel nuggets, whole grapes, seeds, hard candy, cheese cubes/sticks, chunks of meat larger than what can be swallowed whole and any food that is of similar shape and size of the trachea/windpipe. Food for toddlers must be cut into pieces 1/2 inch or smaller to prevent choking. This applies to all food, even food provided by families of children who need special diets.

No Nuts Allowed

Nut allergies are often extremely dangerous, even deadly, and can develop suddenly in some young children. In order to keep our children safe, LLA has a no nut policy, meaning that members of the LLA are prohibited from bringing nuts onto our property, including our building, our playground and our parking lot. We expect, but cannot guarantee, full compliance.

If you send your child with an alternative butter such as "sun butter" please mark what it is. Otherwise, the office will place a call to you to ask about the food item. If an item contains nut, teachers are very skilled at not making a big deal and saying "let's save this for when Mommy/Daddy comes" and we will provide an alternate snack.

Birthday Celebrations

We welcome families to join us in the classroom to celebrate your child's birthday. Families are welcome to bring a bite-sized special treat and birthday napkins to share.

Families are asked to schedule birthday visits in advance with your child's teacher, and to be sure to be mindful of any allergies in your child's class.

If you will be hosting a birthday celebration outside of school, you are welcome to distribute invitations at school if all children in the class are invited. If you are not inviting all children in the class, please distribute the invitations in an alternate manner and do not bring them onto school grounds. Teachers are discouraged from attending private

birthday parties for enrolled children, as they would not be able to attend them all and we want to avoid hurt feelings.

Supervision of Children

Children must be supervised **at all times** and in all areas while they are at LLA, from the time they are dropped off until they are picked up by an authorized adult. Staff and volunteers must be able to see and hear the children at all times. The only exception is that a child age four years old and older may go to the restroom and return to the classroom without direct supervision.

Staff members must coordinate to ensure that they remain within the legal ratios for their class at all times as specified by state licensing requirements:

Ages of Children	Adult: Child Ratio
Toddlers: 18 months – 36 months old	1:6
Preschool: 36 months old until enrolled in kindergarten	1:12
School-age	1:14

Staff members must be aware of where their colleagues and children are, and must strategically space themselves amongst the children, both while inside and when outside, so that they can, as a team, both safely supervise all children and productively interact with them.

LLA requires at least 2 adults to be present on site at all times when children are present.

It is the responsibility of all teachers to not only supervise the children to ensure their safety, but also to be active participants in the play, wonder and discovery that occur throughout the day, including on the playground. Staff should help children figure out how to utilize playground equipment, rather than placing children on or removing children from the equipment, and should closely monitor them while on any climbing equipment.

Children are under the legal custody of the family until they are signed in at drop off and as soon as they are signed out at pick-up. Families are required to supervise children in their custody at all times while on LLA property. LLA asks that families not remain on the playground or in the building after their child’s scheduled hours have ended.

Child Illness / Wellness

Communicable Diseases

Families may not send a child to LLA and must notify the school at once if their child has a communicable disease. If your child will be absent due to illness, please notify the office via email or phone prior to 9:00 am so the teachers can be notified.

Children and adults who contract a contagious illness cannot return to school until the contagious period has ended. In some cases, a note from the doctor will be required before the child or adult can return. Communicable diseases include but are not limited to:

- **Purulent conjunctivitis “pink eye”** (defined as pink or red conjunctiva with white or yellow eye discharge): Individual may return 24 hours after starting antibiotic treatment
- **Scabies.** Individual may return after treatment has been completed.
- **Lice** (Pediculosis): Individual may return once he or she is lice and nit free *and* 24 hours has passed since starting treatment
- **Tuberculosis:** Individual may return upon written permission from the doctor
- **Impetigo:** Individual may return 24 hours after starting antibiotic treatment *and* once sores are dry
- **Strep throat** (or other streptococcal infection): Individual diagnosed by physician with streptococcal pharyngitis may return 24 hours after antibiotic treatment has been initiated *and* once the child has been afebrile for 24 hours, without the use of fever reducing medication.
- **Chicken Pox** (Varicella): Individual may return once all sores have crusted and are dry (usually six days). Student must be evaluated by a physician before readmission to school.
- **Shingles:** Individual may attend school only if sores can be covered by clothing or a bandage; if not, individual may return once all sores have crusted and are dry
- **Pertussis:** Individual may return after completing five days of antibiotic treatment
- **Mumps:** Individual may return five days after onset of glandular swelling
- **Hepatitis A virus:** Individual may return one week after onset of jaundice, or upon written permission from the doctor
- **Measles:** Individual may return upon written permission from the doctor
- **Rubella:** Individual may return seven days after arrival of rash
- **Herpetic gingivostomatitis** (cold sores): If the child is too young to have control of saliva, then he or she must stay home until the sores have resolved
- **Coxsackie virus** (hand, foot and mouth disease): Individual may return to school upon written permission from the doctor
- **Fifth’s disease:** Individual may return to school upon written permission from the doctor
- **Influenza:** Individual may return to school after being symptom free, without use of symptom reducing medication, for a full 24 hours.
- **COVID-19:** Individual may return to the school as dictated by the current health and safety standards outlined by the CDC and according to the guidance of the local health department.

The school will notify the families of children who may have been exposed to a communicable disease, without identifying the individual who is ill. LLA will also notify the local health department of cases of certain communicable diseases, as required by California state licensing requirements.

In addition to these named illnesses, children and adults must stay home if they have any of the following symptoms:

- Temperature of 100.4°F or higher

- Symptoms of possible severe illness, such as unusual tiredness, uncontrolled coughing, unexplained irritability, persistent crying, difficulty breathing, wheezing, etc.
- Diarrhea. Individual may return 24 hours after the symptoms end
- Vomiting. Individual may return 24 hours after the symptoms end
- Ongoing stomach pain
- Mouth sores with drooling
- Rash with fever or behavior change
- If a child is unable to participate in indoor and/or outdoor activities due to illness

If a family suspects a child might be coming down with a communicable disease, the child should be taken to the doctor before returning to school.

All teachers are responsible for monitoring children for signs and symptoms of illness during the school day. If a staff member believes a child might be coming down with a communicable disease, or might be suffering from a non-communicable disease which is interfering with the child's ability to have a successful day, the child shall be removed from the classroom and cared for while awaiting pick-up. The school will contact the family, who must come pick up the child as soon as possible, and within 1 hour of being notified by the office. In the event that a family will not be able to pick up a sick child within a reasonable amount of time, families are asked to arrange for a backup authorized pick-up person to come instead. If needed, LLA will contact the emergency contacts listed on the child's registration forms. A sick child will be kept isolated from the other children in a comfortable setting with a familiar adult. It is always our goal to keep all of the children safe, healthy and comfortable.

LLA employees do not diagnose, they only report information to the parents or authorized adults. For example, employees do not tell parents that their child has "a fever," we report to families the degree of the child's temperature.

In the event that there is a question as to whether a sick child may attend LLA, the Director or Owner has the sole authority to make the final decision.

Daily Health Screening

In order to help prevent the spread of illness, teaching staff will conduct a brief daily health check of each child upon arrival, looking for the above-mentioned symptoms as well as any visible signs of abuse before accepting the child for the day. The adult dropping off the child for the day must wait at the center until the health screening has been completed.

In the event that any signs of illness are observed, the family will be asked to keep their child out of school, as stated in our [Communicable Diseases Policy](#). In the event that there are any signs of potential abuse, LLA staff will report their suspicious as detailed in our [Child Abuse Reporting Policy](#).

Administration of Medication

Whenever possible, treatment schedules that allow medicine to be given by families outside of school hours are requested and encourages. Family members and caregivers are welcome to come in to administer medication if needed during school hours. LLA will

administer prescription medication in the event that timing requires that it be administered during school hours.

Only staff who have been trained in Medication Administration can administer approved medication to children.

When medication is to be administered, the following requirements apply:

- Families must complete our Medication Administration Form for each medication, and provide a daily written statement indicating when the last dose of medication was administered prior to the child's arrival at LLA
- Families must provide the following information for each medication given:
 - The name and birth date of the child
 - Medication allergies
 - Doctor name and phone number
 - Pharmacy name and phone number
 - Name and strength of medication
 - Date/s on which medication is to be administered
 - Dosage (amount to be given) and frequency of required administration
 - Route of administration (such as oral, eye, nose, mouth, topical, inhalation, injection)
 - Medication expiration date
 - End date (when to stop giving the medication)
 - Reason for medication
 - Any special directions (refrigeration or room temperature, take with food, etc.)
 - Signature of parent or legal guardian, and date of signature
- All prescription medications must be:
 - Stored securely and out of children's reach
 - Refrigerated, if applicable, in a closed containers separate from food
 - In its original container and labeled with directions on how to give or use the medication. The medication must remain in the container in which it was received.
 - Current and not expired
 - In child-resistant containers
- Medication shall only be administered to the child whose name appears on the container.
- Prior to administering any dose of medication, LLA staff members will first verify that they are administering:
 - The right dose of
 - The right medication at
 - The right time
 - To the right child
 - Using the right route of administration

After administering medication, LLA staff will monitor the child and will notify families should we observe any signs of symptoms of adverse reactions to the medications.

In the event that a medication error occurs, LLA will contact the family and the regional Poison Control Center immediately. The incident will be documented in the child's record.

All unused or expired medication will be disposed of.

LLA will not administer the initial dose of any medication except an EpiPen® or similar rescue medication.

Unless otherwise directed by the child's physician, all children with EpiPens® must provide the school with **two** current EpiPens® to store on site at all times.

LLA requests that any children who take life-supporting medication (ex: insulin) keep a 3-day supply in the school office. In the unlikely event that we had to stay in the school with the children for multiple days, we want to make sure we have the supplies to keep everyone as healthy as possible.

Self-Administration of Medication

School ages students may self-administer medication if, and only if, they have written permission from their parents. All documentation listed above must be in order as well.

Sunscreen & Other Over-the-Counter Medications

Families must provide a completed Medication Authorization form for all over the counter medications, which includes sunscreen and insect repellent. LLA employees may not apply these medications without this Authorization. All over the counter medications must be brought to LLA in their original containers.

Documentation of Medication Administration

LLA maintains a Medication Administration Record to document whenever prescription or non-prescription medication is administered. The log will include the following minimum information:

- The name of the medication
- The name of the child receiving the medication
- A requirement for refrigeration
- The amount of medication administered
- The date of administration
- The time of administration
- The signature of the staff member who administered the medication or who witnessed a school ages child self-administer medication
- Special notes related to problems of administration
- Symptoms that indicated the need for medication (in the case of emergency medication administration)

Allergies

Families of children with diagnosed allergies are required to provide LLA with a written care plan prepared by a licensed health care practitioner, which shall include:

- Instructions regarding the allergen to which the child is allergic and steps that need to be taken to avoid those allergens

- A detailed treatment plan to be implemented in the event of an allergic reaction, including the names, doses, and methods of administration of any medications that the child should receive in the event of a reaction. The plan should include specific symptoms that would indicate the need to administer one or more medications. This plan must be updated as changes occur or at least every 6 months.
- A list of appropriate food substitutions in the case of food allergies

Posting of Medical Conditions / Allergies

At LLA, the safety of our students is our top priority. With this in mind, LLA maintains confidential lists of all allergies and specific medical conditions which may require treatment during the school day – including specifying the allergy/medical condition, listing symptoms, and describing appropriate treatment/response plan. This information is stored, confidentially, in the school kitchenette and in the classrooms so that any adults in the classroom or immediate vicinity of your child can see it and utilize it if needed.

Rest Time

All children in our full day preschool program are given at least 30 minutes for nap/rest time each day. Children who do not sleep will need to rest on their cot for a minimum of 30 minutes. Children who need to sleep for longer than 30 minutes will be allowed to do so.

LLA will provide an individual nap pad, labeled with the child's name, and a sheet for each full day preschool child. LLA will launder the sheets as least weekly. Families are asked to provide following items for rest time, if desired:

- A blanket and pillow
- A Lovey / comfort toy

Each of these items will be sent home at least every other week for laundering and must be returned, clean and dry, on the following school day.

Hand Washing

Hand washing is the best defense against disease. Teaching staff teach children to wash their hands by modeling washing all surfaces of the hands for a period of at least 20 seconds (long enough to sing ABC's twice).

Children and staff must wash their hands at the following times:

- Upon arrival at LLA
- Before and after:
 - eating or handling food
 - giving medications
 - caring for a child or adult who may be sick
 - engaging in water play or other sensory materials with other children
 - using shared play dough or clay
- After:
 - using the toilet or assisting a child with toileting
 - dealing with bodily fluids

- handling animals or their equipment
- playing in a sandbox
- playing with water used by more than one person
- outdoor play
- entering the building
- sneezing or coughing into their hands
- using a tissue or assisting a child with wiping his or her nose
- handling trash

and at other appropriate times.

At LLA we adhere to the following procedure for handwashing:

- 1- Turn on the water
- 2- Get soap
- 3- Wash your palms
- 4- Wash the backs of your hands
- 5- Wash your wrists
- 6- Wash between your fingers
- 7- Wash under your nails
- 8- Turn the water off using a paper towel

Diapering

All activities during the day provide opportunities for meaningful communication between adults and children. This includes changing diapers. While changing a child's diaper, teachers should interact with the child in a positive manner. Teachers may discuss the diapering process, but should be mindful to never make statements which might embarrass the child.

All diapers must be changed in the bathroom, or the Toddler's Room, using the following procedure:

1. Get clean diaper, enough wipes for child's bottom, child's hands, and teacher's hands, change of clothing, diaper cream, bag for soiled clothing and diapers
2. Remove clothing and soiled diaper. Soiled clothes are to be treated as bio-hazardous material and must be wrapped in plastic bags to be sent home for families to launder
3. Clean the child thoroughly with wipes
4. Place diaper in a plastic bag and place it in a hands-free trash can
5. Clean child's hands with a clean wipe
6. Put clean diaper and clothes on
7. Child and adult wash their hands in accordance with our Hand Washing Policy
8. Allow child to return to play
9. Wash the diapering surface with soap/water solution and dry with a paper towel
10. Spray surface with a sanitizing solution of bleach and water and allow to air dry if possible. You can dry after 2 minutes with a clean paper towel.
11. Wash your hands again in accordance with our Hand Washing Policy

Teachers must change a child's diaper as soon as possible upon determining that the diaper has been soiled. In addition to having a general awareness throughout the day,

teachers will check all children in diapers at least every two hours to determine if a new diaper is needed.

Families whose children are not fully toilet trained must provide disposable diapers or Pull Ups and wipes as needed. Teachers will notify families via ProCare if we are running low on diapering supplies. Families are asked to replenish their child's supply promptly.

Toilet Training

Toilet training is a very individualized experience for each child and each family. LLA will collaborate with families to support their children through this process and set them up for success! This is one area in which the children have much more control than their adults. If a child is not ready, it is not the right time to toilet train, even if the family is ready. LLA respects the individual needs of our students and will never force a child who is unwilling to use the toilet to do so.

Here are a few signs to look for that may indicate that a child is ready to begin toilet training:

- Staying dry for long periods of time
- Wake from nap dry
- Able to communicate the need to use the toilet
- Not afraid to sit on toilet
- Using the toilet when placed upon it
- Verbalizing that he or she has soiled his or her diaper

While a child is toilet training, please dress him or her in “user-friendly” clothing to facilitate the child's independence and ability to get undressed in a hurry. Families should send additional underwear, bottoms, socks and shoes just in case. Accidents happen, and it's ok.

Emergency Preparedness & Procedures

LLA has a full Emergency and Evacuation Plan which is available for families to review upon request.

Each classroom has emergency exit posters showing a primary and a secondary emergency route. It is important that families follow the directions given by LLA staff should you find yourselves on site during an emergency drill or an actual emergency. Please make sure to calmly evacuate the building or to shelter in place with staff and children. You may re-enter the building or leave the classroom when the all clear is given.

Emergency Drills

LLA employees practice fire drills for a full week with the children in October and in March, and sporadically throughout the school year, to ensure that all children experience the fire drill, regardless of their schedule. Teachers utilize both English and Spanish during our emergency drills to ensure full comprehension. These drills are explained to the children in a developmentally appropriate way and are never described by staff as scary. Rather, we tell children that we practice different ways of staying safe in an emergency – sometimes we leave the building to stay safe - so that if there were an emergency, and we do not think there will be, we would be safe.

During an emergency drill, families may not sign children into or out of the school, but must wait until the drill is complete, the children and teachers have reentered the building and everyone is fully accounted for.

Notification of Families in the Event of a School-Wide Emergency

In the event of an emergency, LLA will first take all possible steps to ensure the safety of the children and the adults in the school, including evacuating to a pre-determined location if necessary. Once LLA leadership determines that all possible steps have been taken to protect members of the community in attendance that day, families will be notified via ProCare, text, email, social media and/or phone calls depending upon the availability of communication devices.

Accidents or Injuries

For all injuries or incidents, employees will complete, and parents will be asked to sign, an Accident and Incident Report, to be provided to families at pick-up, that details what happened and how LLA staff responded.

LLA will also immediately notify families verbally in case of any of the following circumstances:

- Any injuries sustained above the neck
- Injury causing bleeding that cannot be contained by an adhesive strip
- Human bite that breaks the skin
- Animal bite
- Impaled object
- Broken or dislodged teeth
- Allergic reaction skin changes (e.g., rash, spots, swelling, etc.)
- Unusual breathing
- Symptoms of dehydration
- Temperature reading over 100.4°
- Injury or illness requiring professional medical attention

If your child receives a minor cut or abrasion while at LLA, a LLA staff member will wash the area with soap and water and apply a Band-Aid. Any further treatment of the wound must be done at home. If your child's teacher feels that the wound requires medical attention, we will notify the family. We leave it to the family's discretion as to whether a child should see the physician.

If a child ever loses consciousness for any amount of time because of a head injury, or any other reason, 911 will be notified and then we will notify the families.

In the event that one child injures another, the families of both children will be notified of the incident. At no time will a LLA employee inform a family of the other child's identity, as doing so would be a violation of that child's confidentiality rights.

Medical Emergencies

In the event that a child experiences a medical emergency, either illness or injury, which we believe requires emergency medical treatment, we will first contact 911, and then we will contact the child's family or designated emergency contact. If we are unable to reach

the family or designated emergency contacts, we will call the child's physician and/or arrange for immediate emergency treatment. In the event that medical transport arrives before the family, and LLA is advised that the child must be transported for emergency treatment, a staff member familiar with the child will accompany the child and remain with him or her until an authorized family member arrives to assume responsibility for the child. By enrolling a child in LLA, families authorize the school to obtain medical care for their child in the event of a medical emergency, including transportation for medical care and any medical care determined appropriate by medical personnel.

On our enrollment form we ask for a family's insurance carrier and the policy number. It is important families report any information changes immediately. Families are responsible for payment of all medical services rendered.

Inclement Weather / Unanticipated Closings

In the event of inclement weather or other unanticipated events which might pose a health or safety risk, LLA will seek guidance from local school districts and the local government before making a determination as to whether to close school for the day. In such cases, LLA will send an alert to all families through ProCare.

The Director may choose to close the center mid-day in the event of hazardous weather or a loss of power, heat or water. Families will be notified through ProCare if the center closes unexpectedly during regular school hours. LLA does not offer refunds or add additional days to make up for closures that are out of our control.

Always use your best judgement when inclement weather hits; if you do not feel as though it is safe for your child to attend school because of the conditions in your area, please keep your child home and safe.

Limited Entry

The safety of your child is LLA's first priority; therefore, only authorized individuals with a need to be in the building will be granted entry. The front door will remain locked at all times. Everyone requesting entry to our building must knock on the window. If we recognize you, we will let you in. If we do not, we will come to the door and request photo identification before determining entry. We will refuse entry to anyone who does not have a documented reason to be in our building. LLA community members may not hold the door open for anyone they do not recognize as a fellow family member or staff member of the preschool.

Parking Lot Safety

Our parking lot can be busy during pick-up and drop off. With many young children making their way into our building, we ask that all families drive slowly and put their full attention on the road to avoid any unfortunate accidents.

Families are required to park their cars and turn off their car engines before removing children from their car seats.

We require all children to hold hands with an adult in our parking lot. Families are prohibited from leaving siblings or other children in the car and from utilizing cell phones while dropping off or picking up a child at LLA.

Security Monitoring

Lake San Marcos Security patrols the Lake San Marcos community throughout the day and evening. Their contact information is 760.744.0811 or Admin@LSMPatrol.com. They are located at 1132 San Marino Dr, San Marcos, CA 92078.

Child Abuse Reporting

All employees of LLA are Mandated Reporters, meaning that they are required by law to report any and all suspicions of child abuse or neglect immediately to Child Protective Services. Employees do not need permission from the Director or anyone else to make such a report if the employee feels it is warranted, and do not need to discuss their suspicions with the family. As mandated reporters, the employees of LLA cannot be held liable for reports made to Child Protective Services which are determined to be unfounded, provided the report was made in “good faith.”

To report suspicions of child abuse or neglect, contact: The San Diego County 24-hour Emergency Response Reporting Hotline at 858.560.2191 or 800.344.6000.

Smoking, Drugs, Alcohol & Weapons Prohibition

To protect the health and safety of all employees, families and students,

- smoking and vaping
- narcotics, alcohol and other impairing drugs/paraphernalia
- firearms and weapons

are all strictly prohibited within the confines of LLA, including the playground, the parking lot and personal automobiles in our parking lots. Any violation of this policy will result in immediate disenrollment from our program as well as possible criminal prosecution.

Transportation

LLA does not provide transportation for any students.

Pet Policy

Dogs and or other pets are not permitted on school grounds unless prior authorization has been granted from the Director.

Regulations

No Discrimination

LLA admits students of any race, color, and national and ethnic origin to all the rights, privileges, programs, and activities generally accorded or made available to students at the school. It does not discriminate on the basis of race, color, national or ethnic origin in the administration of its educational policies.

Inclusion & ADA Compliance

We believe that children of all ability levels are entitled to the same opportunities for participation, acceptance and belonging. We will make every reasonable accommodation

to encourage full and active participation of all children in our program based on their individual capabilities and needs.

All children who have documented special physical, developmental or behavioral needs must have an individualized plan for specialized care from a professionally qualified source.

LLA complies at all times with the requirements of the Americans with Disabilities Act (“ADA”). This means that we will not discriminate against persons with disabilities on the basis of disability, and will provide children and families with disabilities with an equal opportunity to participate in our program and services.

Specifically:

- We will not exclude children with disabilities from our program unless their presence would pose a *direct threat* to the health or safety of others or require a *fundamental alteration* of the program.
- We will make *reasonable modifications* to our policies themselves, and/or our practices to integrate children and families with disabilities into our program unless doing so would constitute a *fundamental alteration*.
- We will provide appropriate auxiliary aids and services needed for *effective communication* with children or adults with disabilities, when doing so would not constitute an *undue burden*.
- We will generally make our facilities accessible to persons with disabilities. Our building *is fully accessible* in compliance with ADA standards.

Activity Permission, Assumption of Risk and Release

By enrolling a child in LLA, families actively give permission for that child to attend and participate in all aspects of LLA activities, including staff supervised walks in the neighborhoods surrounding LLA. This includes, but is not limited to, utilizing the playground equipment, both indoor and outdoor materials.

Families release LLA, its Owner, staff, and agents from all claims, liability and damages that the family or the child may have for personal injuries or property damage resulting from the child’s participation in LLA. This release includes personal injury or property damages caused by negligence, active or passive, of LLA, its Owner, staff and agents; however, the release does not apply to liability for gross negligence, willful injury or fraud, and is not intended to release LLA insurers, if any, or non-agent third parties of any responsibility for any claims that may otherwise be asserted.

Licensing Standards for Child Care Centers

As a licensed child care center, LLA complies with all licensing regulations for child care centers as detailed by the California Department of Social Services. According to the California Code of Regulations, Title 22, Division 12, Section 101200, the Department has the authority to interview children or staff without prior consent and the authority to inspect, audit, and copy child or childcare center records upon demand during normal business hours.

A copy of these regulations can be found [HERE](#). A copy of our current license is posted in the LLA office at all times.

At any time, a family may request to see a copy of the State Licensing Compliance Inspection Report which is kept in the LLA office.

Parents Rights

In accordance with California state licensing requirements, parents have the following rights as stated in the [Community Care Licensing Notification of Parent's Rights](#) and in [Licensing Document 995 E](#).