



ASI Children's Center POLICY MANUAL

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SECTION I: DEFINITIONS, ELIGIBILITY, NON-DISCRIMINATION & WAITING LIST POLICIES

DEFINITIONS

Students: Students currently enrolled in a degree-awarding program at Cal Poly, San Luis Obispo, that pays full ASI fees as a part of their tuition. This does not include those students enrolled through Cal Poly Continuing Education because tuition for this program does not include ASI Fees. Also excluded are Staff and Faculty participating in the State Fee Waiver Program. Students participating in the Dependent Fee Waiver program qualify for student status because ASI fees are paid in full. Children's Center policies comply with all Cal Poly's admissions and enrollment policies.

Subsidized Students: Low income Cal Poly parents who qualify for financial assistance as provided by the California Department of Education's Child Development Division.

Faculty/Staff: Persons currently employed by and on the payroll of ASI, Cal Poly (State) or Cal Poly Corporation. Professors working solely through the Continuing Education Program are not considered to be faculty of the University. Persons working on campus, but employed through temporary or personnel agencies, are not eligible for faculty or staff status.

Alumni: Former Students who have received their degree from Cal Poly, San Luis Obispo.

Community: Persons in the San Luis Obispo community that are not affiliated with Cal Poly as shown above.

ELIGIBILITY

The Orfalea Family and ASI Children's Center is funded in part, by ASI fees paid by Cal Poly students. The Children's Center's mission is to provide quality early care and education services to the Cal Poly campus community. Students, Faculty, and Staff of Cal Poly have priority when applying to the Center.

Applications are accepted from Alumni of Cal Poly; however, Alumni have a non-priority status. Due to the inability to serve all the needs of the campus, Children's Center applications from persons who are not affiliated with Cal Poly are only accepted for children over three years of age. It is the policy of the Children's Center to give student parents first priority in enrollment and to maintain the highest percentage of student parents possible based on the make-up of the waiting list.

NON-DISCRIMINATION

The Orfalea Family and ASI Children's Center is operated on a non-discriminatory basis, giving equal treatment and access to services without regard to actual or perceived sexual orientation, gender, ethnic group, race, ancestry, national origin, religion, color, mental or physical disabilities, or a person's association with persons with one or more of these characteristics. Additionally, no religious instruction of any kind is provided at ASI Children Center.

APPLICATION FEE

There is a one-time, non-refundable application fee per child. Cal Poly Students are exempt from the application fee

WAITING LIST PRIORITY

Priority: Subsidized students are given the highest priority, based on the guidelines set by the California Department of Education, followed by other enrolled students. Cal Poly faculty/staff follow students in waiting list priority.

Non-Priority: Alumni and Community Members have non-priority status and will be accommodated only after the campus needs for each particular age group has been met. Community Member waiting list applications are not accepted until after the children turn 3-years-old.

Declining an Opening: When a space for enrollment is offered a parent may decline the space once and remain on the waiting list.

TERMINATION/WITHDRAWAL

Either the parent or ASI Children's Programs may terminate enrollment. A two-week notification is required to terminate services. Payment is required for the entire two-week period regardless of attendance.

UNIVERSAL COMPLAINT POLICY

If any individual has a serious complaint or believes that the law has been violated they have the right to contact the California Department of Education or Community Care Licensing directly.

In less extreme cases parents are encouraged to talk with center staff to resolve any issues that might occur. If this is not successful, the Director will be called upon to mediate the discussion. In very rare occasions if this is not successful, the Executive Director of ASI would be called upon to finally resolve any disputes.

HARRASSMENT POLICY

Associated Students, Inc. ("ASI") is committed to providing an environment that is free from intimidation and harassment based on pregnancy, childbirth or related medical conditions, race, religious creed, color, national origin or ancestry, physical or mental disability, medical condition, marital status, age, gender, sexual orientation, or any other basis protected by federal, state, or local law, ordinance, or regulation. ASI will not tolerate any unlawful harassment based on any of the above characteristics. The anti-harassment policy applies to all persons involved in the operation of ASI including independent contractors, and prohibits unlawful harassment by any employee of ASI, including supervisors, coworkers, and independent contractors. It also includes a perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics.

Prohibited unlawful harassment includes, but is not limited to:

- Verbal conduct such as epithets, derogatory jokes, comments, innuendos, slurs, or unwanted sexual advances, invitations, or comments
- Visual displays such as derogatory and/or sexually-oriented posters, photography, cartoons, drawings, or gestures

- Physical conduct including assault, unwanted touching, intentionally blocking normal movement, or interfering with work because of sex, race, or any other protected characteristic
- Threats and demands to submit to sexual requests as a term or condition of employment
- Retaliation for reporting or threatening to report harassment

SECTION II - POLICIES REGARDING THE PAYMENT OF FEES

FEE SCHEDULE

The Center's administrative staff will provide a current fee schedule. Rates are based on the parent's status (student, staff/faculty, alumni/community).

The Center provides parents with more than one child enrolled a "multiple child discount" for the child with the lowest tuition amount.

SUBSIDIZED CHILD CARE SERVICES

The Center is able to provide financial assistance to low income parents through a grant from the California Department of Education's Child Development Division.

The policies and regulations are determined by the State Department of Education's Funding Terms and Conditions, Title V, Child Development Programs. These include a listing of contractual agreements and responsibilities of parents who apply for subsidized services.

HOURLY FORMULA:

Each quarter the student parent's hours of eligibility for child care will be determined by the hours of class time as well as study time allowable per the current State Department of Education Subsidized Child Care Regulations. Work hours and no-credit lab hours will be considered if third party verification is provided by the parent. Non-student parents must justify a need for care if they do not qualify for the above categories and must provide third party verification of work or documentation of training from another educational institution. Falsification of any information on eligibility forms, Children's Center forms, absence or attendance forms, or with any of the information given to determine eligibility, will result in immediate termination.

PAYMENT OF TUITION

The Children's Center will bill parents at the end of the month for all services provided during the month. Tuition is based on contracted hours regardless of actual attendance.

Invoices are distributed in the parent pockets outside the classroom doors, on the 10th of each month and are due by the 15th of each month unless ASI posts a date change regardless of whether your child is scheduled to attend on that day. If either of these deadlines falls on a weekend then it will be changed to the following Monday.

The total amount of your monthly tuition will be available at the Children's Center front desk after the 5th of each month. Invoices will include all tuition charges for the previous month including schedule change fees, late fees, extended days, etc.

Payment may be made by cash, check, or credit card at the front desk. A late fee of \$25.00 will be assessed to payments received after the due date. In addition, a \$25.00 late fee will be assessed every month the payment is late until paid in full. A reminder notice will be provided no later than the 20th of the month when the late fee is assessed if payment has not been received. No waivers for late fees will

be considered. If full payment has not been received by the 1st business day of the following month that tuition is due, two-week notice of disenrollment will be given to the family and will apply to all currently enrolled children in the family. Families will additionally be responsible for payment of any scheduled care for 14 consecutive days after notice is given. Student parents will automatically have their academic records placed on hold until payment for all outstanding childcare is made. Any payment received after the two-week notice has been given to the family will not reinstate the disenrolled family and re-enrollment will not be considered. Any children on the waiting list belonging to the family will no longer be considered for enrollment.

Checks that are returned for insufficient funds will incur a fee. The dishonored check amount must be remitted in cash, cashier's check, money order, or credit card within 5 business days from the time of notification. If payment is not received within 5 business days, two-week notice of disenrollment will be given. If a second check is returned for insufficient funds, all payments from that time forward must be made in cash or with a credit card.

Because billing is completed after services have been received, non-subsidized families will be required to provide a deposit. The center requires a deposit of \$600.00 per child enrolled. This deposit will be applied to your final invoice or to any delinquent accounts. If your deposit was greater than your last month's tuition, the center will issue a refund after enrollment has ended.

ANNUAL REGISTRATION

The center re-registers all children yearly and charges an annual fee of \$25.00 billed at the beginning of each fall quarter with September childcare fees. For families with more than one child enrolled, the re-enrollment fee for each additional child is \$5.00. Families receiving subsidized care are exempt from the annual registration fee.

FEE SCHEDULE/CHANGE OF STATUS

Student parents are given two quarters at the student rate after graduation if they qualify for student status during the quarter they complete their degree. After those two quarters, the parent will be automatically changed to alumni status and will pay alumni/community rates. Student parents who withdraw from the University, but have not graduated, must pay community rates as soon as they withdraw from the University. Student parents who are not attending classes during any quarter except summer will be charged alumni/community rates. Student status is defined as above.

Staff and Faculty who end their employment at the University must pay community rates starting the day after their employment ends.

The center provides parents with more than one child enrolled a "multiple child discount". This is a 10% discount taken off the tuition of the child with the lowest tuition, in most cases this will be the oldest child. This discount does not apply to extra hours, extended days, late fees or families where the sibling is a Poly Trekker.

LATE PICK-UP FEES

Parents are expected to pick up their child according to the contracted schedule. It is the parent's responsibility to adhere to their requested schedule.

Late pick-up fees apply when a child is left at the center beyond:

- 12:30 p.m. for a part-time day or 1:30 p.m. for part-time plus extra hour day
- The 10 hour maximum day schedule
- 6:00 p.m. closing time or as otherwise stated

The following late fees apply:

- 1 to 10 minutes late: \$10.00*
- 11 to 20 minutes late: \$20.00
- 21 to 30 minutes late: \$35.00
- 31 + minutes late: \$35.00 plus \$1.00 per minute

*The late pick up fee will be reduced to \$5.00 during the first 5 minutes of the 12:30 p.m. or 1:30 p.m. pick up time only.

After a parent has been late to pick-up two times, the parent will be required to change their child's current schedule to a more realistic time. The schedule change fee may apply to this schedule adjustment. Excessive late pick-ups may be cause for termination at the discretion of center administration.

LATE PAPERWORK FEE

A late paperwork fee of \$5.00 per day, per child, will be assessed after the deadline has passed. Families receiving subsidized care are exempt from late paperwork fees but may be subject to two-week termination if contract is not returned within one week of the deadline. All new enrollment paperwork must be turned in within two weeks of the child's start date. After this date the child may not attend until all documents are received.

ABSENCES/LEAVE OF ABSENCE

All regularly scheduled days are billed, regardless of absence. There are no "make-ups" for absences. This includes vacations and sick days.

Families are able to suspend their child's enrollment during summer quarter and maintain a space for their child at the center for the subsequent fall quarter. In order to take advantage of this policy, the family must notify the center by checking the appropriate box on the summer re-enrollment contract. This is the only way your child will be guaranteed a space for fall.

Student families who receive subsidized care are still eligible for subsidy during the summer if there is a documented need for care and they remain income eligible. Due to the nature of subsidized care, these cases will be decided by the Children's Center Director in relation to subsidy requirements regardless of the quarter. Qualification guidelines are available at the front desk.

ENROLLMENT & SCHEDULE PLANNING

Cal Poly student parents have flexible scheduling to meet their class and study needs. For non-student parents, the center provides the following combination of days: Monday through Friday, Monday / Wednesday / Friday, or Tuesday / Thursday for part-time or full-time days. Tuesday / Thursday / Friday schedules may be available depending on classroom availability. Parents must schedule their child for a minimum of two part-time days (such as Tuesday / Thursday). A maximum of 10 hours of care is allowed during a single day. Parents will be billed for their contracted hours of care regardless of their child's attendance.

Part-time mornings are between 7:30 a.m. and 12:30 p.m. and part-time afternoons are between 12:30 p.m. and 6:00 p.m. Full-time days are any combination of morning and afternoon. If possible, the center may accommodate parents who choose to add one extra hour to their part-time schedule (either starting at 11:30 a.m. for afternoons or ending at 1:30 p.m. for the morning schedule) depending on classroom availability. The extra hour is billed for each day at the extra hour rate as noted in the current fee schedule. Anything over one additional hour is billed at a full day rate.

SCHEDULE CHANGES

Schedule changes are permitted without charge during the first two weeks of each quarter. A written Schedule Change Request Form must be submitted to initiate a child's schedule change. Only approved Schedule Change requests will be entered and any applicable fees will be assessed on the start date of the request. A \$15.00 fee is charged for each schedule change beyond the first two weeks of the quarter. Schedule change fees will also apply after the drop deadline for finals week and quarter break week(s) please see below. Families receiving subsidized care are exempt from the schedule change fee.

QUARTER BREAK

A quarter break schedule request is included on the re-enrollment form. Days of operation vary each quarter break. The center does not plan to operate at full capacity during breaks, so the following requirements for childcare exist:

Childcare is optional during this time so you will only be billed for hours that you request. Dropped days for quarter break will only be allowed through the drop deadline which you will be notified of through center correspondence. After the drop deadline any requested schedule change requests may be approved based upon availability and will be subject to a \$15.00 schedule change fee.

Subsidized care is not available during quarter breaks, unless parents can verify they are working or attending job training. Verification for subsidized care during quarter break must be made on the Quarter Break Subsidy Verification form which will be attached to the re-enrollment packet or given to the parent during the re-enrollment meeting for the following quarter.

TERMINATION/WITHDRAWAL BILLING

Either the parent or the Children's Center may terminate enrollment, but two-week notice must be given in either case. Parents will be billed for any scheduled care for 14 consecutive days after the notice is given. A child is welcome to attend the center following their normal schedule until the end of the 14 days. If a parent does not give such notice prior to leaving the center, the full two-week notice period will be billed.

The center may terminate enrollment with two-week notice on the following grounds:

- Failure to provide the necessary documentation, falsification of documents or incomplete documents.
- Failure to submit required documentation by the date requested.
- Failure to pay fees in a timely manner (see section on tuition and billing).
- Child is repeatedly picked up later than the scheduled time and adjustments are not made to resolve the problem.
- Extended absence (more than ten days) without notification within three days of nature of absence.
- Failure to follow California Department of Education subsidized care policies and procedures including falsification or omission of required information.
- Difference in expectations (If the center's child care philosophy so differs from a parent's, that compromise is impossible, the center will suggest a program more in line with the parent's philosophy and needs).
- Failure to form a communicative relationship with the staff to meet the disciplinary and developmental needs of the child.
- ASI Children's Programs cannot meet the expectations or demands of the parent.
- The child is emotionally, socially, or physically unprepared to participate in the program.
- The parent has failed to report schedule changes and to provide the Center with accurate emergency contact information.
- Failure to actively support the code of conduct put forth by the center (Applies only to children enrolled in the Poly Trekker program).
- Disrespect for the center staff including but not limited to harassment.
- Failure to provide the center with updated immunization records.
- Failure to consistently sign the child in/out of the center (10 times per academic year).

RIGHT TO REFUSE SERVICE

ASI Children's Programs reserves the right to deny or terminate services to anyone at any time at its sole discretion. The above are examples of situations for which the ASI Director of Children's Programs, in consultation with the ASI Executive Director, could decide to terminate services. These are merely examples and are not a complete list of all types of conduct that can result in denial or termination of services.

UNIFORM COMPLAINT PROCEDURE

Any individual or entity may file a complaint that alleges that the agency is violating federal or state child development/education statutes or regulations, or that inadequate materials are in the classrooms, or that teachers are misassigned. Child development licensing violations are to be reported to the Community Care Licensing Division of the State Department of Social Services. Employment complaints are to be directed to the California Department of Fair Employment and Housing. All other complaints should be reported to the State of California Department of Education c/o Terry Miller, Child Development Division, 1430 N. Street, Sacramento, CA 95814-5901.

SECTION III - POLICIES REGARDING PARENTS

CONFIDENTIALITY

The Center regards all information about children or families as confidential. The Center honors written Information Release Requests by other agencies only with parental permission. Students who conduct studies at the Center do not receive personal information about the children and families. Information about children and families will be provided without parent permission to law enforcement agencies.

Suspected child abuse will be reported to appropriate authority without parental consent or notification.

PARENT PARTICIPATION HOURS

Parent participation hours are essential to the success of the center. Two hours per parent, per month is the recommended guideline. Fee paying families will receive a dollar per day discount on their monthly bill for the oldest child if two hours per parent have been completed by the end of the month that service occurs. Hours in excess of two hours per parent will be applied to the following month's service hours. If the required two hours are not completed no discount is provided and the hours do not carry into the next month.

SECTION IV - POLICIES REGARDING HEALTH AND SAFETY

IMMUNIZATIONS & DOCTOR'S STATEMENT

State law requires all children enrolled at the Center to have a record on file indicating up-to-date immunizations or an informed waiver for immunizations. A signed doctor's statement indicating that the child is physically and emotionally capable of regular attendance is also required for enrollment. The statement must explicitly state particular needs and provisions. Parents are required to update immunization information on an annual basis. The Children's Center will report immunization information to the Department of Health annually as required.

FOOD ALLERGIES

Food sensitivities and allergies require completion of an Allergy/Food Preference form by the child's doctor. Once the form is received from the doctor, the child can be served the recommended substitute for the offending food(s). Food sensitivity/allergy forms must be renewed annually.

ILLNESS

The Center is for well children. The child's health is assessed upon arrival, by the classroom teacher, but if symptoms of illness appear during the day, parents are contacted to pick up the sick child. When a child is sent home, at least twenty-four hours of rest, recovery and observation is required. The child must be 24 hours symptom free without medication before returning to the Children's Center.

OCCUPATIONAL SAFETY & HEALTH ADMINISTRATION (OSHA) PROCEDURES

To protect the safety and health of all employees, federal and state regulations require all safety and injury prevention procedures to be posted and followed by all employees.

MEDICATION ADMINISTRATION POLICY

Children taking medication must have written consent from parent(s) permitting staff to give prescription medication. Medication must be in the original prescription bottle, marked with the drug name, physician's name, date, child's name, dosage, and times to be given. Over-the-counter medication is administered only with a physician's prescription clearly defining current date, child's name and dosage as per licensing requirements. Medications to be administered at the Center are stored in locked medication boxes. Expired medication is not dispensed.

INJURIES

If a child is seriously injured, the center attempts to contact the parent. If the injury requires immediate medical attention we will call an ambulance to transport the child to the emergency room. If the parent is unreachable, the medical release on file enables the child to receive treatment while the center continues to call authorized people on the emergency card. Parents are required to keep the names and phone numbers on the child's emergency card up-to-date.

DIAPERS

Parents whose children wear diapers are required to supply diapers according to the number of hours spent at the center. Parents receiving subsidized child care are not exempt from the diaper requirement.

TRANSPORTATION – SAFETY FIRST

State of California Law requires all children under the age of 8 years (regardless of weight), to be in a child car seat or booster which is approved under State of California law. All children under the age of 8 who are 4’9” or taller may be secured by a safety belt in the back seat. Children’s Center staff will report any person who violates this law to the local authorities. When classes go on field trips, parents are required to provide a car seat for drivers to use.

SMOKE FREE ENVIRONMENT

The Children’s Center is a smoke-free environment. No smoking is allowed in or around the facility.

MISSED SIGNATURES ON SIGN IN/OUT SHEETS

State Licensing requires a physical signature on the sign-in / out sheets every day. This is a legal document which cannot be amended or corrected. This document requires an exact time and the full signature of the authorized person who is dropping off or picking up the child. Initials are not acceptable. Center personnel are not authorized to sign any child in or out of the center unless they are legally authorized on the child’s emergency contact list by the parent or legal guardian. If a signature is not completed, it will be noted by the teacher on the sign in /out sheet and the parent or legal guardian will be issued a written warning. Families will be allowed 10 warnings in the fiscal year (July – June). Upon the 11th missed signature the family will be given two-week notice and will be disenrolled from the center. When the 5th signature is missed the Director or Associate Director will contact the parent to remind them of the importance of the signatures and the consequences for not signing.

SECTION V - EMERGENCIES

EMERGENCY PROCEDURES

The Children's Center has developed emergency procedures in accordance with the University policy and state and federal regulations. Fire and earthquake procedures will be practiced with the children at regular intervals.

EMERGENCY MEDICAL INFORMATION

The Center attempts to reach either the parent or an authorized individual in the event of an injury or emergency. All parents enrolling children in the Center must complete an Emergency Card.

POLICY FOR CENTER VISITORS

Parents are encouraged to visit the Center. Parents are free to come and go from the Center at their own discretion. All other visitors to the Center must check in at the office.

RELEASING A CHILD

Children's Center staff are legally responsible for children left in their care and should release children only to:

- Child's parents or legal guardian
- Individuals the parent has authorized in writing
- Police and child welfare workers with proper authorization

SECTION VI - POLICIES REGARDING STAFF

HARASSMENT

Orfalea Family and ASI Children's Center does not tolerate harassment of any kind. Any person who harasses or threatens a staff member will be reported to Campus Police and their child will immediately be disenrolled from the Children's Center or the waiting list.

DELEGATION OF AUTHORITY

In the Director's absence, the Assistant Director assumes full program responsibility. In the Assistant Director's absence, Head Teachers assume responsibility. In the absence of any Head Teacher, a designated Teacher will be responsible. Full program responsibility means supervision and accountability for all staff actions, maintaining a safe environment and protecting the physical safety of each child.

DISCIPLINARY ACTION

The Center uses a constructive approach to staff disciplinary matters to insure that the professional standards of the Center are being met at all times. The following is a partial list of infractions which will result in corrective action or immediate termination.

- Any violation of a child's personal rights
- Abusive or inconsiderate treatment of parents, staff or visitors
- Unauthorized removal of Center confidential information
- Refusal to perform assigned work or follow instructions
- Gross carelessness or negligence
- Sleeping during the supervision of children
- Poor job performance

GRIEVANCE POLICY

Occasionally, Children's Center staff may make a decision with which a parent disagrees. Parents should talk first with Center staff to resolve the issue. If this is not successful, the Director of Children's Programs will be called upon to mediate. Should these resolutions fail, the ASI Executive Director will be called upon to resolve the dispute.

MANDATED REPORTING RESPONSIBILITIES

Child care providers are required by law to report suspected child abuse or neglect to Child Protective Services. Mandated reporters have absolute immunity from criminal or civil liability for reporting as required or authorized. The statutory duty to report is not excused or barred by the professional privilege of confidentiality. The primary intent of the report is to protect the child and help the parent.

All staff members of ASI Children's Programs are mandated reporters required by law to report suspected physical, sexual or emotional abuse, neglect or exploitation to Child Protective Services immediately. Staff is not required to notify parents when a report is made.