

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 pay full ASI fees as a part of their tuition. This does not include those students enrolled through Cal Poly Extended 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 of Cal Poly's admissions and enrollment policies.

SUBSIDIZED STUDENTS: Low income Cal Poly families 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 Extended 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 in the above categories.

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 Cal Poly students first priority in enrollment and to maintain the highest percentage of Cal Poly students 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 race (including traits historically associated with race, such as hair texture and protective hairstyles), religious creed, color, national origin, ancestry, physical or mental disability, medical condition, genetic information, marital status (including registered domestic partnership status), sex and gender (including pregnancy, childbirth, lactation, and related medical conditions), gender identity and gender expression (including transgender individuals who are transitioning, have transitioned, or are perceived to be transitioning to the gender with which they identify), age (40 and over), sexual orientation, Civil Air Patrol status, military and veteran status, and any other consideration protected by federal, state, or local law (collectively referred to as "protected characteristics"). Additionally, no religious instruction of any kind is provided at the ASI Children's Center.

APPLICATION FEE

There is a one-time, non-refundable \$25.00 application fee per child. Cal Poly students are exempt from the application fee.

WAITING LIST PRIORITY

PRIORITY:

- 1st Priority: Cal Poly Students
 - Student Status is defined as those who are currently enrolled in a degree awarding program at Cal Poly State University who pay full ASI fees as part of their tuition. This does not include students enrolled through Cal Poly Continuing Education or staff and faculty participating in the State Fee Waiver program. Subsidized students will be given the highest priority based on the guidelines set by the California Department of Education.
- 2nd Priority: Cal Poly faculty and staff
- 3rd Priority: Cal Poly Alumni/Non Cal Poly affiliated community members

Siblings of currently enrolled children will follow in priority after student families. Cal Poly faculty and staff follow the siblings of currently enrolled families in waiting list priority with ASI staff having first priority. Siblings of children who are currently enrolled whose parents are alumni or community do not have priority status.

Children of families whose status changes to Alumni/Community during the time enrolled may remain enrolled in the program unless a child of a student is waiting for a spot. If a spot is needed for a child of a Cal Poly student, the child of the Alumni/Community family will be disenrolled at the end of the current school year or end of summer, whichever comes first.

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 children turn three years old.

DECLINING AN OPENING: When a space for enrollment is offered, a family may decline the space once and remain on the waiting list. When a family declines a spot for the 2nd time the child's name will be removed from the waiting list.

HARRASSMENT POLICY

Associated Students, Inc. (ASI) is committed to providing an environment that is free from intimidation and harassment based on: race (including traits historically associated with race, such as hair texture and protective hairstyles), religious creed, color, national origin, ancestry, physical or mental disability, medical condition, genetic information, marital status (including registered domestic partnership status), sex and gender (including pregnancy, childbirth, lactation, and related medical conditions), gender identity and gender expression (including transgender individuals who are transitioning, have transitioned, or are perceived to be transitioning to the gender with which they identify), age (40 and over), sexual orientation, Civil Air Patrol status, military and veteran status, and any other consideration protected by federal, state, or local law (collectively referred to as "protected characteristics"). ASI will not tolerate discrimination or harassment based upon these characteristics or any other characteristic protected by applicable federal, state, or local law. ASI also does not retaliate or otherwise discriminate against those who request a reasonable accommodation for

reasons related to disability or religion. Our commitment applies to all persons involved in our operations and prohibits unlawful discrimination and harassment.

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 families' status (Cal Poly student, ASI staff, staff/faculty, alumni/community).

SUBSIDIZED CHILD CARE SERVICES

The center is able to provide financial assistance to low income families 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 families who apply for subsidized services. 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 of services.

PAYMENT OF TUITION

The Children's Center will bill families 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 family pockets outside the classroom doors, on the 10th of each month and are due by the 20th 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, 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 25 of the month if payment has not been received. No waivers for late fees will be considered. If full payment has not been received by the first business day of the following month that tuition is due, a 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. Cal Poly students 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.

Payments made by credit card will incur a 3% credit card processing fee.

Checks that are returned for insufficient funds will incur a fee. The dishonored check amount must be remitted by cash, cashier's check, or money order 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 the final invoice or to any delinquent accounts. If the 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 \$50.00 billed at the beginning of each fall quarter with September childcare fees. Families receiving subsidized care are exempt from the annual registration fee.

KINDERGARTEN REGISTRATION

A deposit of \$300 is required at the time of enrollment for the kindergarten program. The deposit remains on account until the child has attended for the entire month of October. The deposit will then be applied to the October invoice.

CHANGE OF STATUS/FEE SCHEDULE

Cal Poly student families are given two quarters at the student rate after graduation. After those two quarters, the family will be automatically changed to alumni status and will pay alumni/community rates. Cal Poly students who withdraw from the university, but have not graduated, must pay community rates as soon as they withdraw. Cal Poly students 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.

LATE PICK-UP FEES

Families are expected to pick up their child according to the contracted schedule. It is the families' responsibility to adhere to their requested schedule.

Late pick-up fees apply when a child is left at the center beyond their scheduled pick up time and after the stated closing time.

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

After a family has been late to pick-up their child two times, the family 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 subsidized care during the summer according to 12 month eligibility. The child's schedule remains the same unless the family requests a change of schedule. If the family chooses not to use services, they are still required to abide by the attendance policies. Families may request a suspension of services during non-academic days. Attendance policies and subsidized child care guidelines are found in the Parent Handbook and are determined by the California Department of Education.

ENROLLMENT & SCHEDULE PLANNING

The Children's Center is open M-F from 7:30 a.m. to 6:00 p.m. During summer quarter and quarter breaks operational hours change to 7:30 a.m. to 5:30 p.m. Cal Poly student families have flexible scheduling to meet their class and study needs. For non-student families, the center provides the following combination of days: Monday through Friday, Monday / Wednesday / Friday, or Tuesday / Thursday for part-time or full-time days. Families must schedule their child for a minimum of two part-time days (Tuesday / Thursday). A maximum of 10 hours of care is allowed during a single day. Families 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 families 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.

FINALS WEEK

A finals week schedule request is included on the re-enrollment contract. The hours of operation during quarter breaks are 7:30 am – 6:00 pm, Monday – Friday. Childcare is optional during this time so you will only be billed for hours that you request.

QUARTER BREAK

A quarter break schedule request is included on the re-enrollment contract. The hours of operation during quarter breaks are 7:30 am – 5:30 pm. Childcare is optional during this time so you will only be billed for hours that you request.

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 processed 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). The drop deadline will be two weeks prior to the start of the finals week and quarter break schedule. After the drop deadline, any Schedule Change Requests may be approved based on availability and will be subject to a \$15.00 schedule change fee.

Families receiving subsidized care are exempt from the schedule change fee.

TERMINATION/WITHDRAWAL BILLING

Either the family or the Children's Center may terminate enrollment, but two-weeks notice must be given in either case. Families 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 family 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 a 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 the 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 family's, that compromise is impossible, the center will suggest a program more in line with the families 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 family.
- The child is emotionally, socially, or physically unprepared to participate in the program.
- The family has failed 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.

COMPLAINT PROCEDURE

Per the California Department of Education’s Uniform Complaint Procedures, any individual may file a written complaint with the ASI Executive Director or designee if they feel a matter constitutes a violation by the ASI Children’s Center, or federal or state law or regulations.

Except for complaints under [California Code of Regulations sections 4680-4687](#), regarding instructional materials, emergency or urgent facilities conditions that pose a threat to the health or safety of pupils or staff, and teacher vacancies or misassignments, and complaints that allege discrimination, harassment, intimidation or bullying, and complaints regarding pupil fees, any individual, public agency or organization may file a written complaint with the ASI Executive Director or designee, alleging a matter which, if true, would constitute a violation by the ASI Children’s Center of federal or state law or regulation governing a program listed in the [CA Code of Regulations, section 4610\(b\)](#).

An investigation of alleged unlawful discrimination, harassment, intimidation or bullying shall be initiated by filing a complaint not later than six months from the date the alleged discrimination, harassment, intimidation or bullying occurred, or the date the complainant first obtained knowledge of the facts of the alleged discrimination, harassment, intimidation or bullying unless the time for filing is extended by the district superintendent or designee, upon written request by the complainant setting forth the reasons for the extension. Such extension by the ASI Executive Director or designee shall be made in writing. The period for filing may be extended by the children’s program director or designee for good cause for a period not to exceed 90 days following the expiration of the six month time period. The children’s program director shall respond immediately upon a receipt of a request for extension.

(1) The complaint shall be filed by one who alleges that he or she has personally suffered unlawful discrimination, harassment, intimidation or bullying, or by one who believes an individual or any specific class of individuals has been subjected to discrimination, harassment, intimidation or bullying prohibited by this part.

(2) An investigation of a discrimination, harassment, intimidation or bullying complaint shall be conducted in a manner that protects the confidentiality of the parties and maintains the integrity of the process.

Regarding Instructional Materials, Teacher Vacancy or Misassignment, and School Facilities

Complaints regarding instructional materials, emergency or urgent facilities conditions that pose a threat to the health or safety of pupils or staff, and teacher vacancy or misassignment shall be filed with the Director of the school or designee, in which the complaint arises. A complaint about problems beyond the authority of the school Director shall be forwarded in a timely manner, but not to exceed 10 working days, to the ASI Executive Director.

Complaints regarding instructional materials, emergency or urgent facilities conditions that pose a threat to the health or safety of pupils or staff, and teacher vacancy or misassignment may be filed anonymously. A complainant who identifies himself or herself is entitled to a response if he or she indicates that a response is requested. If a response is requested, the response shall be made to the mailing address of the complainant indicated on the complaint.

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 the appropriate authority without parental consent or notification.

FAMILY PARTICIPATION HOURS

Family participation hours are essential to the success of the center. Family participation can be done by volunteering time or materials. Two hours per family, per month is the recommended guideline. Materials purchased may be used to replace volunteer hours. The value of materials purchased will be divided by the current minimum wage. Each whole number will be equal to one hour of volunteer time. Fee paying families will receive a dollar per day discount on their monthly bill for the oldest child when two hours per family have been completed by the end of the month that service occurs. Hours in excess of two hours per family 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.

Individuals who volunteer more than 2 times per month in the classroom will be required to fulfill the mandatory volunteer requirements. The requirements are as follows:

1. Complete an ASI Volunteer Application and Appointment Form
2. Schedule an appointment with the Cal Poly Police Department to be fingerprinted for the ASI Children's Center. Obtain the live scan form from the ASI Children's Center.
3. Submit a tuberculosis clearance. The tuberculosis clearance must be within one year before, or seven days after the beginning of the volunteer time.
4. Submit proof of Pertussis and Measles, Mumps and Rubella (MMR) vaccinations.

SECTION IV - POLICIES REGARDING HEALTH AND SAFETY

IMMUNIZATIONS & DOCTOR'S STATEMENT

California law requires all children enrolled in state schools, both public and private, to have certain doctor recommended immunizations, or receive them when they enroll. Effective July 1, 2019, immunizations required to enter Child Care (depending on age when enrolled) are:

- Polio
- Diphtheria, Tetanus, and Pertussis(DTaP)
- Haemophilus influenza type B
- Measles, Mumps, and Rubella (MMR)
- Hepatitis B
- Varicella (Chickenpox)

Per state law, personal belief exemptions will no longer be permitted beginning January 1, 2016. Families 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, preference and 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, families 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 staff will attempt to contact the parent. If the injury requires immediate medical attention an ambulance will be called 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 staff 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 current.

DIAPERS

Families whose children wear diapers are required to supply diapers according to the number of hours spent at the center. Families 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 must be secured in a car seat or booster seat in the back seat. The child shall be secured in a manner that complies with the height and weight limits specified by the manufacturer of the car seat. Children who are 8 years of age OR have reached 4'9" in height may be secured by a booster seat, but at a minimum must be secured by a safety belt. 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 their child 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 and sign-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 ten warnings in the fiscal year (July - June). Upon the eleventh missed signature the family will be given two-week notice and will be disenrolled from the center. When the fifth signature is missed, the Director will contact the family 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 families enrolling children in the center must complete an emergency card.

POLICY FOR CENTER VISITORS

Families 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 will only release children to:

- Child's parents or legal guardian
- Individuals the family 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 University Police and their child will immediately be disenrolled from the Children's Center or removed from the waiting list.

DELEGATION OF AUTHORITY

In the Director's absence, a designated Head Teacher assumes full program 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 family disagrees. Families 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 family.

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 are not required to notify families when a report is made.