

V.I.P. TOTS CHILDCARE PARENT HANDBOOK
CHILDCARE PROGRAM POLICIES AND PROCEDURES
Revised June 2012



Funded in part by



Your child is now attending V.I.P. TOTS at one of our two adjoining facilities. We are happy to welcome your family and look forward to sharing the joys of growth and learning! Board Members and staff members at V.I.P. TOTS are committed to providing your child with a quality childcare program which will offer nurturing and learning in a safe, accepting, and encouraging atmosphere. Thank you for choosing V.I.P. TOTS for your child. We look forward to working closely with you in meeting your family's childcare needs. Our childcare program serves children from 18 months to six years old.

BOARD OF DIRECTORS AND NONPROFIT STATUS

V.I.P. TOTS has been a nonprofit agency since 1979. The Board of Directors meets monthly to oversee the program. Information regarding Board Meetings and Board activities can be obtained from the V.I.P. TOTS office. Donations are tax deductible and the nonprofit ID number is 95 3425906.

PROGRAM PHILOSOPHY

V.I.P. TOTS holds the philosophy that every child can learn in a respectful, responsive, environment. V.I.P. TOTS believes that children learn best in developmentally appropriate programs that emphasize speech and language, play and social interaction, opportunities for sensory processing, motor skills and pre-academics. When given the opportunity to explore and learn while receiving positive reinforcement from teachers, therapists, and parents, every child will progress. When parents, teachers, and therapists form a collaborative team and offer necessary individualized support, desired results can be achieved.

LICENSING & FUNDING AGENCY INSPECTIONS

V.I.P. TOTS is a licensed childcare facility. Any duly authorized officer, employee or agent of the Department of Social Services may, upon presentation of proper identification, enter and inspect any licensed childcare center without prior notice. Representatives from funding agencies for early intervention programs or grant sources may likewise visit upon showing proper credentials.

AGES, RATIOS, STAFF, AND HOURS OF OPERATION

V.I.P. TOTS childcare program serves children from 18 months to six years old. Some of the classes at V.I.P. TOTS are integrated classes and are comprised of children with disabilities in early intervention programs who may attend the same classes as children enrolled for childcare. V.I.P. TOTS staff and board members believe that all of the children will benefit greatly from the integrated programs that are being provided.

The toddler program serves children 18 months to 30 months of age. V.I.P. TOTS will provide a staff ratio of one child development teacher or associate for every three children throughout the day.

The preschool classes will serve children from two years to six years of age. V.I.P. TOTS will provide a staff ratio of one adult to every eight children. V.I.P. TOTS will staff childcare programs based on the ages and needs of the children.

V.I.P. TOTS offers full and half day childcare programs dedicated to providing quality care that nurtures and creates learning opportunities in a safe, accepting, and encouraging atmosphere. Programs are open from 7 a.m. to 5:30 p.m. Monday through Friday with the exception of posted holidays.

The program activities will follow schedules worked out by the various teachers. Children will use adjoining facility/yard as needed for various activities. Staff members hired for the early intervention programs are trained to work with the children enrolled and are very competent regarding typical child development as well. V.I.P. TOTS has adopted *The California Infant Toddler and The Preschool Learning Foundations* and *Creative Curriculum* as the curriculum guides for our classrooms. Staff members include special education teachers, child development teachers, child development associate teachers, and a health aide. Contracts exist for services from a speech therapist, an occupational therapist and a physical therapist.

FIRST 5 RIVERSIDE – CHILDCARE SCHOLARSHIPS

First 5 Riverside receives funds through the tobacco tax initiative in California (prop10). V.I.P. TOTS has been awarded grants from First 5 Riverside that focus on providing scholarships to low and moderate income families.

PROGRAM GOALS

- ❖ Contribute to family growth through education and support in the areas of infant and early childhood growth and development, guidance, health and safety, and other areas of parent interest. Develop collaborative relationships with parents. Communicate with parents frequently regarding their children.
- ❖ Improve community acceptance of children with disabilities by providing appropriate services in an "inclusion" setting where children with disabilities and children who do not show delays participate together in classes when possible.
- ❖ Provide safe, nurturing child development programs to all children. Allow children to feel valued by showing them respect. Challenge children to think and to develop independence as part of their journey towards becoming "*Kindergarten Ready*".
- ❖ Encourage and model appropriate social interaction between children and adults to assist children in developing friendships and awareness of the needs of others.

SPECIAL EVENTS

V.I.P. TOTS will be holding school-wide functions (i.e. Harvest Festival, luau, etc) three or four times per year. During these occasions children will be floating between our adjoining facilities accompanied by a teacher. We welcome the assistance of parent/guardian volunteers on these special days.

NONDISCRIMINATION

V.I.P. TOTS serves children with disabilities based on eligibility determined by funding sources.

Children in childcare programs are served on a space available basis. V.I.P. TOTS does not discriminate against children or families with respect to race, color, creed, age, gender, national origin or disability. Anyone who believes that discrimination has occurred should follow the Grievance Process outlined in this handbook.

AT WILL SERVICES

V.I.P. TOTS is an "at will" provider. If at any time, we feel that it is not in the best interest of all concerned; V.I.P. TOTS may terminate services without notice.

HOURS AND PARENT VISITS

The childcare program will operate from 7:00 a.m. until 5:30 p.m. daily. Parents are encouraged to visit at any time. Sharing a lunch at school with your child now and then or spending some time in the classroom can enhance your relationship and strengthen the connection between home and school.

CURRENT CONTACT INFORMATION AND PICK UP PERMISSION

Licensing requires that parents furnish V.I.P. TOTS with current address, home and work phone numbers and emergency contacts who are authorized to pick up your child. We cannot accept your child without a valid contact number and alternate emergency numbers. If these numbers change or the names of persons allowed to pick up your child change, we must be notified in writing. Thank you!

NOTIFICATION OF PARENTAL CUSTODY

When a child is living with only one parent, the parent must furnish documentation of custody status and changes. Documents must be copies of official court documents. Single parents who have no court documents are requested to sign a declaration of custody. V.I.P. TOTS cannot prevent a non-custodial parent from picking up a child or inspecting the files of his/her child when there is joint custody and no restraining order has been filed. V.I.P. TOTS will consider all parents have joint custody unless otherwise notified and appropriate documents are furnished.

IMMUNIZATIONS

ALL CHILDREN ENROLLED MUST HAVE ALL REQUIRED IMMUNIZATIONS UP TO DATE INCLUDING PROOF OF A TB TEST AND HEALTH SCREEN GIVEN WITHIN ONE YEAR OR A PHYSICIANS WAIVER BEFORE CHILDCARE MAY BEGIN. The only exceptions are: (1) being otherwise advised by a physician and the physician provides this recommendation in writing or (2) if parents object to immunizations and provide written verification. Written statements by the physician or parent must then be on file at the center. After enrollment V.I.P.-TOTS must be kept informed of additional immunizations. All enrollment forms must be completed before enrollment can occur. It is recommended that persons listed on emergency forms be authorized by parents to sign for medical treatment. A PERSON MAY PICK UP A CHILD ONLY WHEN HIS OR HER NAME IS ON THE CHILD'S EMERGENCY CARD. Picture identification will be required from

persons who are not known to staff on duty before children can be released.

WAITING LISTS

When enrollment is full, a waiting list will be developed. Parents need to complete a written request to place a child on the waiting list. You may also complete a waiting list form on line at viptots.org. *When an opening occurs, a place will be kept open no longer than two weeks while forms are being filled out.* After that time parents will be charged full fees to keep the space or it will be given to the next child on the list unless additional time is granted by the Director if special circumstances exist. The waiting list will be updated quarterly at which time you will receive a call to see if you would like to remain on the list. If, after two phone calls, we receive no response from you, your child's name will be removed.

ACCIDENT INSURANCE POLICY

V.I.P. TOTS carries a small accident insurance policy on all children enrolled. The policy only covers accidents that occur at the center during scheduled hours. (Accident coverage does not include claims for illness.) Our policy requires that parents first file claims with their own medical insurance carrier. There is a deductible and coverage is limited. Parents are responsible for any and all costs, including deductible, not covered by this policy. We do not imply full accident coverage and we recommend that parents carry medical/accident insurance on their children. Please speak with the director or the school health aide for information regarding Healthy Families insurance programs.

FEES AND CALENDAR:

Please see the current rate schedule sheet and childcare calendar included with your enrollment packet. **Methods of payment are:** Tuition Express-Automatic withdrawal from bank account; ATM/Credit; Cash or Check.

1. Tuition is due on the 1st and the 15th of each month if you are making two equal payments. If you are making one payment the full amount is due by the 5th of the month. See current childcare calendar.
2. Tuition is considered late if not received within five days of the due date. A 5% late charge will be added to your account if payments are late.
3. If payment is two weeks past due you will be given a written notice with the amount and date payment is due. If you are experiencing temporary financial difficulty, please make arrangements for a payment plan with the director.
4. A yearly registration fee of \$100.00 (\$50.00 in Fall- \$50.00 in Spring) will be charged for each child for supplies and insurance costs.
5. Monthly fees need to be paid as long as children are enrolled. Credit for absence is already included. Tuition is based on 48 paid weeks annually and includes 4 weeks credit for holidays and vacations.
6. There is a \$15.00 returned check fee. Two returned checks in a 12-month period will require cash payments for six months.

When a child is picked up after the agreed upon time the parents will be charged \$20.00 and \$1.00 per minute thereafter. If parents are late picking up their child more than three times in a six- month period, there will be a mandatory meeting with the Director. If late pick up continues, the parents may be asked to remove their child from the program. In order to

avoid late pick up, parents are asked to arrange for an alternate responsible person to pick up your child and be sure that person is on the emergency card. Call and ask that person to pick up your child if you are going to be late .A TWO WEEK NOTICE IS REQUIRED WHEN YOU DECIDE CARE IS NO LONGER NEEDED FOR YOUR CHILD.

Parent cooperation in the payment of fees is necessary to maintain a professional, successful childcare program. Consistent late payments and/or late pick-ups will cause your child to be dropped from the childcare program. In the event of a temporary family financial crisis, please contact the director to work out a satisfactory payment plan. Delayed payments will only be approved if the director is notified right away.

STAFF AND CURRICULUM

V.I.P. TOTS will employ qualified care providers who will participate in an annual staff inservice training and monthly staff meetings regarding child development issues. Staff will be knowledgeable about growth and development of children served. V.I.P. TOTS staff members will encourage children to play and interact with teachers and peers in a positive manner. The development of listening skills and the ability to follow class routines are important to every child who goes on to kindergarten. Curriculum in the toddler and preschool programs will include large and small muscle development, language acquisition and development, parallel and interactive play, sharing and taking turns, music, art and movement. The program will provide preschool readiness activities such as colors, cutting, shapes, sequencing, visual and auditory activities to improve tracking and discrimination skills, early math and literacy skills, and appropriate social interaction skills with peers and with adults

When it is time for a young child to move to our adjoining facility, he/she may make visits to his/her new classroom accompanied by a teacher in order to make the transition as smooth as possible.

DAILY SIGN-IN/OUT

A sign-in/out sheet will be available for the parent to sign each day. The times of arrival and departure need to be indicated and **the parent must sign their full signature each day.**

SNACKS AND MEALS

Parents will be expected to provide meals for their children. Food should be in sealed containers. V.I.P. TOTS will provide morning and afternoon snack. Donations of crackers, fruit, and juice will be appreciated. The snack menu will be posted in the classroom monthly. Be sure to advise staff of any allergies your child may have.

On special occasions, such as birthdays and holidays, parents sometimes like to bring in a special snack for the class. Please see our *Healthy Eating Policy*. The snack brought in must be store bought and must be low sugar (**please**, no candy, cupcakes, cookies etc.) **No homemade items are allowed to be brought to school to share with the other children because of state regulations.**

DIAPERING AND TOILETING

Parents will provide six diapers per day for their children, labeled with the child's name. Each

child will be diapered on the changing table, which has been covered with a fresh, clean disposable covering. Care providers will wash their hands before and after each diapering. Parents will be notified if bowel movements or urination appears to change markedly. Toilet training will be initiated for children who are showing signs of readiness, such as remaining dry after naps, staying dry for extended periods, or indicating when they are wet or soiled. Toilet training will be undertaken at V.I.P.-TOTS only when parents agree to continue the training at home, as it is important to be consistent in all environments for the greatest success. Your child's teacher will discuss with you whether or not your child is developmentally ready for toilet training, or if waiting would prove to be more successful for your child. **V.I.P. TOTS will not attempt to toilet train children who show no signs of readiness.**

Tips for toilet training:

- Age has little to do with developmental readiness. If a child is showing behaviors as above, they may be ready to toilet train. However, if they are not yet presenting behaviors consistent with readiness, waiting may be more appropriate. It is possible that we may discontinue toilet training at school if the child is not showing progress, and try again at a later time.
- Positive reinforcement, such as praise, using small treats or sticker charts are very important when toilet training a child. The child should never be punished or criticized if he/she is already wet when taken to the toilet.
- A child should not be forced to sit on the toilet or potty chair.
- Our goal is independence. Have your child participate as much as possible in the process, such as helping to pull down and up their pants, wash their own hands, and flush the toilet themselves.

NAPPING POLICIES

Every child has the option of napping as long it is scheduled ahead as part of his/her daily routine. We will not ask your child each day if they are tired. If we notice a child is out-growing naps and is therefore not sleeping, a teacher will discuss the possibility of discontinuing naps with you. We provide a sheeted mat for each child and ask that your child bring his or her own small blanket. Please make sure that any items that are to be kept at school are labeled. If you want to keep the blanket at school, we will send it home once a week to be washed.

CLOTHES AND PERSONAL ITEMS

For your child's safety, we ask that he/she wear tennis shoes or sandals with back straps. Please bring a change of clothes and **clearly label each item**. If a child spills her juice, gets paint on his clothes, or has a toileting accident, we will need to have extra clothes for the child. It can be traumatic for a young child to put on clothes they are not familiar with. **If children are wet or soiled and do have clothing to change into, parents will need to bring in clean clothes or pick the child up early.** **Also, jackets, sweaters, backpacks, lunch boxes and other personal items need to be labeled with the child's name as well.** Absolutely NO PLAY GUNS or WEAPONS of any kind are allowed at school.

HEALTH POLICY

In order to prevent the spread of illness, V.I.P. TOTS requests that you keep your child home when certain illnesses are present or suspected.

1. **Temperature:** If your child has a temperature greater than 100.6 please keep your child home. If your child develops the above symptoms while at school we will ask you to pick up your child. The child must be **fever free, WITHOUT being medicated for 1-2 full days, when he/she returns to school or have a note from a physician indicating it is okay for the child to return to school.**
2. **Signs and Symptoms of possible severe illness:** such as unusual lethargy, uncontrolled coughing, irritability, persistent crying, difficulty breathing, wheezing, or other unusual signs. Depending on the severity of symptoms a doctor's note may be required for the student to return to school.
3. **Vomiting illness (2 or more episodes of vomiting in the previous 24 hours):** If a child vomits once at school, you will be asked to pick the child up. Keep your child home until the vomiting resolves for NO LESS THAN 24 HOURS or until your doctor determines the illness to be non-communicable, and the child is not dehydrated.
4. **Uncontrolled diarrhea:** Loose, runny, strong smelling, watery stools will be considered diarrhea as determined by the Health Aide/care givers. **You will be called to pick up child after 2 loose bowel movements.** The child must be kept home for 1- 2 full days after symptoms have stopped after the last loose bowel movement or have a note from a physician indicating it is okay for the child to return to school.
5. **Mouth Sores with drooling:** Unless your health care provider determines the condition is non-infectious and sends written proof that it is not contagious.
6. **Rash with fever and rash of any unknown origin, and with behavior changes.** The rash must be gone or deemed noncommunicable with a doctor's note before returning.
7. **Purulent conjunctivitis (pink eye with white/yellow discharge):** You will be asked to pick up your child if he/she has symptoms consistent with pink eye, such as redness, tearing, swelling, or cloudy drainage. Upon returning to school your child will need to be accompanied with documentation that they have received at least 48 hours of prescription eye drops as evidenced by either a note from a physician or by visual inspection of the actual prescribed medication by an authorized VIP Tots administrative staff member. If it has been determined by a physician that your child does not have a contagious condition requiring medication, we will require written orders from that physician indicating when the child may return to school.
8. **Scabies, head lice, or other infestations:** Your child must stay home 1-2 full days after treatment has been initiated. For head lice we have a no-nit policy and your child will have to be picked up if two or more nits are found and scalp will be reinspected before entry again.
9. **Impetigo:** Until 1-2 full days after treatment has been initiated, and a Dr, note to re-enter.
10. **Strep Throat or other streptococcal infection:** Until 2 full days after antibiotics have been initiated, also child must be free of fever, without medication and a Dr's note is required.
11. **Chicken Pox:** Until all sores have dried and crusted. A doctor's note may be required. New laws require vaccination against chicken pox before enrollment.
12. **Herpes around the face or mouth:** If your child is very young or cannot control his or her oral secretions please keep your child at home until your Dr releases him.
13. For further information concerning tuberculosis, pertussis, mumps, hepatitis, measles, rubella, unspecified respiratory illnesses, shingles, herpes see the Health Aide or your child's doctor.

14. **Seizure Disorder:** All children with a history of seizures must have a seizure protocol signed by their physician on file at V.I.P. TOTS. Parents need to follow the medication policies below for any medication that needs to be administered at school. V.I.P. TOTS is not required to administer medication but may do so at the parent's request.

VIP-TOTS reserves the right to request a doctor's note to return to school at any time it is deemed necessary to protect the health and well being of our other students. Please be sure the emergency card has names and numbers of persons who have agreed to pick up your child if you are not available. Persons picking up children will be required to show a picture I.D. Sick or contagious children must be picked up within one hour. For infections requiring a doctor's prescription, please keep your child home at least 1-2 full days after the after beginning an antibiotic. If your child has food or drug allergies, please have your doctor provide you with a note so the school nurse will be aware that he/she has allergies and a protocol will be developed to prevent contact or ingestion. If your child has life-threatening allergies you must provide us with a doctor's prescription and an epi-pen in case of emergency. If your child has asthma and has frequent asthma attacks you must provide us with a doctor's prescription and treatment plan for nebulizer care. If we are not provided with a treatment plan for your child's asthma then you will be called to pick up your child in the event of an asthma attack. Please contact us if your child has contracted a communicable disease, so we can inform our other clients that they may have been exposed. If you have any questions in deciding whether or not to keep your child home, please feel free to contact the Health Aide for advice. The Health Aide can also provide you with resources to help you care for your ill child and get him/her well as soon as possible.

PHYSICIAN CARE AND MEDICATION

Individual health needs are the responsibility of the parents. It is strongly recommended that parents have their children followed by a pediatrician, family practitioner or the public health department. Staff will inform parents of any suspected health concern. V.I.P. TOTS must follow the policy set by the California Education Code as well as those set by Community Care Licensing. This policy requires that we have your doctor sign our forms if we are to give any medication at school. This includes over the counter as well as prescription medication. **We will only be able to give medications that your doctor wants your child to have and the doctor and the parent will have to sign a form for every medication whether prescription or not. Medication must be in original prescription bottle with the dosage and child's name on the label.** We are unable to administer medicine from a bottle that says "take as directed". The doses and times medicine is given must correspond to the printed label. In order to change doses of a prescription medicine we must have a signed prescription from the doctor. When two children in the same family are receiving medication, both names must be on the bottle. Parents must also inform staff regarding the time and amount of the prior dose. **NO MEDICATION MAY BE PLACED IN A CHILD'S BACKPACK.** Medications must be hand delivered to designated staff. Please see below.

MEDICATION INTAKE AND DISPENSING

The following staff only will accept medications for students: Directors, Assistant Directors, and Health Aide. The staff member accepting the medication will review the medication form completed by the physician and parent, and verify its accuracy. The labels of all medications must have the student's name, doctor's name, the dosage and time to be given, and the

expiration date. After the staff member has verified the form, he/she will sign and date the form and then duplicate it. The original will go to the Health Services office and the duplicate will go to the child's teacher and be placed in the Medical Notebook that is kept in a locked file. . The medication will be locked in a cabinet or refrigerator in the Health Services Office.

Medications will usually be dispensed by the Health Aide. In the event that she is not available, a director, the classroom teacher or designee will dispense the medication. After medication is given, it will be returned to the locked cabinet or refrigerator. A medication log will be completed for each child who received medication showing dose, time, and type of medication dispensed.

BEHAVIOR SUPPORT

V.I.P. Tots teachers and aides will use accepted methods of behavior support that involve responding to acceptable behaviors with positive responses such as smiles, hugs, praise, stickers, and lots of eye contact. The *Second Step* curriculum and strategies from the *Center of the Social and Emotional Foundations for Early Learning* (CSEFEL) will be used to assist children in learning acceptable responses and social interaction skills. Negative behaviors will initially be ignored unless potentially harmful to the child or other children (aggressive or dangerous). Preschool children will be taught what rules must be followed in the classroom and on the playground. Staff members will develop positive behavior plans for children who engage in frequent non-compliant or aggressive behaviors.

V.I.P. TOTS does serve children with disabilities. Occasionally there will be a child enrolled who has specific behaviors which need to be addressed. Behavior support with children with disabilities as well as with children in the childcare programs is designed to be positive and to encourage appropriate behaviors. Parents may observe staff members involved in behavior support, and you may have questions regarding the process. Specific behavior interventions done with our children are discussed with and approved by the children's parents. While we cannot discuss specific children and their behavior plans, we can explain the program to you. If you are concerned, we want to talk with you.

HEALTH PRIVACY POLICY

V.I.P. TOTS creates records of health care to provide quality care and comply with legal requirements otherwise known as HIPPA. All families will receive a copy of our Privacy Policies and will be required to sign an acknowledgement of receipt, which will be kept in your child's file.

SEXUAL HARASSMENT POLICY

V.I.P. TOTS is a private state certified nonpublic school and is therefore subject to California Education Code Regulation. Section 200 of the Education Code states "It is the policy of the State of California to afford all persons, regardless of their sex, equal rights and opportunities in the educational institutions of the State." V.I.P.-TOTS is required to develop and distribute a policy regarding sexual harassment. V.I.P. TOTS has established written policy in the Staff Handbook regarding harassment. Parents who would like a copy of this policy may request it from the site directors.

V.I.P. TOTS is committed to provide an educational environment in which all individuals are treated with respect and dignity. Each child has the right to learn in a professional, caring

atmosphere that promotes equal educational opportunity, and is free from discriminatory practices. Sexual harassment is a violation of Title IX of the Education Amendment Act of 1972, Title VII of the civil rights Act of 1064, and California Education Code Sections 210 through 214, inclusive. Therefore, V.I.P. TOTS strongly condemns, opposes, and prohibits sexual harassment of individuals, whether verbal, physical, or environmental, by anyone. By law, any student who violates this policy will be subject to discipline, up to and including expulsion.

Because V.I.P. TOTS serves primarily children younger than age five, there is little expectation that children will complain of sexual harassment. Staff members will model appropriate forms of addressing other students and teachers. Curriculum will include books, music, and activities that enhance self-esteem and that demonstrate respect for others. Teachers will be alert to gender-biased comments and attitudes, for example: "Girls can't drive trucks" or "Boys can't play with dolls." Teachers will engage children in discussions that illustrate that both men and women are successful at a variety of occupations and pastimes. Classroom activities and lessons will be developmentally based so that preschool children will not be presented with concepts that are beyond their capabilities.

If parents or staff members become aware of comments or behaviors on the part of staff or other students that could be sexual harassment, the parents or staff members are requested to bring their concerns to the Director. After talking with the Director, a written complaint may be filed with the Executive Director. A confidential investigation of the matter will be conducted. The intent of the procedure is to insure prompt recourse, fairness and equity to the family alleging sexual harassment, to the child, and to the witnesses. One administrator and one board member will conduct the investigation. The family will be notified as to the determination of the investigation.

If it is found that unlawful harassment as occurred, effective remedial action commensurate with the severity of the offense will be taken. V.I.P.-TOTS will not retaliate against the person or the child making the complaint and will not knowingly permit retaliation by any V.I.P. TOTS employee or other child or family member.

OBLIGATIONS OF ALL EMPLOYEES

Employees shall report to the Director any conduct on the part of other employees or non-employees, such as representatives or service vendors, who sexually harass any student enrolled at V.I.P. TOTS. Teachers in a classroom setting shall take action to stop any harassment of students, including discipline of students involved and notification of the Director. Immediately following notification to the Director, the employee shall submit, in writing, a detailed and specific account of the incident, which will be used in investigation of the allegation. No employee of V.I.P. TOTS shall take action to discourage a victim of harassment from reporting such an instance.

Families of all students enrolled and all staff members hired will receive a written copy of this policy. Parents will be requested to sign annual verification of receiving this policy. (Adopted 10/21/93)

VOLUNTEERS

Parents are encouraged to volunteer in their child's classroom when possible. Please check with

your child's teacher to establish which days are best to volunteer. Occasionally children have a difficult time separating from their parents or become unusually fussy if parents are in their classroom. The teachers can work with you to overcome this situation that is considered as normal preschool behavior. Your child's eligibility or attendance is not based on parent participation or volunteering.

1. All volunteers must be 18 years of age or older and must be fingerprinted, with the exception of certain special events such as the Farm Trip, Harvest Festival, and Trike-a-Thon.
2. Volunteers need to treat all children with respect and follow V.I.P. TOTS program policy when talking to children and providing guidance.
3. VIP-TOTS is a smoke free environment.
4. In case of fire - please assist the children outside the building. Be calm. Acquaint yourself with diagrams of exits in each classroom.
5. Volunteers are required to have a current TB skin test or chest x-ray.
6. Please do not come to help if you have a cold, sore throat, fever, rash, or contagious disease.
7. If you cannot come at your scheduled time, please let us know ahead of time.
8. Please sign in and out each day in the office so we can keep a record of your volunteer time.
9. Please follow instructions and the direction of the classroom teachers or your assigned supervisor. If you have a concern or question about the program or any other children, request a short private conference at the end of the day. It is not usually possible to interrupt an activity for a discussion, nor appropriate for a teacher to give an impromptu answer when she is involved with the children.
10. We always appreciate help with cleaning and straightening up after class.
11. It is your responsibility to respect confidential information. Parents may choose to share experiences and information with you, but please refrain from asking questions that may cause embarrassment, i.e. "How old is your child?" or "What's wrong with your baby?" Diagnostic information or information about a child's disability is not to be discussed with anyone.
12. We depend on your role as a contact with community. You are a vital connection towards understanding and community awareness of our agency and the children and parents we serve. Please feel free to distribute brochures and to help community groups and friends become aware of our needs and services.
13. Thank you for your interest in helping as a volunteer!

GRIEVANCE PROCESS

PARENTS ARE ASKED TO QUESTION OR VOICE COMPLAINTS TO THE TEACHERS AS SOON AS THEY ARISE. STAFF MEMBERS ARE DEDICATED TO PROVIDING YOU AND YOUR CHILD WITH QUALITY SERVICE WITH WHICH YOU WILL BE COMPLETELY COMFORTABLE. ONLY THROUGH FREQUENT, OPEN COMMUNICATION WILL THIS GOAL BE REALIZED. PLEASE MAKE AN APPOINTMENT OUTSIDE OF CLASS TIME TO DISCUSS YOUR CONCERNS.

When a parent, guardian or representative is dissatisfied with any of the services at V.I.P TOTS for their child's program, she/he has the right to:

- ❖ Meet with the child development teacher to discuss the problem and find a solution to the

problem.

- ❖ If the problem is not then resolved, please contact the Site Director to set an appointment to discuss the problem with the Teacher and the Site Director within 5 days.
- ❖ If still no resolution is found after the teacher and director have been consulted then contact the Executive Director in writing to find a solution to the problem. The Executive Director will respond within 5 days.
- ❖ If a complaint is presented to the Board of Directors, a committee of Board Members will act on the complaint within 20 days.

STAFF CONTACT INFORMATION

Debbie Haney	Site Director	951 652 7611	ghaney@viptots.org
Theresa Pastrano	Admin. Assist	951 929 8585	tpastrano@viptots.org
Kendra Voltava	Grants & Development	951 925 9535	kendrav@viptots.org
Fran Henderson	Program Specialist	951 652 2742	fhenderson@viptots.org
Joann Hameister	Executive Director	951 929 8585	jhameister@viptots.org

*Please refer to our website viptots.org to send
email to your child's teacher.*