



DISCOVERY ISLE[®]
CHILD DEVELOPMENT CENTER

PARENT HANDBOOK



Carlsbad

6130 Paseo del Norte
Carlsbad, CA 92011
760.431.7090

Poway

14521 Ted Williams Pkwy
Poway, CA 92064
858.748.5600

La Costa

1655 S Rancho Santa Fe Rd
San Marcos, CA 92078
760.752.8691

Poway / Scripps Ranch

11740 Creek Road
Poway, CA 92064
858.536.1400

Murrieta

23785 Washington Ave
Murrieta, CA 92562
951.304.3033

San Marcos

308 Twin Oaks Valley Rd
San Marcos, CA 92078
760.510.0020

Penasquitos

10125 Azuaga Street
San Diego, CA 92129
858.538.4800

Temecula

32220 Temecula Pkwy
Temecula, CA 92592
951.303.3055

Discovery Isle Child Development Center

At Discovery Isle Child Development Center, you can trust that your child will be treated as an individual learner and encouraged to appreciate the joy of learning. We recognize that every child needs support, stimulation and encouragement within a positive educational environment. Our teachers create an atmosphere in which children are safe, nurtured and ready to absorb what the world has to offer. Children are inspired to explore, experience and make new connections with the world around them.

This Parent Handbook will serve as a handy reference throughout the year and as a guide as we work together on your child's behalf. After you have reviewed this Parent Handbook, please be sure to sign and return the Parent Acknowledgement form found on the last page.

The teachers and administrators of Discovery Isle welcome the opportunity to meet with you at any time throughout the year and, of course, are always pleased to respond to any questions, concerns, or suggestions you might have. Each of us is dedicated to ensuring that all of our activities reflect the principles that have established our center as a preferred educational alternative. We are pleased that you have chosen Discovery Isle for your child's education and care. We thank you for your commitment.

Discovery Isle was founded in 1992 and is owned and operated by Nobel Learning Communities, Inc. Each of our centers has been carefully designed to facilitate our philosophy, which is based on **child-centeredness** and **problem solving**. Our teachers are warm, nurturing, and knowledgeable in the field of Early Childhood Education. They believe that our philosophy aids in the growth and development of the whole child. Here are some brief descriptions of the two main concepts.

Child-centered means that our program is here to meet the needs of children, allow them the freedom to be children, and put their physical, emotional and intellectual well-being first. We believe that children learn best through social interactions, and play, both structured and unstructured. Our main goals are to nurture children, help them learn to get along with their peers and introduce them to new developmentally appropriate academic concepts.

Problem solving is a way we teach children to form positive relationships, resolve conflicts, learn self-discipline, and show respect for others. We see inappropriate or destructive behavior as a problem to be solved, primarily by the children involved and with the help of a teacher-facilitator. Here is some of the terminology we use at our centers:

Active Listening is a way to interpret and reflect a child's feelings. Active listening lets children express and think through their problems and find their own solutions.

Negotiation teaches children to talk to each other about their problems, look for solutions and resolve conflicts nonviolently.

Setting Limits is a way to teach children how to stay within safe boundaries and learn self-control. Limits are based on safety, responsibility and respect. We set limits with messages, consequences, choices, information and contingencies. Our last resort is "removing and sitting apart".

Affirmations are the ways we make children feel important. Affirmations include positive messages, positive reinforcement, emotional strokes and noticing what children do and say.

Our learning environment is built around the child's need for nurturing relationships, safety, comfort, physical activity, emotional expression, social interaction and intellectual stimulation. Whenever possible, we modify our environment and adapt it to meet children's individual needs, instead of trying to adapt children to the environment.

We are always happy to discuss our philosophy with you, as well as the individual needs of your child; however, we do avoid talking about children when they are present.

Note: A 30 day notice will be given for all policy changes and tuition changes.

Hours and Services

Discovery Isle is open from 6:45 am to 6:00 pm offering care to children ages 6 weeks (at most locations) to 5 years. Childcare programs range from two days to five days per week; however, program selections vary by site. Private Kindergarten is also available at selected locations as well as a variety of extracurricular classes.

Admission

Admission into the program requires that parents visit the center and complete the necessary forms. Enrollment into the program is not complete until all of the following items have been received in the business office:

1. Discovery Isle Child Development Contract
2. Yellow Emergency Card
3. Physician's Report and proof of Immunizations
4. Child's Pre-admission Health History
5. Child Abuse Prevention Pamphlet Receipt
6. Parent's Rights and Personal Rights Form
7. Parent Directory Form
8. Off-Site Childcare Form
9. All applicable registration, materials, and tuition fees

The first month tuition is due upon receiving and signing the Child Care contract. A registration and materials fee for each child enrolled will also be due upon enrollment. (see *fee schedule*) The registration and materials fees are nonrefundable. Also a nap mat/sheet must be purchased upon registration at a cost of \$35.00 (at applicable locations only).

Address and Telephone Number Changes

It is the parent's responsibility to keep all information on the child care contract and the yellow emergency card current. Address changes, telephone number changes, and changes in persons authorized to pick up your child should be reported to the business office immediately.

Temporary or one-time-only changes must be noted, in writing, and given to the business office.

Parent and Teacher Communication

Parents are encouraged to visit the center anytime during the day. There will be a formal parent conference once a year to discuss your child's progress. Informal parent conferences may be arranged at any time with the Teacher and/or Principal. Parent meetings are open to all center parents.

Special Note: For most young children that have not had a lot of experience away from home, center adjustment takes some time. Children need a chance to adjust to the new environment. They have new people to meet and new routines to learn. Consequently, there may be times during this period that we may suggest that you refrain from visiting the center to see your child. As your child becomes more comfortable with the center and is easily adjusting from home to center, we will then encourage your visits. Remember you are always welcome to call the center to ask about your child.

The center distributes a monthly newsletter to keep families aware of upcoming events and activities. In addition, each classroom publishes a monthly newsletter that focuses on the concepts being taught as well as the activities that are happening during the month. If you would like to assist in one of these activities let your child's teacher know. Please check the classroom door for the "What We Did Today" sheet for a recap of the day's curriculum and events. Children under the age of two will receive an individualized daily report. We encourage parents to discuss specific issues with the child's teacher.

Parent Concerns

If you have any questions or concerns you would like to discuss with the Principal and/or Teacher, please feel free to arrange a convenient time to talk. Note: Assistant Teachers will listen to your concerns, but may not provide the necessary feedback or solutions to your questions and concerns.

Internet Viewing System

Discovery Isle Child Development Centers are the first childcare centers in our area to incorporate an internet viewing system into its classrooms, giving our parents access to cutting edge technology within the childcare industry. Discovery Isle provides parents the ability to log on, via the Internet, and see their child play, learn, and grow. The viewing system is password protected and only parents and relatives with parents' written permission may gain password access. Before a parent applies for this service, the parent is verified through our childcare facility to ensure that their child is actively enrolled. Parents can be comforted knowing that their child is being cared for by a reputable center whose environment is dedicated to children.

Note: The Internet Viewing System is not available at all locations.

Tuition Policy

Child Care fees are charged by full-day session (11 hours) in the Infant Center and the Preschool program. Some locations charge by the ½ day in the Preschool program. In these schools, if your daily hours exceed your contract, there is an additional charge of \$10.00/hour. (See *principal for details*)

Fees are due and payable the FIRST OF EVERY MONTH. If fees are **NOT** paid within 5 days, a \$50.00 late charge will be added to your bill. If your fees are not paid within 15 days from the first of every month, DICDC reserves the right to withhold childcare services until the debt is paid or to terminate childcare services. The business office must approve payment arrangements.

Arrival and Dismissal of Children

Each child must be officially signed in by the person dropping them off at the center. Full signatures are required as well as noting the time of arrival. Each child must also be signed out, with departure timed noted, by a person authorized to pick up the child. Picture I.D. will be required of any person picking up a child who is not recognizable by our staff.

If the parent is unable to pick up their child, a written note or a phone call permitting someone other than the parent to pick up the child must be given to the business office. The alternative pick-up person must be 18 years or older with proper I.D.

If a custodial parent does not want the non-custodial parent to have access to the child while at the center, a current copy of the court order stating who the custodial parent is, as well as a statement certifying that the non-custodial parent may not have access to the child while at the center, must be submitted to the business office.

Late Pick-ups

The center closes each day at 6:00 p.m. Late pick-up charges are \$1.00 per minute. Late charges will be added to your fee statement. Five (5) violations may result in termination of childcare services.

Ending Child Care Services

A thirty day written notice must be given when dropping your child from the center. If a thirty day notice has not been given to the business office prior to your child's termination of services, you will be charged full fees for those thirty days.

Discovery Isle reserves the right to terminate childcare services if, in the judgment of the Teacher and the Principal; 1.) a child is aggressive to the point of involving other children and causing possible harm to others, or 2.) an inordinate amount of the teacher's time is needed to attend to a particular child's special situation, to an extent that it is depriving the other children in the classroom the level of care and concern to which they are entitled. In such a situation, a two-week notice would be given before termination of services in order to give parents the necessary time to find alternative childcare.

Re-Registration

At the beginning of each calendar year, parents will have an opportunity to register their child(ren) for the next school year before enrollment is opened to the general public.

Holidays

An exact calendar of days the childcare center is closed will be provided annually. The holidays will include the following:

- New Year's Eve- (or observed if on weekend)
- New Year's Day- (or observed if on weekend)
- President's Day- observed
- Memorial Day- observed
- In-Service Work Day
- Independence Day
- Labor Day- observed
- Thanksgiving- 2 days
- Christmas Eve- (or observed if on weekend)
- Christmas Day- (or observed if on weekend)
- Professional Development Day

If one of your contracted days for childcare falls on one of the above holidays, you will be charged tuition for that day.

Meals

Food programs vary between locations. Most centers offer breakfast (or AM snack) and PM snack. These are provided to enrolled children at no additional cost. Breakfast is available to children arriving by 8:30 a.m. (or if your center provides an A.M. snack instead, it is served at approximately 10:00 a.m.) The PM snack will be offered after the children wake up from nap. Parents are required to bring the child's lunch. We have microwaves in each of the classrooms so that the teachers can easily heat up lunch items for the children. If a child does not have a lunch the parent will be called and arrangements made to make sure that the child receives an appropriate lunch.

Please DO NOT send your child to the center with gum, candy or other snack foods. Any special diet problems should be discussed with the staff. If your child has a food allergy, your doctor should supply Discovery Isle with an allergy statement. In the case of food allergies, parents should supply substitute food.

Vacation Policy

After attending the center for a minimum of 2 months, parents may request vacation time from the center. Vacation notice must be given, in writing, 30 days in advance to the business office. During vacation, the tuition rate will be ½ the normal rate. Vacation time will be limited to twice your weekly contracted days per school year (July-June).

Illness Policy

Your child should not be brought to the center if, within the last 24 hours, the child has had a fever, diarrhea, a yellow or green runny nose, or other illnesses that could be given to children and teachers. Therefore, it is important that you have some kind of alternate care for your child on such occasions. The center should be notified immediately if your child has contracted one of the common communicable childhood diseases such as: measles, chicken pox, or mumps. We can then inform other parents of the symptoms so they can watch for them in their children.

Discovery Isle encourages safeguarding the health of young children by requesting parents to follow these guidelines when deciding if a child is well enough to attend the center:

- **FEVER:** Keep child home until fever registers below 100° for 24 hours and child is acting well.
- **RUNNY NOSE:** Keep child home until thick yellow or green discharge clears up.
- **EARACHE:** Keep child home until a doctor examines the ears and recommends the child return to the center.
- **RASH:** Keep child home until a doctor determines the cause and recommends the child return to the center.
- **SORE THROAT:** Keep child home until a doctor determines no strep infection exists and the throat is healed.
- **COUGH:** Keep child home until coughing subsides.
- **UPSET STOMACH/VOMITING/DIARRHEA:** Keep child home until symptom free for 24 hours and the child is eating normally without upset.

Parents are expected to call the center to indicate the child will be absent and the cause of the absence.

Illness or Injury While at the Center

If an illness or injury occurs while the child is at the center, the parents will be notified immediately about the child's condition and the child must be picked up from the center as soon as possible, preferably within an hour. If a parent is unavailable, the persons listed on the Yellow Emergency Information Card will be contacted in the order they are listed. In case of serious injury, 911 will also be called.

Sunscreen Policy

If you would like sunscreen applied to your child prior to going outside in the afternoon you must sign the Sunscreen Authorization form available at the front office. A new form must be signed each month that sunscreen application is desired. Parents must provide the sunscreen labeled with the child's name.

Medication Policy

When it is necessary for your child to take medicine while at the center, you will need to follow these guidelines set out by the State. Bring the medicine in its original container, clearly marked with your child's name. Fill out and sign an Administration of Medication Authorization form (available at the front desk) and give the form and the medication to the Teacher or the Assistant Teacher. Be sure to pick up the medication at the end of the day.

For nebulizer/inhaler administration, two additional forms are required (also available at the front desk):

1. Physician's Instructions – to be completed by the child's physician.
2. Consent/Verification Form – to be completed by the parent.

Both forms must be received by the center before a nebulizer/inhaler treatment can be given.

Remember these important policies concerning administration of medicines at the center:

- Clear times and dosages must be stipulated on the authorization form.
- Medicine must be in the original container and clearly marked with child's name. Medicine that has expired will not be given.
- If medicine is not a prescription, we will need a doctor's statement (i.e., on his/her prescription pad) indicating the medication, the necessary times and dosages. In no case will the Center be able to administer over the counter medications in dosages that exceed the recommended dosages listed on the container for the child's weight and age. Also, as a result of an FDA public health advisory we cannot maintain or administer any over the counter cough and cold products to children under the age of two.

While we know that this policy may sometimes cause an inconvenience for you, especially in the area of over the counter medications, we are required to comply with State law, and by doing so we also ensure consistency and therefore meet the safety standards for all our children here at the center.

Discipline

Self-discipline is a concept that many children learn in a center environment. Many times children make choices that are not in their best interest and the teacher needs to intervene. When this happens we use positive methods that strengthen the child's self-esteem as well as help them to make better choices in the future. Most situations can be handled by redirecting a child to another activity, away from the situation that is causing over stimulation. We do not administer corporal punishment at any time.

Occasionally, the situation cannot be handled within the classroom setting, and the Principal or Assistant Principal is asked to assist. This only happens when the child's behavior jeopardizes the safety of the class or the quality of the program. The parent will be informed of the situation and the action taken. If the situation reoccurs, the teacher, Principal and the parent will then meet to develop an appropriate plan for positive behavioral change and frequent updates will be given. However, when a particular child or parent's behavior threatens the safety of or becomes abusive towards other children or teachers in the center, we may disenroll the child immediately.

Toys From Home

Children often want to bring toys from home but we ask your help in discouraging this habit. We do encourage children to bring items of interest for the nature or science tables or something that pertains to the current theme.

Cubbies

Each child has his/her own cubby. Please help your child identify their cubby and encourage proper care and storage of their possessions.

Clothing

The center is a place for investigating and learning about many things. Some investigations become quite messy and/or wet. We use aprons at the paint easel; however, the staff and your child, will be more relaxed if your child wears the same type of play clothing he/she wears at home. We also would appreciate clothing that is easily manipulated for toileting. Since this is a time that children are learning to do things for themselves, clothing should not be made in such a way that it is impossible for children to manage for themselves.

Please send a spare set of clothing including underwear and socks to be left in your child's cubby. Such clothing should be **LABELED** with your child's name. If your child wears clothing borrowed from the center, please launder and return them immediately.

Birthdays

If you would like to bring a treat to the center for your child's birthday, please notify the teacher in advance so we can prepare for this special occasion. Please provide treats that are healthy and nutritious.

Interviewing of Children

Community Care Licensing, as well as Child Protective Services, reserves the right to interview children at any time without parental permission.

Reminders:

- **LABEL** all clothes, bottles, blankets, and pillows. Unmarked items are easily lost.
- **DRESS** your child in clothes that are easy to get on and off for diapering and/or toileting.
- **DIAPERS AND DIAPER WIPES** Please bring at least one package of diapers at a time and one container of diaper wipes to leave at the center.
- **BOTTLES** Please supply the center with what your infant will need for the day and take the bottle(s) home at the end of the day.
- **PLEASE MAKE SURE** your child is in a fresh diaper upon arrival.
- **WASH** your child's blanket and pillowcase at least once each week if they are left at the center.

WELCOME TO OUR PROGRAM!!

Parent Acknowledgement

Student Name _____

Address _____

Phone # _____

This Parent Handbook was created to promote an understanding of the policies and procedures at Discovery Isle Child Development Center.

The information in this Parent Handbook applies to all activities occurring on school grounds, school buses, and during any school related activity. It is important that parents and students are familiar with these expectations.

Please remove this page, sign it, and return it to the Principal. It will be added to your child's permanent file. Your signature means that you have received this Parent Handbook and understand the policies and procedures of Discovery Isle.

I have read and understand the policies and procedures in the Discovery Isle Child Development Center Parent Handbook. I agree to abide by them as will my child(ren).

Parent/Guardian Signature

Date

Parent/Guardian Signature

Date