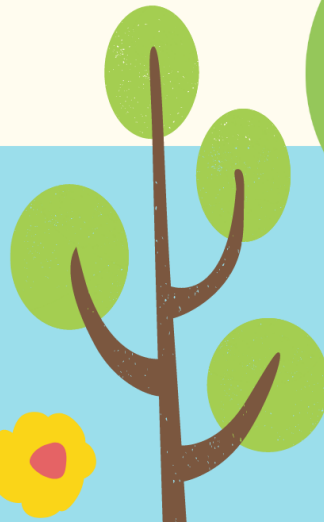




# Teeter Tots Parent Policy and Information Handbook

September 2022-August 2023



## TEETER TOTS PROGRAM POLICIES, PROCEDURES & GENERAL INFORMATION

### TEETER TOT PROGRAM DIRECTORY:

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#### PROGRAM LOCATION:

##### Teeter Tot Program

Portola Clubhouse

6927 Portola Drive

El Cerrito, CA 94530

(510) 559-7032

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##### Program Administration

El Cerrito Community Center

7007 Moeser Lane

El Cerrito, CA 94530

(510) 559-7003

Administrative Clerk Specialist: Susan Ortega

Email: [sortega@ci.el-cerrito.ca.us](mailto:sortega@ci.el-cerrito.ca.us) Phone: (510) 559-7006

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## TEETER TOTS PROGRAM POLICIES, PROCEDURES & GENERAL INFORMATION

**PROGRAM GOALS:** The Teeter Tots program currently serves children ages 24 months to 4 ½ years. Teeter Tots is designed to promote physical, social-emotional and intellectual development. The staff works to create an atmosphere in which each child is accepted and supported. To accomplish this, staff members assist the children with learning to function in a group, recognizing and expressing their emotions and developing techniques for effective problem solving. Children will participate in activities designed to facilitate their learning. In addition, guidelines and limits are established to create a physically positive environment for all.

### IS MY TOT READY?:

There are many online resources to help you determine if your child is ready to attend a preschool-like program. Teeter Tots does not require children to be potty-trained. Children come to Teeter Tots with a wide variation of social, verbal, and physical skills. Children will need to be able to feed themselves snack, to express their care needs (non-verbally is OK), and to handle separation from their primary caregiver. Some crying is expected and normal, but if a child cannot be calmed, they may not be ready for this program. Children will need to be safe around other children, [if current guidance requires it](#), they will need to be able to adjust to wearing a face covering. If you are unsure if your child is ready, please contact the Program Supervisor before registering.

**PROGRAM STRUCTURE:** The Teeter Tots curriculum will include age-appropriate arts & crafts, indoor & outdoor games and playtime, music, stories and a variety of school readiness activities. While the specific activities offered change every day, the structured daily activity stays the same. Sample Schedule:

9:00-9:15 Sign in (handwashing, put our things away)

9:15-9:40 Art

9:40-10:10 Free Play (may be indoors or out)

10:15-10:40 Snacks from home

10:45-11:15 Diapering

11:15-11:25 Clean Up Time

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11:25-11:45 Story Time

11:45-11:55 Circle Time/Goodbye

11:55-12:00 Parent Pick up

Teeter Tots is not a parent cooperative program. In non-pandemic circumstances, if a parent/guardian would like to observe their child while they are at Teeter Tots, parents would make special arrangements with site staff to do so. During pandemic programming, we are sharing photos weekly with families through a Flickr site so that parents can see their children in program.

**ADMINISTRATIVE POLICIES & PROCEDURES:** Teeter Tots will run Monday-Thursday from 9:00am to 12:00pm. Teeter Tots registration is available to those who can commit to all 4 days per week of program.

**Waiting List:** If space is not available during this session, interested parents/guardians may put their child on our waiting lists. Parents/guardians registered on the waitlist will be emailed as space becomes available at the program they have requested. Spaces are filled on a first come, first serve basis. To enroll on the waiting list, parents must complete and submit the registration packet.

**Cancellations:** Cancellations, transfers, and/or refunds must be requested 2 weeks' prior to the billing cycle. Example – you want to cancel starting the month of February, we need to be notified via email 2 weeks' prior to January 15<sup>th</sup> = before or by January 1<sup>st</sup>. There will be a processing fee of \$23.00.

**Change of Address/Phone:** It is important that the parent/guardian contact the site and the El Cerrito Community Center (Email: [recreation@ci.el-cerrito.ca.us](mailto:recreation@ci.el-cerrito.ca.us)) if their home address or phone numbers change during the school year. In the event of an emergency, staff must always have the most current contact and emergency information.

**Illness Credits:** There are no payment credits for absence due to illness. We do not offer make-up days.

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**Absences:** If your child will be absent, it is essential that the parent/guardian notify the staff at the program. There are no credits/refunds given for absences (this includes family vacations).

**Holidays:** The Preschool Programs will be closed during all legal holidays and various staff development days including:

- Labor Day
- Veteran's Day
- Thanksgiving Day & Day After
- Winter Holiday Break December 26-29, 2022
- Martin Luther King Jr. Day
- President's Day
- Memorial Day
- Juneteenth
- 4<sup>th</sup> of July

**Sign-in/Sign-out Authorization:** Only those authorized by the parent/guardian in writing will be allowed to sign-in and sign-out a child from the program.

- The authorized person MUST be 18 years or older to sign out the child on the attendance roster, writing the check-out time and their full signature.
- If an unfamiliar person comes to pick-up the child, staff will ask for the identification to verify that they are authorized to pick up child.
- Parents must call when their child will not be attending care on a regularly scheduled day.
- Staff must prohibit a person showing signs of intoxication from picking up a child in care.
- To add or update emergency / pick-up contacts please email [recreation@ci.el-cerrito.ca.us](mailto:recreation@ci.el-cerrito.ca.us)

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**Late Pick-Ups:** Anytime a child is picked up after their regularly scheduled ending time in the program they will be charged as a late pick-up.

- Any late pick up results in a \$20.00 charge and an additional \$1 per minute. EXAMPLES:  
Being 5 minutes late results in \$20.00 + \$5.00 = \$25.00  
Being 12 minutes late results in \$20.00 + \$12.00 = \$32.00
- Parent or person picking up the child will be asked to pay the late pick-up fee when the child is picked up with a check (no cash accepted) or with a credit card on file with your account and to sign our late pick-up slip. Late fee charges cannot be billed or invoiced for later payment.
- Parents should always contact the site when they are going to be late. Staff is paid a 30-minute minimum and you will still be charged the late pick-up fee.

**Safety and Hygiene requirements and protocols:** Face coverings are currently required for participation (this is expected to change during the school year). Please send your student with a face covering that can always stay on their body (ex: an ear-loop style face covering can have a string attached to the loops to help keep the covering on as a necklace if it falls down). Children should bathe daily, wear clean clothes every day, wash hands before leaving home and wash hands throughout the day with hand sanitizer to be used only in situations where hand washing is not an option.

### EMERGENCY PROCEDURES

**Health Screening:** Before bringing your Teeter Tot to school, please take your child's temperature and make sure that you would be able to answer no to all of the questions below if asked:

In the last 24 hours, have you or anyone in your household had any of the following symptoms:

1. Have a cough, shortness of breath, difficulty breathing or other signs of illness?
2. Has anyone in your household had a fever in the last 24 hours?

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3. Have you or anyone in your household been in contact with anyone that has tested positive for Covid-19 within the last two weeks?

4. If you have had two or more of these symptoms in last 24 hours please record below: Fever, chills, repeated shaking with chills, muscle pain, headache, sore throat, new loss of taste or smell, nausea or vomiting?

Any family who would need to answer 'yes' to any of the above questions should **not** come to program and should call instead of coming in person. Any children in the program who have exhibited fever or more than one symptom must test negative for Covid until this age group is vaccinated. There would be no refunds for missed care during this time.

If a family learns that they have been directly exposed to Covid-19, or they have a positive test within their household, they should immediately report this information to the Recreation Supervisor. Information will be kept confidential; however, families would be given notice if an exposure occurred.

**Illness, Accidents, Insurance and Liability:** If a child becomes ill, the staff will call the phone numbers listed on your *Emergency Form* so that the child may be picked up immediately. Any child showing signs of illness will be isolated from the group and picking up immediately is important. Parents/guardians should list names of family/friends who are available to pick up their child during the day. Anyone listed on the forms will be required to show I.D. when picking up a child from the site.

1. If a child sustains an injury needing attention beyond standard first aid, staff will phone the local emergency number/911 for assistance. The parent/guardian will be contacted. If the parent or guardian cannot be immediately contacted staff will contact a person on the emergency contact list.
2. When 911 is called an ambulance will be dispatched.
3. Only authorization by a parent/guardian can cancel an ambulance.

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4. The determination for transportation may be left up to emergency personnel depending on the seriousness of the injury and the availability of the parent/guardian.
5. If your child is transported to a local hospital facility, a staff member will remain with the child until a parent/guardian arrives.
6. If the parent/guardian cannot be contacted and if the emergency forms indicate, emergency personnel may direct the ambulance to the desired emergency care facility (as specified in the *Emergency Form*).
7. The City **does not** pay the cost of ambulance service, but most family health plans do cover ambulance service.
8. The City **does not** provide accident insurance for childcare children.
9. The cost of treating accidents must be assumed by the parent/guardian and/or their health plan.

**Medication:** Children who must receive medication during program hours must provide the Recreation Supervisor with written instructions and permission to administer the medication. Medication must be brought by the parent/guardian to the site and given directly to the Lead Teacher.

**Disabilities, Allergies, Special Needs and Fears:** Please notify the Supervisor of any disabilities, special needs or allergies that pertain to your child. This information allows staff to provide the best possible care for your child.



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### PAYMENT PROCEDURES

#### Payment of Fees/ Auto-Debit Billing:

Monthly payments will be automatically charged in advance, on the 15<sup>th</sup> of the month. For example, February's billing will be automatically charged on the 15th of January.

**Payment of Fees:** Fees must be paid through the auto-debit system. If you do not have your log-in information, please email [recreation@ci.el-cerrito.ca.us](mailto:recreation@ci.el-cerrito.ca.us) for your username and password.

- Payments must be made with Visa/MasterCard/American Express that is scheduled as a payment method through your log-in at [www.el-cerrito.org/onlinereg](http://www.el-cerrito.org/onlinereg).
- Payments for Teeter Tots must be paid by the scheduled payment dates. If your payment method is declined, your receipt will indicate this information. It is your responsibility to notify us and update your payment method as soon as possible or within 5 days of your declined receipt of notice. If this is not done, a late fee of \$23 will be charged.
- If your payment declines, you should select "Pay Balance" on our online registration system, WebTrac: [el-cerrito.org/onlinereg](http://el-cerrito.org/onlinereg) or contact [recreation@ci.el-cerrito.ca.us](mailto:recreation@ci.el-cerrito.ca.us).
- We do accept payments from third-party agencies such as Child Care Links. Please work with the Recreation Admin. Specialist to set up this exception to our usual billing methods.

**Billing Receipts:** Households will receive receipts when their auto-debit payment is processed. **If you do not receive a receipt 5 days after your scheduled auto-debit please** email [recreation@ci.el-cerrito.ca.us](mailto:recreation@ci.el-cerrito.ca.us).

**Credit/Debit Card Update:** If your payment method is declined, your receipt will indicate this information. It is your responsibility to notify us and update your payment method by the 20<sup>th</sup> of the month. If it is not done, a late fee of \$23 will be charged.

**Refunds/Credits:** There are no refunds for City of El Cerrito Childcare activities unless the activity is cancelled due to lack of enrollment or the child is out for a medical reason lasting 5 days or more with a doctor's note

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provided.

- Credits/Refunds will not be given if a child does not attend the program.
- No credits are given for family vacations or days off, etc.

**Collections Notice:** If your City of El Cerrito childcare bill is one month or more past due, we reserve the right to send any past due balances to a collection agency. Auto-debit receipts are sent to the households email and this includes all declined / outstanding balances. The City is not required to make any additional contact in regard to past-due accounts.

**Family members sent to collections will not be able to participate in any programs offered by the City of El Cerrito until the amount due is corrected.**

### BEHAVIOR POLICY

The staff members are directed to keep an open line of communication with parents/guardians. Should any misbehavior, behavioral changes or positive incidents occur with a child in our care, the staff is instructed to talk with the parent/guardian. **There is no corporal punishment administered in our programs.**

In the case of behavior problems:

1. Staff discusses the behavior with parent/guardian asking for their assistance in the matter.
2. If misbehavior continues, staff again speaks with the parent/guardian regarding the incident letting them know that the child's behavior needs to be corrected.
3. If the misbehavior continues, a parent/guardian will be reminded of the seriousness of the behavior. The parent/guardian is informed that if the behavior does not change the child may be suspended and/or dismissed from the program.

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4. Continuation of poor behavior may result in the suspension and/or dismissal of the child from the program.
5. The Supervisor reserves the right to suspend or dismiss a child from the program any time unsafe behavior occurs or the child harms another child or staff.

### ADDITIONAL INFORMATION

**Daily Snack:** Parents/Guardians are required to send their students with a filled and labeled water bottle and 1 large nut-free snack for their child that is wrapped and does not require refrigeration or staff preparation.

Please do not send your student with:

Soda, Capri Suns or any sugary drinks, nuts of any kind, fish/shrimp, pork or candy, "fruit" gummies or cookies.

**Also, please do not bring any glass containers.**

"Special Treats":

Such as cupcakes, doughnuts, ice cream, etc. may only be brought in for special occasions and must be cleared with the Supervisor. We prefer to keep birthday celebrations healthy. Any treats need to be prepared professionally and individually wrapped.

If you have any questions regarding snacks, please contact the Lead Teacher at (510) 559-7032.

**Play Clothes and Paint Shirts:** Dress your child in play clothes that can get dirty for your child to wear at Tots. Being a child means having fun, playing and sometimes getting messy. All our activities at Tots are supervised, but spills and accidents sometimes occur. Please bring layers as we will spend as much time outside as possible. **On the first day of the program please bring a change of clothes for your toddler.** On rainy days, if you send your child to preschool in rain boots, please send a pair of extra shoes for your child to wear while at school.

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**Toilet Training:** Children attending the Teeter Tot Program do not need to be toilet trained. If your child is not toilet trained, please send (10) diapers or Pull-Ups as needed, non-scented baby wipes and a change of clothes in case of an accident to the program.

**Bathroom Policy:** At Tots, children who are toilet trained or becoming independent will be watched from the door and coached in their hygiene practices. Staff will assist with buttons, belts, and zippers when needed.

**PSPS and/or Poor Air Quality Days:** Staff pay close attention to air quality daily. The following criteria are applied to programs:

- Air is "green or yellow" at 0-99 particulates: children may remain outdoors and play freely.
- Air is "orange" or 100-150 particulates: children may remain outdoors for most of the time with some indoor breaks. Outdoor time will exclude all intense physical activity.
- Air is "red" at 150-199 particulates: children will remain completely indoors except for short snack/lunch breaks
- Air is "dark red/purple" at over 200 particulates: decisions may be made to close the program for the day

If a PSPS goes in effect and power is not available at a site, that site will close for the day. If any site has a water shut off, due to a PSPS or otherwise, program will have to close at that site until water can be restored.

If the program closes due to PSPS or poor air quality, families will receive a refund at the end of the session.

**Modification of Policies:** The City of El Cerrito Preschool Programs reserves the right to modify any of the policies in this *Parent Policy and Information Handbook*.