



PARENT HANDBOOK

*A Quality Enrichment
Program for Your Child*

MISSION

To provide a warm and nurturing environment where children can be safe while away from home and their lives will be enriched through creative and stimulating activities.

Dear Parents

Child care can be stressful and worrisome for parents. At Aim-High, our goal is to eliminate that problem for you. We can assure you that we will love and nurture your child as well as guide him/her through stimulating activities during time spent in our care.

Learning does not stop when the school dismissal bell rings. Aim-High Staff will provide a variety of enriching activities to enhance your child's social, physical, and educational growth, as well as offer high standards in care and supervision.

Sincerely,
Sondra Simpson
President

Contents

Admission Policy.....	5
Hours of Operation.....	5
Description of the Program	5
Schedule	6
Breakfast	6
Discipline Policy.....	7
Orientation.....	7
Signing in & out.....	8
Other Adults Picking Up your Child.....	8
Termination	8
Notice of Violation.....	8
Children Suspended From School.....	8
Marking Your Child’s Belongings	8
Tuition	9
Meals/snacks.....	10
Sick Children	10
Field Trips	11
Subsidies.....	11
First Aid/CPR.....	11
Holidays	12

Admission Policy

Aim-High Child Care Center, Inc. is fully licensed by the State of California and admits students of any race, color, national and ethnic origin to all the rights, privileges, programs and activities generally accorded or made available to students at the school. It does not discriminate on the basis of race, color, national and ethnic origins in administration of its educational policies, admission policies, and school administered programs. We offer services to any children with special needs that attend our school that can be successful with reasonable accommodations. However we cannot assure parents that we can meet every situation. Students are admitted to Aim-High by an application and parent/child conference process with the Site Director. Applications and fees are available at each center. Aim-High works with the family & school to offer a program that meets the needs of each child. If you have a complaint please contact Lori Castillo at 925-516-3945 or Sondra Simpson at 925-846-9050.

Hours of Operation

Aim-High opens at 6:30 a.m. and closes promptly at 6:30 p.m. Monday - Friday and most non-school days. We recognize that problems do come up that may prevent you from picking up your child by 6:30; however, a late fee will be charged for late pickups. A late charge of \$1.00 per minute /family will be charged to your account. If a parent is late more than three times in a 3 month period, the charge will increase to \$5/minute. **Parents are also requested to call the Center any time their child will be absent or late, especially for school field trips or detentions.**

Arrival time and pickup time is requested upon entry in the program. If you need to change this time for appointments, getting off work early, going later, etc., we ask that you let the Center know ahead of time. We plan our activities and enrollment based on your standard drop-off and pickup times.

Involvement

Communication is extremely important to the success of our program. We use monthly newsletters, Shutter Fly email, phone calls and Parent Surveys to welcome and share concerns and input.

Description of the Program

Children from kindergarten through fifth grade age may attend Aim-High. Kindergarten students going to and coming from school will be supervised by Aim-High staff. Aim-High offers a center approach in its activities. Children will be able to select certain activity centers to participate in as well as be encouraged to join other activities that are part of the regular program.

Activity Centers

The morning session will offer a free play center, a listening center, and manipulative centers. The afternoon session offers a rest center for the Kindergartners, a snack center, an after school SPARK PE program, a music and drama program, crafts center, Arts Attack curriculum, a homework center, a games center, and various other learning centers .

Schedule

Upon arrival at Aim-High for the morning session, children will enjoy manipulative play.

Breakfast

A complete and nutritious breakfast is served to all students at 7:30 a.m. at no additional charge. After students have finished breakfast, they will be dismissed for school. The kindergarten children will have a rest time before the other children return from school. They must have a crib size sheet and a small cover for rest time kept in a plastic bag.. When all the children have returned from school, a nutritious snack will be provided. After snack there will be time for children to participate in some of the following choices depending on the day: homework center, PE program, arts & crafts, learning centers, and literacy.

Junk Food Free Zone

We participate in the CACFP program and use the Superior Guidelines for nutrition content. We ask that parents understand our guidelines when they join Aim-High and agree not to send junk food into our centers.

Bathrooms

All children that are enrolled in our program must be able to take care of their personal needs in the bathroom. We do not have additional staff that can be in a bathroom with a child at all times during the day. Because this is a school age program, our bathrooms have solid doors that must be closed when a child is using the bathroom. Boys and girls use separate bathrooms and only one child is permitted in the bathroom at a time. School age children must be given privacy.

Discipline Policy

At Aim-High, discipline consists of positive reinforcement and logical consequences such as short time to be alone periods or restriction from certain privileges. Corporal punishment and/or public criticism is never permitted. Students are treated with fairness and dignity at all times.

All students must adhere to the Basic Rules of the Center which are posted and reviewed regularly.

1. Talk quietly and kindly.
2. Touch people kindly.
3. Use appropriate language.
4. Walk in the building.
5. Have a good attitude.
6. Be respectful of people and property.
7. Stay in assigned area.
8. Raise your hand at listening time.
9. Try to settle differences yourself.
10. Follow all teacher's directions.

Parents will be notified by the director whenever a child is having difficulty following the rules and/or procedures. We will make every effort to work with the parents to correct unsatisfactory behavior; however, there are certain behaviors which will not be tolerated at the Center. Hitting or other aggressive behavior and/or consistent lack of cooperation are violations which may cause suspension from the Center.

Reward System

Our Reward System involves Aim-High Dollars which are earned with good behavior. The children keep it in a bank. These dollars can be spent at the Aim-High Store every two weeks. Students can earn dollars by being cooperative and helpful.

Orientation

Each family will be given an orientation with a tour of our program before they enroll in the program. This is an excellent way to see the program in action before they become involved. There is ample opportunities for them to ask questions. At this time the director will explain fees for your needs. A monthly invoice will be issued. Families are welcome to visit our program at any time or they may call for an appointment.

PROCEDURES THAT SHOULD BE FOLLOWED

Materials Needed

Students should have a sturdy backpack. This will be a great help for your child in getting papers, books, and homework transported easily.

Signing in & out

Parents must come into the Center in the morning to sign their child in and also at night to sign them out, unless they do not attend the morning program. Full signature is required by Community Care Licensing.

Other Adults Picking Up your Child

Parents must call or send a note if someone other than a parent or emergency card-listed adult will be picking up your child. We will probably ask for identification from any person not known to the staff. We hope this procedure will not upset your friends or relatives, but this is protection for your child. Siblings under 18 years of age may not pick up your child without a signed waiver on file.

Termination

A 2 WEEK Notice in Writing is required to terminate enrollment. The proper form for this procedure can be found in the Aim-High Folder. After all financial obligations are satisfied the Security Deposit will be refunded.

Notice of Violation

A notice of violation may be issued to parents after repeated requests and/or warnings of procedure violation have gone unheeded. We reserve the right to restrict services should multiple notices be issued.

Children Suspended From School

Should your child experience behavioral problems at school and be sent home, he/she cannot come to Aim-High. Suspensions from school are serious consequences and the child belongs at home.

Marking Your Child's Belongings

All sweaters, jackets, books, lunch boxes, and belongings, etc. must be marked with your child's full name. This is the only way we can help your child keep his/her belongings together and return them when lost. Toys or games from home may be permitted at Aim-High with permission from the teacher. However, Aim-High cannot be responsible for the game or toy.

Tuition

We collect tuition by electronic funds transfer (EFT) You may use a Master card or Visa, checking or savings account. You can choose to have your tuition drawn on the 1st or 5th of each month. Aim-High reserves the right to discontinue services until tuition has been paid or a payment arrangement has been worked out with Lori Castillo in Accounts Receivable. **We do not accept cash for any payments.**

Tuition Flat Fee Philosophy

Tuition is charged by the month and the fee remains the same regardless of the number of days attended. Vacation credits cannot be granted. Please understand that the Center's expense are the same each month, and therefore, the tuition must also remain consistent. Because the Center is open many days when the school is not, these additional child care hours usually even out over the year.

Plan Changes

Service plans can only be adjusted in June without a change fee. If changes are made at any other time, a fee of \$50/child will be charged to your account.

Security Deposit

A Security Deposit of \$150 is collected when new families join our program. If a two-week written notice is given when withdrawing, the Security Deposit is refunded provided the account is zero.

Registration

Annual Registration fee of \$75 is due upon submission of a registration form. After the first year the fee is due by March 31 for continued enrollment. This fee is non-refundable.

Rule Adjustment

Please do not ask the Center to adjust its rules for your child. If your child is unhappy with a certain procedure, please discuss the problem with the Teacher so that the problem can be resolved.

Phone Policy

We do not permit children to phone parents unless you have requested this or there are extenuating circumstances. You are free to call your child to give them messages. Our phones need to remain as open as possible so that parents can reach us. If you need to speak to your child, please call the center's phone as children's cell phone must be off and in their backpacks in compliance with BUSD's policy. .

Meals/snacks

Breakfast is served each morning to the children that arrive by 7:30 am. Hot lunch is available during summer and intersession breaks for a fee. A nutritious snack will be served to the children at approximately 9:30 in the morning and 3:00 in the afternoon. Children often get to help in the preparation and set-up for snack time.

Sick Children

Should your child become ill at school, you will be called to make immediate arrangements to pick up your child. Aim-High cannot by law service a child who is ill. We know this is difficult for working parents, but a sick child belongs at home or in the care of a person who is not serving other children. So, please remember that we cannot pick up your child from school if he/she is ill. If your child is sent home ill & with a fever they cannot return to the center for 24 hours. Illnesses include but are not limited to:

- unexplained rashes
- fever over 100 degrees
- vomiting
- diarrhea
- conjunctivitis
- Lice, (nits or bugs)

First Aid/CPR

Aim-High Staff is trained in First Aid and CPR and is current on the certification.

Field Trips

During our Summer program and on full-days the director may plan fieldtrips for your children. These are approved fieldtrips that enhance the learning of the children or just for fun. You will be informed about the cost, transportation, time of departure and arrival time back at the center. It is very important that you read all posted flyers on the Parent Board as well as Newsletters and Shutter Fly to keep up on the agenda. Children will wear their T-shirts on all fieldtrips for easy identification.

Transportation

We use public transportation, leased buses and our own vans to transport children on fieldtrips or to another center. Parents must sign a waiver for their child to be transported.

Emergencies

We do everything possible to prevent accidents and emergencies. However, there may be an emergency that would cause the center to close. In that event, you would be notified by phone or email, or messages would be left on your answering service. Children would be released to you or to other personnel you have designated on the emergency card. It is very important that you keep the emergency up-to-date with current phone numbers and information.

Subsidies

For qualifying families there may be subsidies available through Contra Costa Child Care Council. Your director can answer questions and give guidance to you.

Incidental Medical Services: (IMS)

Aim High staff may provide incidental medical services under the following conditions.

- Parents complete a Parent Medical Consent Form
- Written instructions from the child's physician must be on file for all medication
- Some of the following may be given by the Aim-High staff:
- EpiPens. Prescription medications, Over the counter medication, Inhalers
- Blood glucose monitoring must be done by the child and assisted by the staff.
- Parent or other personnel are welcome to come to our facility to administer the blood glucose test.

Holidays

AIM-HIGH will be closed on the following holidays* :

New Year's Eve Day

New Year's Day

Martin Luther King Day

President's Day

Memorial Day

Fourth of July

Day Before School Starts for Workday

Labor Day

Veteran's Day

Thanksgiving Day

Friday After Thanksgiving

Christmas Eve Day

Christmas

* Depending on the annual calendar, we may be closed for other days if they become a day off for most businesses. We will give ample notification.



www.aimhighcare.com