

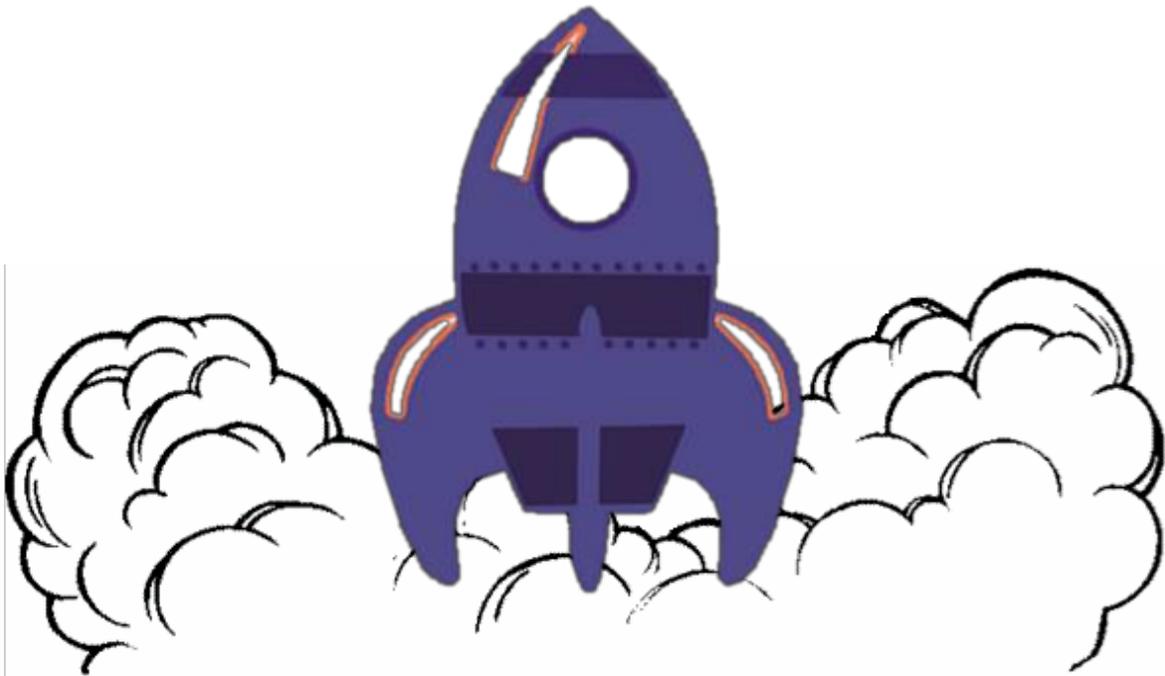
Parent Handbook

LAUNCH PAD

LEARNING

a Preschool and Childcare

4141 W. El Segundo Blvd. Hawthorne, CA 90250



Effective Date
January 1, 2022

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WELCOME

Our entire staff welcomes your family to our program. We appreciate your confidence in our ability to care for your child during these most important years of growth, development, and learning. Launch Pad Learning strives at all times to create a loving, nurturing and safe environment for the children in our care and provide a secure and happy atmosphere for your child. While attending our program, your child will have the opportunity to participate in a full program balancing the areas of intellectual, physical, social and emotional growth. Our core curriculum prepares students for a lifetime of active, independent learning through play.

Preschool students explore learning through programs that includes fine arts enrichment, computers, physical education, field trips, and social studies based units that draw on real life experiences as the center of learning.

The policies set forth in this handbook are for the protection of all our children. We respect the role and influence of our parents in developing a quality program and look forward to working in partnership with you for the care of your child. Admission is open to all regardless of race, creed, heritage, or ability. However, in order to maintain a safe environment for all children within our care, we reserve the right to refuse service to anyone who is unable to abide by the policies of the child care center or for whom we cannot provide the care and supervision needed.

This Parent's Handbook is designed to provide you with essential information concerning our program. We will notify you in writing of any changes to this handbook. Please keep this handbook readily available for future reference. Should you have questions or concerns at any time, please do not hesitate to call the office.

MISSION STATEMENT

Launch Pad Learning: Where every child has the opportunity to fly, jump, and adventure into the best possible future. Through exploring the world and learning from nature, they discover their passions in a safe and encouraging environment.

We do not provide religious instruction or worship to our clients, staff, or the public.

PHILOSOPHY

Launch Pad Learning's program is designed to meet the growth and development needs of children from 2 through 6 years of age and be responsive to the diverse cultural, linguistic, and economic needs of Hawthorne, CA residents. Alternate times of quiet and active participation provide each child with an opportunity for freedom of choice with teacher guidance. A young child's play is his work. Through play, each child will be working to learn good habits, good personality traits, and sound social attitudes. While growing physically, mentally, spiritually, and socially, your child will be carefully guided by experienced and competent leadership through a program underscored with fun.

Launch Pad Learning is an equal-opportunity child-development center serving the community since 1961 on a non-discriminatory basis. Whether your child is new to childcare or seasoned veteran, Launch Pad Learning offers programs that are age- and developmentally- appropriate. All programs offered by Launch Pad are designed to help children and families with transitions and growth.

Launch Pad Learning has an open-door policy in which parental visits, conferences, and observations are encouraged. Launch Pad Learning follows all rules and regulations of California Department of Social Services Community Care Licensing Division, California Fire Department, and California Department of Education.

ENROLLMENT

Our facility services children from the City of Hawthorne and the neighboring communities. Launch Pad offers care for children 2 through 6 years of age or until they start First Grade. Children will be enrolled on a first come, first served basis. We maintain a waiting list by date of application.

Waiting Lists

Due to high demand for care at LPL, we enroll children from our waiting list. When an opening occurs in a specific age group, priority is given to those on the waiting list that are staff children and siblings of children already enrolled in the center. Every effort will be made to meet parent needs for care based on availability.

Enrollment Procedures

During your initial visit to our Center, one of our staff members will take you on a tour of the facility and discuss the organization's goals and routines. You will be given an enrollment package at this visit.

For CA State Preschool programs (CSPP), families must qualify based on need and income. If you qualify for this program, administered by LPL, you will receive free or low cost preschool and childcare. To start the process, you must fill out an application and submit verification of income for all members of the family.

You will also submit authorization for verifying the income and job status of all of the persons who work. If the caregivers attend school, a copy of your current class schedule must be submitted. Your authorized hours of care are based upon the least number of hours one or all of the adults in the family cannot provide care themselves. Once both your need and income have been verified, your child will be certified and can start attending Launch Pad Children's Center

For all others, the completed application and health forms must be submitted to the office before your child can start. A one-time (with continuous attendance), nonrefundable \$50 registration fee is due at enrollment and will hold a child's space for two weeks. Any child that is withdrawn and then re-enrolled will be charged a \$50 registration fee for re-enrollment. For children only attending during the summer program, the registration fee will be \$50 payable at the time of enrollment.

For families who are enrolled in alternative payment programs, in addition to submitting all of the required forms, LPL must have verification from the agency that they will pay and when their services begin. If your child starts attending LPL before he or she is authorized, you are responsible to pay for their care until the agency authorized date. You will also be responsible to pay if the agency rejects your timesheet (and refuses to pay) for reasons that are directly linked to you.

Upon enrollment, all children must have on file the following:

- Identification and Emergency Information Form-all blanks filled in (must have at least 2 emergency contacts)
- Child's Preadmission Health History
- Notification of Parent's Rights
- Notification of Personal Rights
- Consent for Emergency Medical Treatment
- Admission Agreement
- Behavior Management Policy
- Permission to participate outside fenced area.
- Signature acknowledgement of this parent handbook

- Parent Code of Conduct Form
- Child & Adult Care Food Program Enrollment form
- Immunization Record
- Physician's Report

All CSPP families must have the following additional documents on file:

- Waitlist Application
- Income verification
- Employment or need verification
- Birth certificate for all minors in the family
- Verification of Hawthorne residence: two items: utility bills, etc.
- Verification of Single Parent or Head of Household: legal document, lease agreement or utility bill

All families who have alternative payment programs must have the following additional documents on file:

- Notice of Action (or similar paperwork) from agency identifying start date and hours of care
- Monthly time sheet

These forms assist us in providing the highest quality care for your family and they must be received before your child may begin attending our program.

The information you provide is strictly confidential and will not be released without your consent. You may have access to the information in your child's file at any time. Once enrolled, please make sure that we have all of your CURRENT emergency numbers, updated immunization records, and any changes for emergency contacts.

Orientation

Adjustment to any new situation is different for every child. Before enrolling, we encourage you and your child to arrange one or more short visits to the center to allow both of you the opportunity to get to know our staff and become familiar with the surroundings. Tears are common the first few days. We suggest that parents stay for a few minutes and talk with their children about when they will return for them. After that, a cheerful, quick "goodbye" generally works best and helps relieve insecure feelings.

Lingering farewells are not conducive to a happy environment. Parents are welcome to call the center at (310) 644- 2176 to check on newly enrolled children; the classroom teacher will be given a message to return your call during nap time, when needed. We understand that children and parents need adjustment time to a new child care environment and are more than willing to assist families with this process.

Withdrawal Policy

Two weeks' notice is required prior to withdrawing a child from Launch Pad. The last two weeks of enrollment are due and payable at the time of notification whether the child attends class or not (not applicable to CSPP families).

Families may be withdrawn from LPL at the discretion of LPL for the following reasons:

- If, at any time, it is determined that LPL cannot meet the needs of the child;
- If a parent or other authorized pick up/drop off person violates the Parent Code of Conduct (Appendix C).

Parent Involvement

We welcome and honor parent involvement with the center operation as schedules permit, as we partner to care for your children. Suggestions for involvement are:

- Reading your child's semimonthly letter;
- Taking time to discuss your child's day with their teacher
- Showing interest in your child's activities and carrying on related activities/conversations at home
- Attending special family functions (parties, picnics, etc.)
- Sharing costumes, hobbies, and careers with the children at the center
- Helping your child bring something from home that relates to the weekly or monthly topic

Parents and all adults are expected to adhere to the Parent Code of Conduct, Appendix C, at all times that they are on campus.

OPERATIONAL POLICIES

Hours and Holidays

Services are available Monday through Saturday, 6:00 am to 8:00 pm. For care on weekdays before 7:00 am and after 6:00 pm, please see the director to ensure there is a teacher available to care for your child.

The Center will be closed in observance of the on the following holidays: New Year's Day; Martin Luther King Jr. Day; President's Day; Memorial Day; Independence Day; Labor Day; Veteran's Day; Thanksgiving Day; Friday, the day after Thanksgiving; and Christmas Day. Dates will follow the federal holiday schedule.

Tuition/Fee Policies

Tuition and parent fees are due in advance, on the 1st of each month. Tuition and any Parent Co-Pay fees will be billed one month in advance. Payment is due by the 7th day of the month. Termination procedures will be initiated if

payment is not received by the 7th of the month. A \$25.00 late fee is assessed if payment is not received by the 7th of the month except for CSPP participants.

Termination proceedings will be started for CSPP participants if payment is not made by the 7th day of every month or a payment plan is not in place.

For those parents that are not able to make a complete payment for the entire month, we allow the total monthly payment to be paid in two payments, one on the 1st and one on the 15th.

If tuition and parent fee payments are not made in a timely manner, arrangements must be made for your child to remain in the program. Please see the Director for more information.

The only way to guarantee a place for your child is if all enrollment requirements are met. This includes submitting all the required paperwork, keeping paperwork up to date, as well as paying full tuition or parent fees, when applicable. Every effort will be made to try to accommodate parents' and children's' needs, but no place will be held open without receiving tuition and parent fee payments or ensuring that all of the paperwork is in place for another agency to pay.

No adjustments in tuition are made due to the illness, vacation, or other time missed (LPL will follow the requirements of agencies who assist with tuition – Subsidy Assistance Programs).

Program operating expenses are constant for the Center and if you want the child's place to be reserved when the child is absent, all tuition must be paid.

All checks or money orders should be made payable to Launch Pad Learning or LPL.

There will be a \$25 fee for any checks that are returned except for CSPP participants. All families whose checks are returned will lose the privilege to pay by check. Only cash, credit/debit card, or money order will be permitted after that.

On occasion, parents may be asked to assist in the cost for field trips and special activities.

These fees are due in advance.

Tax Statements of the child care fees you paid are available upon request. See the office staff if you need one at any time.

Tuition rates and fees for private payers are subject to change at any time. Parent fees for others will be changed as each Agency dictates or as required by the CA State Legislature.

| PROVIDER FEES (non-subsidized families) | HOURLY | DAILY | DAILY | WEEKLY | WEEKLY |
|--|------------------------|-----------------------|----------------------------|---------------|----------------------------|
| Pre-School (2 – 5 y.old) | Part- Time only | | Nights and Weekends | | Nights and Weekends |
| FULL TIME 10-hr/day, 5 days a week | | \$74 | \$86 | \$310 | \$357 |
| PART TIME Less than 25 hrs per week | \$15 | | | \$228 | \$262 |
| Registration (per family) | \$50 | One time only. | | | |

| PROVIDER FEES (non-subsidized families) | HOURLY | DAILY | DAILY | WEEKLY | WEEKLY |
|--|------------------------|-----------------------|----------------------------|---------------|----------------------------|
| School Age (6+ years old) | Part- Time only | | Nights and Weekends | | Nights and Weekends |
| FULL TIME 10-hr/day, 5 days a week | | \$60 | \$69 | \$278 | \$357 |
| PART TIME Less than 25 hrs per week | \$12 | | | \$140 | \$161 |
| Registration (per family) | \$50 | One time only. | | | |

Overtime

Your full time tuition pays for care from 6:00 am to 6:00 pm. Any time outside of this is considered overtime. Our center is open from 6:00 am to 8:00 pm Monday through Friday; times from 6:00 pm to 8:00 pm are staffed in advance according to the scheduled number of children at any given time. Children must be picked up from Launch Pad at their designated time.

A charge of \$15.00 for the first 15 minutes and \$1 per minute thereafter will be made for any child remaining after closing time.

Please make arrangements to consistently pick your child up on time. On time means pick-up and vacate the premises with your child by your designated time.

Habitual late pick-ups will result in the following progression of corrective action:

- Each violation: notice of late pick-up and late fee
- After 3 violations: written warning
- After 6 violations: meet with director and 2nd written warning
- After 9 violations: disenrollment from center

Please note that notification of your tardiness to pick up your child in no way excuses you from your responsibility of picking him/her on time and will still result in late fees.

Absence Policy

Launch Pad Learning understands that family emergencies and other situations arise when the child may be absent from school. These situations include, but are not limited to, the following:

- Sickness: for example, fever, vomiting, diarrhea, green discharge in nose or eyes;
- Death in the immediate family;
- Domestic disputes; or
- Where there is a clear danger to the child from someone outside of LPL.

Absences for the above reasons are allowed at any time. Up to two (2) weeks (or 10 days) of vacation or “best interest” days or ‘unexcused absences” per year are allowed.

Determination of an excused or unexcused absence is at the sole discretion of LPL.

It is the responsibility of the parent to notify the school of a child's absence and the reason for the absence. At least two weeks' notice must be given for any planned family vacations.

Private Pay families are required to pay all tuition and fees in advance; no credit is given for missed days. When two weeks' advance notice is given for planned family vacations, the family's account will be credited for those days, up to two weeks, in order to hold the child's spot.

Subsidy Assistance Programs & Referral Agencies

We have a limited number of spaces allotted to Subsidy Assistance Programs & Referral Agencies (SAPRA) recipients. We reserve the right to limit this number. You must present the current contract from any agency before the child starts or the private pay rate will be billed and collected in advance. If, during the time your child is enrolled at the Center you become eligible for agency assistance, please contact the director to determine availability of SAPRA spaces.

See the Tuition and Fees Policy, Page 6, for payment of Parent Co-Pay Fees. No SAPRA agency will pay for late fees or returned check charges; they are the responsibility of the parents.

Agency Payments

Launch Pad Learning accepts payments from CA Department of Education, Crystal Stairs, Inc, Connection for Children, and DCFS. Any paperwork required is the responsibility of the parent. Any fees not paid by the agency are the responsibility of the parent. If you are working with an agency that is not listed above, ask the office staff if we can accept them.

GENERAL INFORMATION

Arrival and Departure

Always bring your child inside the building and sign them in with the teacher on duty. When you take your child to their classroom, always make sure the teacher sees that the child has entered the room and accepts your child into their care. Whenever you pick up a child, again, make sure the teacher knows that you are taking them and that you sign him or her out. **Full signatures are required for signing in and out.**

*** All children must be signed in and out daily! ***

Children will not be released to anyone that is not on his or her pick-up list without written parental permission. Please be sure to provide at least three names of people authorized to pick up your child in the event of an emergency. Please be advised that if you list a person on the enrollment form as authorized to pick up your child, they will be allowed to do so anytime. ANY CHANGES TO BE MADE TO THE PICK UP LIST MUST BE MADE IN WRITING.

Anyone picking up

a child from the Center will be asked to show a valid ID to verify their identification unless already known to the teacher or director. This policy will be strictly enforced for every child's protection. The parking lot of the center is not to be used for child care pick-up or drop-off.

If a biological parent is prohibited from taking the child from the facility, a copy of the court order must be provided.

Withdrawal and Dismissal of Children

Two weeks' notice is required prior to withdrawing your child from Launch Pad Learning.

Launch Pad Learning reserves the right to discontinue the enrollment of any child for any valid reason such as behavior problems of parents, non-payment of fees, continual late pick-up, or when it is considered that Launch Pad cannot adequately meet the needs of the child, etc.

Failure to pay tuition or fees by the 7th day of every month will initiate termination procedures. Parent Co-Pay Fees are due by the 7th day of the month in which you are receiving service.

Once termination proceedings are initiated, your child's space may no longer be available. You may put him or her on the waiting list when all fees are paid.

Termination of CSPP children and families: Once certified and accepted into the State Preschool, families are guaranteed those services for a 12-month period, except in cases of breach of our policies and procedures as outlined

in our enrollment paperwork and this document. Changes in working hours and income may be reported in order to increase service hours or decrease the parent fee. All CSPP families will receive a Notice of Action whenever any changes occur. If you do not agree with the determination, you have 10 days from receipt of the Notice to appeal– See Appendix A for your rights and procedures.

School Staff

Our staff at Launch Pad Learning brings a variety of experience and educational specialties to our program. All of our teachers have or are in the process of applying for teaching permits issued by the California Commission on Teacher Credentialing. Additionally, the staff's continuing education is assured through in-service training, college courses, workshops and professional conferences. Along with their formal training, we believe our faculty members bring special personal qualities and a teaching talent to their classrooms. The staff members have the ability to relate to young children and their parents and all of them agree with and support the philosophy and mission of the Center. They are all trained in First Aid and Infant/Child CPR.

All staff are screened with a thorough reference check, including Department of Justice, Child Abuse Index, and FBI criminal record evaluation.

The staff of Launch Pad Learning includes both full and part time employees. Every effort is made to provide stability for the children by retention of quality staff.

Parent/Staff Communication

Conferences with teachers are available at any time upon request; however, parent-teacher conferences will be offered twice a year (fall and spring) for all parents who have a child enrolled in our center. Please help us by not entering into lengthy conversations with teachers while they are teaching. This takes them away from their primary duty, which is to be responsible for the children. If you have questions, please schedule a telephone conference or an appointment. If you have an immediate concern, please see the director and she will assist you.

Information for Parents

There are several different ways in which we strive to keep parents informed. A classroom newsletter is distributed monthly. There will also be special notes for parents concerning any major changes in our routines or policies. These notes and the newsletters are placed in your child's folder. Notes will be posted on the main entry door or in the "Parents Conner" concerning day-to-day reminders and concerns.

Transportation

Launch Pad Learning does not provide any transportation services on a daily basis. Parents and caregivers must make separate arrangements to get their child to the school every day.

Services outside of LPL

On occasion, parents will ask an employee to baby-sit. Launch Pad Learning discourages this practice. If baby-sitting does occur, LPL will not become a party to it and therefore will take no responsibility or liability for incidents arising from this situation.

Visitors

Parents are always welcome to visit, observe, and participate in their child's class. We hope to develop a positive and open relationship with each parent as we share in these very important years in your child's life.

Visitors in the Center other than parents of enrolled children shall:

- Obtain permission from the director prior to the visit.
- Have a valid reason for observing.
- Not visit for longer than 2 hours.
- Be in the presence of center staff at all times.
- Only observe while the center director or assistant director is onsite.

Family Traditions and Values

Your family's traditions, values, and religious background are very important to us here at LPL. Getting to know your child as an individual and about his or her home life is a vital part of helping us to provide him or her with an early childhood experience that he or she deserves and will enjoy. Ongoing communication between your family and our center will help the teachers provide the best care environment for your child.

PROGRAMS OFFERED

Learning for young children is the result of experiences with materials, ideas, and people. It is the responsibility of the teachers in the Center to provide the appropriate experiences which reinforce skills and promote growth in all areas of development— physical, emotional, social, and cognitive. The Center provides a developmentally appropriate curriculum based on educational research and experience.

We believe that each child is an individual who deserves to be respected and appreciated for his or her own unique character.

We believe that young children learn best by interacting actively with their environment.

We believe that the best curriculum for young children is one that provides for growth in all areas of development – social: interactions with peers and adults; emotional: affirmation, expression, and understanding of a child's own feelings and others' feelings; physical: large and small muscle skills, awareness of his/her body's capabilities; Cognitive, intellectual and creative: basic concepts and problem- solving skills that will lay the foundation for future learning.

Preschool Program

Children will be taught on an individual basis unique to their own stage of development. Children one and a half through five years of age participate in age appropriate activities which are planned using specific thematic topics to enhance their learning experience. Each month, topics and activities are rotated to make the learning interesting. Classrooms are arranged into learning centers which allows children the freedom to play and develop skills. Opportunities are available for:

- Art and creative expression
- Science and discovery
- Sand and water play
- Language and reading development
- Block and transportation play
- Imaginative and dramatic play
- Music and movement
- Small motor development
- Large motor skills
- Computer centers (3's & 4's classrooms)
- Food experiences
- Math, Problem solving and number concepts
- Social awareness
- Health and safety
- Self-help routines

The daily schedule is a carefully planned balance between self-directed and adult-guided activities. During "free play", children have the freedom to choose activities and playmates. Each child is offered large and small group experiences, one-on-one interactions, as well as time to play alone if he or she chooses. Children are encouraged to participate in activities, but are never forced to do so. The activity plan for the week is posted for your review and we encourage families to participate in our curriculum activities as often as they desire. We offer children an opportunity to play outdoors daily, weather permitting.

Toilet Training

When your child is ready to toilet-train, we will be happy to assist you. Your child may be ready to potty-train if he or she is:

- Walking well
- Staying dry for several hours
- Able to communicate the need to use the toilet
- Appears to be aware of wet or soiled diapers
- Is not fearful of the bathroom

There is no definite age when a child is ready, but toilet training is done when parents and teachers agree that it is appropriate. Both the parents and staff should use the same procedures for training so it does not confuse the child. If there is too much anxiety or stress, it may be better for the child to wait and try again at a later time.

During training, it is very important to dress your child in suitable clothing that is easy for him or her to get down as well as provide several clothing changes.

Transitions between Classrooms: When it is time for your child to move up to a new age-group or classroom, we will work to make that transition as easy as possible. We will provide you with as much notice as possible when a move is pending and we will offer opportunities for your child to visit their new room and get to know the teacher prior to the actual move. Please communicate with your child's teachers so together we can make the transition process as comfortable as possible.

When your child is ready to transition into Kindergarten, we will also help to make that transition as smooth as possible. Please talk to your child's teacher or the center's administration for more information.

Food and Nutrition Program

LPL participates in the Child & Adult Care Food Program (CACFP or School Lunch Program). Breakfast, lunch, and an afternoon snack is provided as part of our regular program. All families must have an accurate CACFP enrollment form or *Agreement to Pay* on file to receive meals provided at the center. All others should bring a Brown Bag lunch for their child to eat – no refrigeration is available for food brought from home.

Breakfast is served from 8:00am – 8:20am. Children arriving after 8:00 am should eat breakfast prior to being dropped off. Lunch is served at 11:45 a.m. Lunch is a well- balanced, hot meal delivered from our kitchen. For children who are here after 5:30 pm, Launch Pad will serve food brought from home.

Any time a child will arrive at the Center between 10:00 a.m. and 12:00 pm, please notify the Center before 10:00 am so enough food is prepared for your child. Failure to notify us before 10:00 am may result in your child not getting the posted menu items. Parents must make other arrangements for their child if they will be arriving after their class has started any of the meal periods.

Afternoon snack is served at 3:00 pm. All food brought from home must be cleared with the Director before you leave or your child will not be allowed to eat it.

The Center will supply meals and snacks of quantity and quality to supplement food served at home so that the daily nutritional needs of the child are met. Meal time is a vital part of the curriculum and is designed with nutritional and social needs of children in mind. Children are encouraged to serve and feed themselves whenever possible. Staff is present to assist the children as well as to model appropriate behavior for meal times.

Our meals are planned around food children generally like and they are encouraged to try a variety of new foods. We follow the USDA Meal Pattern Requirements (see attached) for all meals, which ensure that the food we serve meets your child's nutritional requirements. Portions are served according to the child's age. Food is prepared, served and stored in accordance with the U.S Department of Agriculture (USDA) Child and Adult Food Program (CACFP) guidelines. Outside food is allowed for special occasions such as birthday parties (allergy policies must be followed precisely) when coordinated with the classroom teacher.

If your child is allergic to any food substances, please make a notation on the application and medical forms and make staff aware of the situation. We provide vegetarian alternatives and allergy modifications for most menu items. Parents may also provide suitable substitutes for the items that their child cannot eat from the menu.

Please help us monitor your child's safety by reviewing the posted menu for appropriateness for your child. Lunch and snack foods brought from home must meet the guidelines of the Child and Adult Care Food Program for the

types of foods and portion sizes. They will be prepared and transported in a sanitary fashion; **no refrigeration is available for this food – please pack non-perishable items or pack with ice-packs as needed.** Food brought from home will be labeled with the child's name, the date, the type of food. Leftover food will be discarded. The only food that may be returned to the family is food that does not require refrigeration or holding at a hot temperature, that came to the facility in a commercially- wrapped package, and/or that was never opened. See our Allergy Policy for more information.

We are a peanut-free facility.

HEALTH AND SAFETY

Daily Health Check

Each day as children arrive, teachers will do a quick health assessment for symptoms of colds, fever, contagious diseases, etc. Throughout the day, the children's health will be monitored and any sign of oncoming illness will be noted and communicated to the parent. Children with a fever over 100.3°, vomiting, diarrhea, a new cough, and a new runny nose will not be admitted for care or will be isolated from others until picked up by a parent or other authorized person. When an ill child needs to be picked up, parents will be called first, and then any authorized individual on the child's pick-up list if parents cannot be reached. We ask that parents or authorized individuals pick up an ill child within one hour of being notified.

Exclusion Due to Illness

Parents must notify the Center if their child develops a contagious disease or has been directly exposed to one. Following an absence for a contagious disease, a physician's written statement may be required for readmission to the center.

Ill children must remain home 24 hours after symptoms resolve before returning to the center.

Illness exclusion guidelines are listed below for your convenience.

Recommended exclusion criteria for centers serving only well children:

The Center is a place for healthy children. Unfortunately, we do not have the staff or facilities to care for children who are too ill to take part in regular activities or who cannot play outdoors.

We ask you to keep your child at home if he or she has any of the following conditions in the past 24 hours:

Note: Children with the following signs or symptoms of illness are excluded from a center caring for well children.

- Fever, defined as axillary (armpit) temperature of 100 degrees or higher, or oral temperature of 101 degrees or higher
- Diarrhea, defined as runny or watery stools with increased frequency of loose stools
- Vomiting two or more times in a 24-hour period
- Undiagnosed body rash, except diaper rash, skin sores, rash, or ringworm
- Sore throat with fever and swollen glands
- Eye discharge, defined as thick mucus or pus draining from the eye, or pink eye

- Yellowish skin or eyes
- Runny nose, clear, green or yellow
- New cough
- Severe coughing, where a child gets red or blue in the face or makes a high-pitched whooping sound after coughing
- Signs or symptoms of possible illness, such as lethargy, irritability, persistent crying, or any other unusual signs until a medical evaluation allows inclusion
- Scabies or lice

Parents will be notified if any of the following are suspected or are present for a child:

Temperature over 100, breathing difficulty, diarrhea, mouth sores, pinkeye, scabies, impetigo, ringworm, shingles, mumps, rubella, irritability over a period of time, persistent crying, uncontrolled coughing, vomiting, rash, head lice, strep throat, tuberculosis, chicken pox, pertussis (whooping cough), measles, or hepatitis A.

For a fever over 100.3°, vomiting, diarrhea, a new cough or a new runny nose, your child will be isolated from the other children until they can be picked up. We ask that you please make arrangements to pick your child up promptly once you have been called. If your child has a contagious illness, please keep your child at home for as long a period as your physician recommends. You may be asked to provide a doctor's note before your child may return to school. In many cases, this is 24 to 48 hours after treatment begins. Please notify the center of any contagious illness so other parents may be informed if needed. Newly enrolled children could experience more sickness because of initial close contact with other children. Generally, this subsides during a short period of time.

When an individual within a classroom has a diagnosis of a contagious illness, a note will be placed on the classroom door for a time period of forty-eight hours alerting parents to the possible exposure.

New COVID-19 Protocols

If your child has a fever over 100.3°, vomiting, diarrhea, a new cough or a new runny nose, you have three choices before your child may return.

Your child must be seen by a doctor and given clearance to return to school.
Your child must get a negative COVID-19 test.
Your child must stay home for 10 days from the first day of symptoms.

For all choices, before returning to school, your child must be fever free for at least 24 hours and all other symptoms must be improving.

Any child who does not feel well enough to participate in school activities, no matter what the cause, should stay home.

Notification of Illness

Teachers are concerned when a child is absent and would appreciate knowing when your child is sick. If a communicable disease is diagnosed, we need the information for the sake of other children who may have been exposed.

Medication

There are occasions when a child needs medication. Upon written notification by the child's physician, we will administer such medication at the specified time and in the specified amount indicated in such notification.

Absolutely NO medication, including over-the-counter drugs, will be given without a doctor's written permission to the Center.

- Only medications that are shelf stable and do not require refrigeration will be administered at Launch Pad Learning. WE do not have the proper facilities to accommodate refrigerated medicine.
- The parent is responsible for making sure their child's medicine is checked in with the office. We will store and lock the medication up appropriately. We ask that you never carry medicine into the classroom. Medicine will only be administered by the designated staff member who is responsible for such duty.
- All medicines must be properly labeled and in their original container. (They should be in the original container with the pharmacist label, which specifies the child's name, dosage, doctor's name and date of prescription.)
- In order to administer over-the-counter medications, we must have a form from your physician authorizing use and specifying the dosage for your child.
- Non-prescription medications are never given on an "as needed" basis. Children with asthma or other serious allergies may provide a physician's authorization and complete a medical form to cover a period of six months.
- By state law, Launch Pad Learning cannot give any medicine without written consent from the parent. Forms are available upon request.
- Medicines with expired dates will not be administered. Dosage or frequency may never exceed medication label or prescription instructions. Unused medications will be returned to the parent.
- Any medicine that needs to be administered at school must be shelf stable.

Any staff member, parent, or visitor must be aware of personal bags or purses

that might contain medication or other items that would be hazardous to young children. All purses, bags, pull-ups bags, backpacks, etc. must be inaccessible to children at all times.

Immunizations

All Children must be properly immunized unless an exemption has been granted by the County of Los Angeles Health Office and is on file at the center. A properly annotated Immunization Record or printout from your child's doctor must be presented before your child may start attending. As your child receives additional shots, please update his or her file with proper documentation. Failure to provide this information can be cause for removal from the program since current immunization records are required for centers to maintain a valid license. We perform an audit of our immunizations on an annual basis in cooperation with State and local health agencies.

Medical Assessment and TB requirements

All children must have an examination by a licensed medical doctor within one year prior and 30 days after enrollment in our program. This examination must be documented on LIC 701 – *Physicians Report* or must cover all of the items noted on that form, including a negative TB test.

Breathing Treatments

Breathing treatments require specific instructions from the physician including: 1) dosage; 2) prescriptive mixtures; 3) time frame for administering including minimum time lapse. Any change in medication treatment will require a new doctor's statement of instruction. Any on- going treatments must be accompanied by a doctor's statement including the specific time period for the next evaluation.

Allergies

All known allergies must be listed on the Physicians Report and Child's Preadmission Health History. If your child develops any new allergies while enrolled at the center, these forms must be updated. We will work with families to accommodate food allergies after receiving medical documentation of the known allergy for our file.

Any severe allergic reactions that would require medical intervention should be noted with a plan on what should be done should the need arise. This plan must be outlined by your physician in a written form.

Head Lice

Head lice, while a significant social problem, do not transmit disease to

humans. Staff at LPL will periodically conduct examinations for head lice. If your child is found to have head lice, you will be called immediately to discuss the situation. When you take your child home that day, you will be given a brochure outlining the steps that must be taken **before your child can return to school**. This includes shampooing your child's hair with a proven shampoo formula for head lice and combing through all of their hair with a special comb. You will need to follow all of the recommendations for treating head lice which may continue daily for a week or two.

If your child is found repeatedly infested with head lice for six consecutive weeks or in three separate months of the school year, he or she will be deemed to have a "chronic" head lice case and you and your family will be referred to the Department of Child and Family Services.

Medical or Dental Emergencies

Every precaution has been taken to make our building and grounds as safe as possible. All of our teachers are certified in CPR and have had comprehensive first aid training. Our teachers also receive regular in-service training so they can act quickly in case of an emergency. In the event of serious accidents and emergencies:

- First Aid will be administered to ensure the best possible outcome for your child.
- We will call 911 and follow emergency personnel recommendations.
- You or someone on your emergency contact list will be notified as soon as possible. Please be sure accurate phone and emergency numbers are on file. We will continue to try to contact you or someone on your emergency contact list until someone is reached.

Child Abuse

The state of California defines child abuse as the harm or threatened harm to a child's health or welfare by a person responsible for the child. This includes non-accidental physical or mental injury, sexual abuse or neglect (Penal Code §11164, et seq.). Every person, private or professional, who has reason to believe that a child has been abused, is mandated by law to promptly report suspected abuse. A person making a report in good faith is immune from civil or criminal liability, and the name of the reporter is kept confidential. The Director and staff of Launch Pad Learning are required by law to report any suspected child abuse under this statute. To report child abuse in Los Angeles County, California, contact the Child Protection Hotline 24 hours a day, 7 days a week at (800)540-4000.

Environment

Launch Pad Learning strives at all times to create a loving, nurturing and safe environment. No smoking is allowed on the premises at any time. Should any adult act verbally or physically in such a way as to disturb that environment, it shall be cause to refuse service to that family or terminate employment of that person immediately and without notice.

Examples of behaviors that would be disruptive to the Center include, but are not limited to: carrying a weapon onto the premises (unless part of a work uniform); yelling; using threatening words or gestures; touching staff or children in an inappropriate manner.

We provide activities and learning experiences for each child's needs, abilities, and developmental level. Our learning centers offer block play, dramatic play, reading, science, art, and manipulatives for exploration and problem solving. Children work and play together in small groups in the learning centers around the room. Children become involved in meaningful activities.

Fire Procedure

Specific procedures are provided for Center staff and children to follow in case of a fire. Monthly fire drills are held. Exit route maps are posted in each classroom.

Earthquake Procedure

Specific procedures are provided for Center staff and children for Earthquake alerts, and are practiced quarterly. Parents and children arriving during any drills are asked to either accompany the class to the designated area, or to leave the child in the teacher's care where the class is assembled.

Disaster Plan

In the event that the Center would need to be evacuated for any reason, children will be walked across the street to the church across Menlo Street – *Iglesia la Ressurecución Pentacostal*. The phone number there is (310) 676-4396. In the case of an area-wide emergency, call the

**City of Hawthorne at (310) 349-2901. The area
American Red Cross can be contacted at (310) 445-9900.**

The children will remain at the church or other shelter until an all-clear has been established or you arrive to take your child home. Examples of an evacuation event might include: electrical outages in the building, a threat called into the Center, plumbing leaks, earthquake, etc.

Children will remain under the supervision of LPL teachers until all parents are notified and arrive to pick up the children.

POLICIES REGARDING CHILDREN

Outdoor Play

All children will spend time each day engaged in climbing, balancing, sliding, swinging, riding and playing with others. Each room's daily schedule includes at least two outdoor times. State licensing requires that we include outdoor time each day when weather permits.

Children who are well enough to attend LPL must be well enough to participate in all activities, including outdoor play. The Center requires a note from a physician if your child cannot participate in any activities. **Children will go outside no matter what the outside temperature is, except in case of extreme heat or cold.** Please watch the weather and prepare your child's clothing accordingly. During extreme weather conditions, alternative indoor physical activities will be planned.

Transporting Children

If class field trips are scheduled, parents are always welcome to attend. The field trips will originate at the Child Care Center and all children must return to the Child Care Center before being released.

In order to ensure the safety of all children we transport, we require that they remain seated with their seatbelts fastened until the driver allows them to unbuckle.

We also require that the children are quiet and orderly, speaking to each other in quiet voices while the buses are in motion.

These rules are to provide safe and efficient transportation to and from schools and field trips.

Rest

Periodic quiet times and activities will be scheduled throughout the day to provide adequate rest for the children. Each area will have a quiet place which will always be available when a child needs rest or quiet.

In addition, a rest period of about two hours will be scheduled in the early afternoon. All children will lie on mats during this time. Although the children are not required to sleep, the environment will be conducive to rest. Each child will be provided with a sheet and blanket by the Center that will be washed weekly or more frequently if necessary. As required by law, all children must lay quietly on their mats during this time.

Clothing

Children should be dressed comfortably for messy, active play. Clothing

should be durable, washable, and clearly marked with your child's name in indelible ink. The center is not responsible for lost or damaged clothing.

Shoes must be worn at all times. In the interest of safety, please do not allow your child to come to school in hard-soled boots or any type of shoe with a slick sole. Flip-flops and backless sandals are not appropriate for the child care setting. Please send your child in tennis shoes or other closed-toed rubber-soled shoes. Cowboy boots, sandals, crocs, jellies, and flip-flops are fun, but are not safe for climbing, running, or riding a tricycle.

Each preschool child, regardless of age, is required to have a change of clothing in his/her class. And any child learning toileting skills might need to have several changes of clothing available each day. We have a limited supply of extra clothing items here at the center that may be used when necessary, though children often become embarrassed by accidents and intensely dislike wearing someone else's clothes.

If your child is ever sent home in center clothing, please launder and return them to your child's teacher as soon as possible.

Toys

Please do not send any toys to school with your child. Toys from home can be a source of conflict between the owner and other children wanting to play with the new toy. Toys can also become damaged, lost, or misplaced, and LPL accepts no responsibility for any toys brought into the classroom.

The only exceptions to this policy are a scheduled Show-and-Tell time if desired by your child's teachers and one comfort item from home for use during initial separation.

Birthdays

Birthdays are a special time for children. Parents are welcome to bring treats that are commercially pre-packaged, no potentially hazardous food items for his/her child's class if they desire. If you have questions about what is allowed, please ask in the office. A commercial ingredient label must be attached and clearly legible in order for the classroom teacher to check for any applicable food allergy components. We do not allow party invitations to be distributed unless all children in the class have been included.

Guidance and Discipline

Discipline and guidance shall be consistent and based on an understanding of the individual needs and development of a child. It shall be directed at teaching the child acceptable behavior and learning to develop inner controls. When redirecting or guiding a child's behavior, age, intellectual development, emotional make-up, and past experiences will be considered

and consistency will be maintained in setting rules and limits for your children.

Hitting, kicking, spitting, biting, hostile verbal behavior and any other behavior which may hurt another child are not permitted. If a child continually misbehaves, we will follow the following procedure:

Progression of discipline measures - daily:

1. Discuss with the child their behavior and expected behavior.
2. Redirect the child to a different activity.
3. Have the child sit in a quiet area to settle down and regroup.
4. Have the child sit next to the teacher.
5. Call parent to talk to child – document conversation.
6. Call parent to pick up child immediately

Fill out a Classroom Behavior Report and get parent's signature:

1. starting on the third day of continuous misbehavior;
2. If he/she intentionally hurts another child or teacher;
3. If he/she hits or bites a teacher.

Child will be sent home for the following reasons:

1. When all discipline measures fail to curb the child's behavior;
2. If the child hits or bites an adult;
3. When behavior compromises the health and safety of other children.

Parent conference will be requested when:

1. The child has been sent home two times
2. When continuous behavior compromises the health and safety of other children.
3. After two weeks of behavior that does not improve.

At the Parent Conference, we will

1. Set goals for parents to help reinforce good behavior at school,
2. Make recommendations for additional testing or evaluation, when needed,
3. Set a deadline of two weeks for improvement or disenrollment.

If the child shows improvement in behavior within two weeks, enrollment will be continued. However, if the child's behavior reverts to previous levels at any time thereafter, they will be disenrolled with two weeks' notice.

A child will be immediately disenrolled:

1. if child who has a history of bad behavior seriously harms another child or staff member,
2. If a child presents behavior that could seriously impact the health or safety of him/herself, other children, or school staff.

A child will be disenrolled with two weeks' notice when a his/her behavior would normally dictate a third parent conference.

Biting Policy

We understand that biting in very young children is normal but children still need to learn that it is not okay. For more information and to understand what to do when your child bites, see <https://www.naeyc.org/our-work/families/understanding-and-responding-children-who-bite>

Our policy for children who bite is:

1st occurrence: the child will be immediately removed from the middle of the situation and told "No. We do not bite our friends. Teeth are for eating food only." The child will then be instructed to sit in a quiet place to give them an opportunity to settle down. The child will be allowed to play with other children when all children are settled and the classroom is back to normal, within 5 minutes of the bite happening.

2nd occurrence on the same day: you will be called to pick up your child immediately. Your child will be suspended from school for the rest of the day plus one day.

2nd occurrence on a different day: See "1st occurrence."

If biting continues after this, there are several steps we may take depending on the severity of the biting (for example: did it break the skin or cause a bruise, how many times a child resorts to biting, or was the child being provoked or aggressive). See our policy for challenging behaviors in the classroom for more information.

Limits of Behavior

CHILDREN MAY NOT HURT OTHERS.

CHILDREN MAY NOT DO ANYTHING TO HURT THEMSELVES. CHILDREN MAY NOT DAMAGE OR DESTROY PROPERTY.

When a child is unable to be settled down after a reasonable amount of time, parents will be notified to assist with their child. **Continued classroom disruptions will result in termination from the program, standard procedures will be followed for termination.**

Children with Special Needs

Note: Launch Pad Learning is licensed to care for ambulatory children only.

We understand that there are developmental concerns that arise during the early childhood years. We believe in educating the whole child and meeting them wherever they are on the developmental continuum; however, our facility and staff may not be equipped to address all children's needs. We

want to maintain the best environment for the children currently enrolled in our program, as well as provide the least restrictive environment for the child with special needs. Therefore, it is the policy of Launch Pad Learning to make reasonable accommodations for children with disabilities. It is our intent to integrate children with special needs into our program to the extent feasible, given each child's abilities and limitations.

Ultimately, our program may not provide the least restrictive environment if accommodations result in significant difficulty or expense to the program. If adaptations for behaviors fundamentally alter the nature of our existing program, are not readily achievable, or if the child's condition will pose or does pose a significant threat to the learning, health, or safety of other children or of staff in the center, and there are no reasonable means of removing that threat. The Director may request documentation that the child is receiving proper outside services. After consultation with the parents, the child, the teachers involved and, if necessary, the child's doctors, the Director will make a case-by-case decision whether our center is capable of properly meeting the needs of the child in question. If we are unable to assist your child, we will make every attempt to direct you to the proper resources.

Releasing Children and Custody Information

Children will be released only by written permission of the parents. At the time of enrollment, authorization can be given to individuals who may frequently pick up a child. This information will be stored in the child's file and in our computer database. Individuals will be asked to show picture ID to verify their identity. If a person is to pick up a child and is not on your authorization list, you must provide written authorization prior to releasing the child.

When the parents of a child attending LPL file for divorce or separation, the parents should provide the Center with a copy of any valid court documentation establishing superior custody rights of either parent (or third party). Unless a copy of a valid court order is provided to the center, the center will presume that both parents have equal custody rights regarding the child. Until such time as a copy of a valid court order is given to the Center Director of LPL, the Center staff will allow the child to be picked up at the Center by those persons authorized on the Identification and Emergency Information Form on file with the Center office.

Once a copy of a valid court order establishing superior custody rights of either parent (or third party) is received by the Center, only the custodial parent will be allowed to authorize or limit those who may pick up the child at the Center. Once the Center receives a copy of a valid court order, the Center will strive to follow the wording of that order with regards to who may pick up the child at the Center on any given day.

If a non-custodial parent tries to pick up the child without documentation of a court order and permission of the custodial parent, law enforcement officials will be notified. If the custodial parent has custody until 6:00 p.m. on Friday, the Center will only release the child to the custodial parent until 6:00 p.m. on Friday. If the court order clearly spells out the beginning of the non-custodial parent's visitation to be a time when the child is still at the Center, the Center will release the child to the non-custodial parent only after the time spelled out in the court order when visitation is to begin.

If the custodial parent wishes the non-custodial parent to pick up the child at the Center at a time other than the clearly spelled out time in the court order for the visitation of the non-custodial parent (or does not wish the child to be picked up at the Center at all by the non-custodial parent), these wishes must be clearly expressed in writing to the Director of the Center. Rescinding or modification of the custodial parent's expressed wishes must be done so in writing. It is the policy of the Center remain impartial during any divorce or separation proceeding. We are committed to the best interests of all children. We believe that the interests of the child are best met when parents communicate with the Center about the needs of the child. The certainty of who may pick up the child acts as a stabilizing factor for the child and the Center during a very emotional and difficult time. It will be the responsibility of the family to provide written documentation of requirements set forth in court documents. The Center staff will not interpret court documents but will make every reasonable effort to follow court decrees.

Concerns Procedure

We recognize that on occasion differences of opinion may arise between parents and staff. The following procedure will be followed to ensure resolution of any concerns parents may experience with Center procedures or policies:

1. Verbally express concern to teacher on duty—if resolved no further action is needed. Staff will write a note of concern in Share Book for Director review.
2. Verbally express concern to the center Director if concern is not resolved by step 1.
3. Present written note to be reviewed by Administration if concern is not resolved by step 2. Administration will arrange a mutually convenient conference time with parent to discuss and resolve concerns.

Parents' Rights

As a Parent/Authorized Representative, you have the right to:

1. Enter and inspect the child care center without advance notice whenever children are in care.
2. File a complaint against the licensee with the licensing office and review the licensee's public file kept by the licensing office.
3. Review, at the child care center, reports of licensing visits and substantiated complaints against the licensee made during the last three years.
4. Complain to the licensing office and inspect the child care center without discrimination or retaliation against you or your child.
5. Request in writing that a parent not be allowed to visit your child or take your child from the child care center, provided you have shown a certified copy of a court order.
6. Receive from the licensee the name, address and telephone number of the local licensing office (See Personal Rights below).
7. Be informed by the licensee, upon request, of the name and type of association to the child care center for any adult who has been granted a criminal record exemption, and that the name of the person may also be obtained by contacting the local licensing office.
8. Receive, from the licensee, the Caregiver Background Check Process form.

NOTE: CALIFORNIA STATE LAW PROVIDES THAT THE LICENSEE MAY DENY ACCESS TO THE CHILD CARE CENTER TO A PARENT/AUTHORIZED REPRESENTATIVE IF THE BEHAVIOR OF THE PARENT/AUTHORIZED REPRESENTATIVE POSES A RISK TO CHILDREN IN CARE.

Personal Rights

See Section 101223 for waiver conditions applicable to Child Care Centers.

Each child receiving services from a Child Care Center shall have rights which include, but are not limited to, the following:

1. To be accorded dignity in his/her personal relationships with staff and other persons.
2. To be accorded safe, healthful and comfortable accommodations, furnishings and equipment to meet his/her needs.
3. To be free from corporal or unusual punishment, infliction of pain, humiliation, intimidation, ridicule, coercion, threat, mental abuse, or other actions of a punitive nature, including but not limited to: interference with daily living functions, including eating, sleeping, or toileting; or withholding of shelter, clothing, medication or aids to physical functioning.
4. To be informed, and to have his/her authorized representative, if any, informed by the licensee of the provisions of law regarding complaints

including, but not limited to, the address and telephone number of the complaint receiving unit of the licensing agency and of information regarding confidentiality.

5. To be free to attend religious services or activities of his/her choice and to have visits from the spiritual advisor of his/her choice. Attendance at religious services, either in or outside the facility, shall be on a completely voluntary basis. In Child Care Centers, decisions concerning attendance at religious services or visits from spiritual advisors shall be made by the parent(s), or guardian(s) of the child.
6. Not to be locked in any room, building, or facility premises by day or night.
7. Not to be placed in any restraining device, except a supportive restraint approved in advance by the licensing agency.

YOU HAVE THE RIGHT TO BE INFORMED OF THE APPROPRIATE LICENSING AGENCY TO CONTACT REGARDING COMPLAINTS, WHICH IS:

Licensing Office Name: EL SEGUNDO REGIONAL OFFICE
 Licensing Office Address: 300 N. Continental Blvd., Suite 290A, MS 29-13 El Segundo, CA 90245
 Licensing Office Telephone #: (424) 301-3077 FAX (424) 301-3200

Commitment

Excellent quality child care with skilled and loving caregivers can contribute significantly to a child's growth and development and can help them learn about the world around them.

Launch Pad Learning has a commitment to working closely with parents and helping each child reach his/her potential in a safe, warm and loving environment. We hope that you and your family will find the time that you and your child spend in our program to be a truly enjoyable and rewarding experience.

Center Contact Information:

Mailing address: 4141 W. El Segundo Blvd;
 Hawthorne, CA 90250

Fax Number: (310) 531-8135

Business:(310) 644-2176



Appendix A: Parent Appeal Information Pamphlet

California Department of Education March 2014

Based on:
California Code of Regulations, Title 5, Section 18118 Et Seq.

This flyer is mandatory only to the extent that it cites a specific statutory and/or regulatory requirement. Any portion of this flyer that is not supported by a specific statutory or regulatory requirement is not prescriptive pursuant to California *Education Code*, Section 33308.5. For regulations regarding parental appeal rights, see *California Code of Regulations*, Title 5 (5 CCR), Section 18118 et seq.

Notice of Action

Whenever an agency makes changes to child care services (for example, by approving or denying services, by changing the approved hours of care, or by terminating services), the agency must notify you by giving you a document called a "Notice of Action" (NOA).

The NOA will:

- Tell you **what** action will be taken, the reasons for the action and **the date** on which that action will be taken.
- Specify that you have a right to appeal the action on the NOA if you disagree with it, and provide you with instructions for appealing.

Please keep a copy of your NOA.

What if I disagree with the action on the NOA?

You have the right to appeal.

What is the appeal process?

There are two levels of appeal:

1. A local hearing conducted by a hearing officer who is not involved with the decision; and
2. A state review conducted by the California Department of Education (CDE) of the local hearing decision.

NOTE: A state review by CDE may only be requested, if after going through the local hearing, you disagree with the decision of the agency (as noted on the decision letter from the agency).

This document provides general information regarding the two levels of appeal described above. Please see your NOA and parent handbook for instructions on how to appeal.

Can I continue to receive services during the appeal process?

Yes. When you submit a request for a local hearing within 14 calendar days of the date the NOA was received, you will continue to receive services in accordance with your last service agreement until the appeal process is completed or abandoned.

Your appeal will be considered abandoned if:

- You do not submit a request for local hearing within 14 calendar days of receiving your NOA; or
- You (or your authorized representative) do not attend the local hearing; or
- You do not submit a timely request for the CDE's review after the local hearing process has taken place.

How do I request a local hearing?

To request a local hearing, you must notify the agency within 14 calendar days of the date the NOA was received. You may:

- Complete the second page of the NOA and mail, fax, deliver, or email a copy to your agency; or
- Submit your request using any other communication method identified in your parent handbook.

Please keep a record of how/when you submitted your request. You have the right to:

- Review the information in your family data file.
- Have another person (called an "authorized representative") attend the local hearing with you, or on your behalf.
- An interpreter, if needed.

How will the agency let me know when my local hearing is scheduled?

Within 10 calendar days of receiving your timely request, the agency will provide you with a notice telling you the date, time and place of the local hearing.

What happens at the local hearing?

At the local hearing,

- The hearing officer will explain the reason for the NOA.
- You (and/or your authorized representative) will be able to explain the reasons why you think the action on the NOA is wrong.
- You will be able to ask questions about the agency's decision.

You should bring any documents/information that support why you think the action is wrong.

The hearing officer will make a decision based on the information provided at the hearing.

When will I be informed of the local hearing decision?

Within 10 calendar days after your local hearing, the hearing officer will mail or deliver a written decision letter to you. The decision letter will tell you how to request the CDE's review, if you do not agree with the decision.

What if I disagree with the hearing officer's written decision letter?

You have the right to request a review of the local decision by the CDE. The CDE must get your request within 14 calendar days from the date on the local agency's decision letter.

Your request to the CDE must include the following information:

- A copy of both sides of the original NOA with which you disagree;
- A copy of the written decision letter from the local hearing; and
- A statement (e.g., letter) explaining why you disagree with the local hearing officer's decision.

You may mail, fax or deliver your request to: California Department of Education Early Education and Support Division Attn: Appeals Coordinator
1430 N Street, Suite 3410
Sacramento, CA 95814
Phone: 916-322-6233
Fax: 916-323-6853

What happens during the CDE review?

If the CDE receives your request within 14 calendar days of the date on the local agency's decision letter, the CDE will:

- Review the information provided.
- Contact you and/or the agency which issued your NOA if necessary.

The CDE has up to 30 calendar days to make a decision and mail a final decision letter to you and to the agency which issued your NOA.

What happens next?

- If the CDE grants your appeal, the decision letter will include direction to the agency regarding continued services.
- If the CDE denies your appeal, the action on the NOA will become effective.

The CDE's decision is the final administrative decision and agencies must follow the CDE's decision. **For further information or to ask a question about the appeal process, please contact your child care agency at:**

Launch Pad Learning
4141 W El Segundo Blvd
Hawthorne, CA 90250



United States Department of Agriculture

UPDATED CHILD AND ADULT CARE FOOD PROGRAM MEAL PATTERNS: CHILD AND ADULT MEALS



USDA recently revised the CACFP meal patterns to ensure children and adults have access to healthy, balanced meals throughout the day. Under the updated child and adult meal patterns, meals served will include a greater variety of vegetables and fruit, more whole grains, and less added sugar and saturated fat. The changes made to the meal patterns are based on the Dietary Guidelines for Americans, scientific recommendations from the National Academy of Medicine, and stakeholder input. CACFP centers and day care homes must comply with the updated meal patterns by October 1, 2017.

Updated Child and Adult Meal Patterns



Greater Variety of Vegetables and Fruits

- The combined fruit and vegetable component is now a separate vegetable component and a separate fruit component; and
- Juice is limited to once per day.



More Whole Grains

- At least one serving of grains per day must be whole grain-rich;
- Grain-based desserts no longer count towards the grain component; and
- Ounce equivalents (oz eq) are used to determine the amount of creditable grains (starting October 1, 2019).



More Protein Options

- Meat and meat alternates may be served in place of the entire grains component at breakfast a maximum of three times per week; and
- Tofu counts as a meat alternate.



Age Appropriate Meals

- A new age group to address the needs of older children 13 through 18 years old.



Less Added Sugar

- Yogurt must contain no more than 23 grams of sugar per 6 ounces; and
- Breakfast cereals must contain no more than 6 grams of sugar per dry ounce.





United States Department of Agriculture



Making Every Sip Count

- Unflavored whole milk must be served to 1 year olds; unflavored low-fat or fat-free milk must be served to children 2 through 5 years old; and unflavored low-fat, unflavored fat-free, or flavored fat-free milk must be served to children 6 years old and older and adults;
- Non-dairy milk substitutes that are nutritionally equivalent to milk may be served in place of milk to children or adults with medical or special dietary needs; and
- Yogurt may be served in place of milk once per day for adults only.



Additional Improvements

- Extends offer versus serve to at-risk afterschool programs; and
- Frying is not allowed as a way of preparing foods on-site.

Breakfast Meal Patterns

| | Ages 1-2 | | Ages 3-5 | | Ages 6-12 & 13-18 | | Adults | |
|-----------------------------------|-----------|----------|-----------|----------|-------------------|----------|------------|----------|
| | Previous | Updated | Previous | Updated | Previous | Updated | Previous | Updated |
| Milk | ½ cup | ½ cup | ¾ cup | ¾ cup | 1 cup | 1 cup | 1 cup | 1 cup |
| Vegetables, fruit, or both | ¼ cup | ¼ cup | ½ cup | ½ cup | ½ cup | ½ cup | ½ cup | ½ cup |
| Grains | ½ serving | ½ oz eq* | ½ serving | ½ oz eq* | 1 serving | 1 oz eq* | 2 servings | 2 oz eq* |

*Meat and meat alternates may be used to substitute the entire grains component a maximum of three times per week.
Oz eq = ounce equivalents

Lunch and Supper Meal Patterns

| | Ages 1-2 | | Ages 3-5 | | Ages 6-12 & 13-18 | | Adults | |
|---------------------------------|-----------|---------|-----------|---------|-------------------|---------|------------|---------|
| | Previous | Updated | Previous | Updated | Previous | Updated | Previous | Updated |
| Milk | ½ cup | ½ cup | ¾ cup | ¾ cup | 1 cup | 1 cup | 1 cup | 1 cup* |
| Meat and meat alternates | 1 oz | 1 oz | 1 ½ oz | 1 ½ oz | 2 oz | 2 oz | 2 oz | 2 oz |
| Vegetables | ¼ cup | ⅞ cup | ½ cup | ¼ cup | ¾ cup | ½ cup | 1 cup | ½ cup |
| Fruits | | ⅞ cup | | ¼ cup | | ¼ cup | | ½ cup |
| Grains | ½ serving | ½ oz eq | ½ serving | ½ oz eq | 1 serving | 1 oz eq | 2 servings | 2 oz eq |

*A serving of milk is not required at supper meals for adults
Oz eq = ounce equivalents

Snack Meal Patterns

| | Ages 1-2 | | Ages 3-5 | | Ages 6-12 & 13-18 | | Adults | |
|---------------------------------|-----------|---------|-----------|---------|-------------------|---------|------------|---------|
| | Previous | Updated | Previous | Updated | Previous | Updated | Previous | Updated |
| Milk | ½ cup | ½ cup | ½ cup | ½ cup | 1 cup | 1 cup | 1 cup | 1 cup |
| Meat and meat alternates | ½ oz | ½ oz | ½ oz | ½ oz | 1 oz | 1 oz | 1 oz | 1 oz |
| Vegetables | ½ cup | ½ cup | ½ cup | ½ cup | ¾ cup | ¾ cup | ½ cup | ½ cup |
| Fruit | | ½ cup | | ½ cup | | ¾ cup | | ½ cup |
| Grains | ½ serving | ½ oz eq | ½ serving | ½ oz eq | 1 serving | 1oz eq | 1 servings | 1 oz eq |

Select 2 of the 5 components for snack.
Oz eq = ounce equivalents

Note: All serving sizes are minimum quantities of the food components that are required to be served.

For more information, please visit www.fns.usda.gov/cacfp/child-and-adult-care-food-program.
Questions? Contact your State or Regional Office.
USDA is an equal opportunity employer and provider.



Appendix C: Parent Code of Conduct

Launch Pad Learning strives to maintain a healthy, safe, professional, and productive family- oriented environment which is free from disrespect, discrimination, gossip, and harassment.

As providers of child care, commitment, trust, and professionalism are the hallmarks of our trade. We ask that as a parent of a child in our care, you offer us the same trust, respect, and professionalism that we will offer to you and your family. There is a special value placed on the connections that we form between the children in our care and their families.

In regard to relationships with staff at Launch Pad, we draw attention to and ask that you uphold the following NAEYC core values:

- Respect the dignity, worth, and unique-ness of each individual (children, family members, and staff)
- Help children and adults achieve their full potential in the context of relationships that are based on trust, respect, and positive regard for one another

As a parent of a child enrolled at Launch Pad Learning, I and my authorized representatives will:

- treat staff and other families with respect and understanding
- model commitment, respect and trust, serving as role models for children, other families, and staff members
- Refrain from hurtful words or actions toward others on the center premises
- Adhere to the center's discipline policies when interacting with my own child on the premises
- communicate directly, clearly and tactfully with staff members and teachers, sharing knowledge, information and resources to reach common goals
- work cooperatively and proactively with teachers and staff members, in an effort to continuously improve center and classroom effectiveness
- appropriately share feelings or issues with my child's teacher or staff members to develop trust, checking for clarity and understanding

Any violation of this policy will incur the following:

1st minor offense: you or your authorized representative will be asked to refrain from the behavior and warned that any further incidents may be grounds for prohibiting you or your authorized representative from entering the LPL premises.

2nd minor offense and major offenses: You or your authorized representative will be prohibited from entering the grounds of LPL. You will be required to find someone else to drop off and pick up your child(ren). You have the right to appeal this action by

writing a letter to LPL Administration within 14 days of notice.

Thank you for your attention to this matter. Our first concern is the health and safety

of your child and all the other children in our care. Please help us teach them how to conduct themselves properly when things don't go their way – because they won't always go their way.

PARENT/FAMILY HANDBOOK AND FEE AGREEMENT

Family Copy
(your copy to keep)

Child(ren)'s Name(s): _____

Daily/Weekly/Monthly Child Care Fees: _____

I/We (the undersigned) have read the parent handbook for Launch Pad Learning and understand all the information, policies and procedures outlined in the handbook. We (the undersigned) have also received a copy of these policies and procedures for our own records and reference.

By signing this agreement we consent to all the handbook policies and procedures and agree to them, including payment policies and late fee procedures. By signing this agreement, we acknowledge that the information supplied in the registration form regarding our child(ren) and the information supplied below is true and accurate to the best of our knowledge.

Parent/Guardian Signature

Date

Parent/Guardian Signature

Date

LPL Representative Signature

Date

Apps & Websites

myprocare.com - payments

procareconnect.com (app) – communication with the school/teachers

- An invitation is required to log in to the school. An email will be sent with an invitation code to log in. This email's sender is from Procure and will most likely be sent sometime during your child's first week.