

QUALITY CARE FOR KIDS

P.O. Box 2037, Novato, CA 94948

www.qcfk.org



OLIVE SITE: 415-892-4111

olive@qcfk.org

LYNWOOD SITE: 415-892-6223

lynwood@qcfk.org

ADMISSION POLICIES AND PROCEDURES

Welcome to Quality Care For Kids (QCFK)! We look forward to sharing an exciting experience with your child. QCFK is the oldest on-site non-profit Center in Novato. Our childcare centers are licensed in CA and are regulated by CA Department of Social Services. QCFK is open year round offering both a before and after school program and a full-time summer program. Our two Centers are open from 7:00am to 6:00pm during the school year and the summer. Our children range in ages from 4.6 to 12 years at Olive School and 4.9 to 12 years at Lynwood School. Children in this age range may attend our Centers, regardless of where they go to school.

GENERAL ADMISSION POLICY

QCFK does not discriminate in its admission policy on the basis of sex, race, color, religion, ancestry, national origin, or disability. Subject to this general policy, QCFK reserves the right to refuse admission to any child, person or family at its sole discretion. QCFK does not endorse or practice any religious teaching in our programs. Enrollment is open to any child, as long as the program can meet the needs of the child.

ACCEPTANCE

Ambulatory children between the ages of 4.6 and 12 years old at Olive School and 4.9 and 12 years at Lynwood School, of any race or religion, are eligible for care. Children with special needs and with disabilities are welcome in our program providing the program is appropriate for the child. Our agency complies with the American Disability Act.

CONTRACTS

Contracts are signed for the school year (late August through mid June) and separate summer contracts are signed for the summer program during school summer break (mid June through early August).

STAFF

The QCFK staff have training in Early Childhood Education and/or equivalent, may have a B.A. or B.S. degree, and/or teaching credentials. We encourage our staff to continue their education by taking college courses, attending seminars and conferences concerning child and family issues, and other educational opportunities in the Child Development field.

COVID-19 and Other Such POLICIES

QCFK will continue to follow requirements and guidance in all applicable California Department of Social Services (CDSS) Community Care Licensing (CCL), California Public Health (CPH) and Marin County Public Health (MCPH). QCFK will follow guidance as prescribed in the MCPH Isolation, Quarantine and Travel Guidance for TK-12 Child Care Centers upon a positive or exposed virus/illness event.

QCFK will continue to take actions that minimize the spread of virus/illness and to ensure the safety of children, staff, and families. QCFK will continue to apply new and updated policies and requirements that address the need for continued infection control and will update our emergency preparedness plan to ensure implementation.

OPEN DOOR POLICY

As stated in the Parents' Rights Form, parents/guardians are welcome at the Center at any time to observe your child.

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REQUIRED FORMS

QCFK requires completed Medical and Emergency Information, the Personal Rights and the Parents' Rights forms prior to the child's first day in the program. The administrative/supply fee and a signed contract must accompany these forms. We do not require a copy of immunizations, as it is a requirement of the public schools for attendance. We ask all parent/guardians to come into the Center to meet the staff, hear about our program and complete the forms with the Site/Asst. Site Director. **PLEASE KEEP ALL FORMS CURRENT BY NOTIFYING US OF ANY CHANGES.**

ADMINISTRATIVE AND SUPPLY FEES

An administrative and supply fee per child is paid yearly and is due at the beginning of the school year (or when the child commences our school year program). This money is used to process contracts, purchase office, art and recreation supplies, and to maintain our web site. The administrative and supply fees are non-refundable.

MONTHLY TUITION

Tuition is prepaid based on your monthly fee (see Tuition & Fees schedule for our current rates). Payment is due no later than the 1st day of each month. There is a daily late fee charge for all payments received after the 1st day of each month. The current fee for late charges are specified in the School Year Contract. Unpaid bills will be turned over to a collection agency unless prior arrangements are made with the Site/Asst. Site Director and are in writing and signed by each party. An unpaid bill will jeopardize your child's space at the Center.

FINANCIAL ASSISTANCE

Quality Care for Kids accepts subsidy payments. To see if you qualify for a childcare subsidy, you will need to contact the local agency and apply directly with them and they will guide you through the process. Please ask the Site/Asst. Site Director for the agency contact information.

RETURN CHECKS

A \$25.00 fee will be charged for returned checks by the bank. Payment to cover the returned check must be cash, money order or cashier's check. Your child will not be able to attend QCFK until all fees are paid.

REFUND POLICY

The Center is staffed according to enrollment. It is thereafter not possible for us to make refunds or adjustments for absences of any kind.

EXTRA DAYS AND/OR CHILD CARE HOURS

If your child's attendance extends beyond your contracted amount, you will be billed accordingly.

HOLIDAY SCHEDULE

A copy of the QCFK Holiday Schedule, indicating the days QCFK is closed, is available at each Center and on our website at www.qcfk.org. QCFK Holidays are not prorated out of your monthly tuition.

QCFK is open during Teacher Conference Weeks, Teacher In-Service Days, and School Vacation Breaks. There may be an additional QCFK daily fee for these days, please refer to Tuition & Fees schedule. QCFK staffs our Centers during the school holiday season by posting a "Sign-Up" sheet, most often located on the main door at each Center. It is very important each parent sign their child up in advance for these school holiday days so QCFK can staff accordingly. If extra holiday days are not signed up for in advance on the sign up sheets, QCFK will assume your child **will not** be present and a space **may not** be available for your child during the school holidays.

VACATIONS

ADMISSION POLICIES AND PROCEDURES

Vacations are not prorated and the monthly fee is due no later than the 1st day of each month, regardless of absences for vacation time. However, our summer program does allow for families to plan vacations during the summer contract period of mid June through beginning of August by choosing the weeks of attendance.

NAP TIME

We do not observe nap time at our Center.

LATE PICK UP CHARGES

QCFK is open from 7:00am to 6:00pm during the school year and during our summer program. Punctual pickup of your child is necessary for the well being of both child and staff. Pickups after our dismissal time will result in a late fee per minute (see QCFK Tuition & Fee Schedule for rate). If emergency calls fail and a child has not been picked up by 7:00pm during the school year or during the summer program, Child Protective Services will be called.

Late pick up charges must be paid to the Site/Asst. Site Director or Teacher upon pick up of the child. Chronic tardiness may result in loss of your child's space in our program.

ABSENCES/SIGN-IN AND SIGN-OUT

You are responsible for your child's safe arrival at our Centers. The Center cannot assume responsibility for your child until he/she has been signed in by the parent/guardian. Please notify the Center if your child will not be attending our program on a scheduled day. The school does not notify QCFK of child absences. If a child does not come to the Center on a scheduled day, the staff will contact the school, parent and others on the emergency card to locate the child. All parents/guardians must sign their children in each morning and out each afternoon. If any child comes directly from school, the staff will sign the child in. The parent/guardian must sign the child in and out using their full legal name. We do not encourage parent/child socializing or lingering in our classrooms upon pick up time as this may impact our regulatory guidance. Please sign out your child and leave the classroom appropriately.

HEALTH

Good health is essential to our program. Please do not send your child to the Center if he/she shows any signs of illness. You will be called to pick up your child if he/she becomes ill.

MEDICATION

QCFK will administer medication if we have the following:

1. A signed note from the parent/guardian instructing QCFK to administer the medication
2. Specific instructions as to doses and time to administer the medication.
3. Medication must be in the original container.

RELEASE OF CHILD

We will not allow your child to leave QCFK with anyone other than the parent/guardian unless that person is listed on the child's Emergency Card. Additional authorizations must come in the form of a note, signed & dated by the parent/guardian. A form of ID will be required for the person picking up before the child can leave.

WITHDRAWAL NOTICE

Should you decide to withdraw your child from the program, written notification must be given to the Site/Asst. Site Director on the 1st day of the month, 30 days prior to the child's last day. There are no refunds after the contract is signed. Should a child leave the program without 30 days written notice, the monthly fee is due and payable.

MEDICAL EMERGENCY

In the event of a serious injury, 911 will be called as well as the parent/guardian. We may also call the parent on any head or mouth injury, even if it does appear serious. Our staff are required to have CPR and First Aid training.

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LOST AND FOUND

Please check QCFK lost and found weekly. Please mark your child's possessions with his/her name. Clothes that are not claimed are given to a local charity. We cannot be responsible for lost items at our Centers.

MEALS

A nutritional snack will be served daily around 3:30pm to every child. Please send additional food for a child who stays beyond 5:00pm. Our snacks are prepared by our staff in our kitchens. Breakfast and Lunch are not provided by QCFK unless otherwise specified.

ENRICHMENT PROGRAMS

From time to time, QCFK may offer a variety of Enrichment Programs. These programs are not mandatory and may require an additional fee paid directly to the instructor. QCFK will post enrichment opportunities at each Center along with associated fees and sign up procedures when applicable.

CONFERENCES

QCFK's staff communicates on a daily basis with parents/guardians about their child's day. Our staff is always available to meet with you whenever questions or concerns arise. If a problem should arise at the Center, we will inform the parent/guardian immediately. We ask for your cooperation in working with us in your child's best interest.

DONATIONS

QCFK is a non-profit corporation (501 –c) and therefore, all donations to QCFK are tax deductible.

DISCIPLINE POLICIES

Care is used to guide children in appropriate behavior and to produce a safe, caring environment for all. Discipline is part of a learning experience, not a punishment. Children often do impulsive things. Our staff sets the tone by being good role models and by helping the children to think about what they are doing and what their actions mean.

Prevention and/or stopping an incident before it escalates is important. Redirecting the child to a more appropriate activity is used whenever possible as well as talking with the child about his/her behavior and its results. We like to have our children tell each other what is bothering them. This technique gives the child the tools to work adverse situations out by themselves. If a child cannot settle down or persists in disruptive behavior, he/she may be removed from the group for a short while. The staff goes over the appropriate rules with the child. If the behavior is destructive and continuous, a conference with the parent is called and together we will work out a plan for the child. Counseling may be suggested if warranted.

Redirection, anticipation of problems, prudent use of removal from a group and opportunities to dialogue with playmates about feelings are the tools employed by QCFK to help children learn acceptable limits to their behavior.

SUSPENSION

A child may be suspended or permanently separated from QCFK if his/her behavior is disruptive or hazardous to other children and/or staff. This includes chronic infection or other health-related problems, which may affect children or staff. Suspension may occur after three documented incidents with parent/guardian or child. Communication may take the form of a note, a phone call or a meeting. Violent behavior may be cause for immediate expulsion. Any family that does not follow the policies of QCFK as stated in the Admission Policies and Procedures, or that refuses to cooperate with QCFK's staff for their child's best interest, may also be suspended from the program permanently.