



Children's Paradise
preschool and infant centers
parent **GUIDE**



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Our MISSION

WE BELIEVE each child is a unique and valuable individual and must be offered equal opportunity and access to a high quality early childhood education regardless of the income of their family.

WE BELIEVE in an “old-fashioned childhood” where children are free to learn and explore through imaginative play experiences facilitated by highly educated teachers and caregivers.

WE BELIEVE children are the future leaders of our world and when their social, emotional, cognitive and developmental needs are met as children, society will benefit, as new leaders with compassion and vision are raised to think outside of the box and work together as a team to improve our world.



Through this MISSION we will deliver an environment that:

Supports family traditions and culture

Provides high quality early care and education through research-based curriculum, individualized lesson planning, child assessments and referrals, social emotional skill building, mental health supports, and developmental and age-appropriate experiences

Encourages your child to develop a positive self-image, independence, and confidence, valuing each child as an individual

Promotes diversity and equity

Fosters creativity, problem-solving skills, fine and gross motor skills, cognitive skills and imagination

Strengthens the home-school relationship by building a lasting partnership with children, parents, families, Children's Paradise team members, and the community

our CORE VALUES

WE BELIEVE to successfully achieve our mission we must operate under a core set of values. These core values are represented every day by the amazing team of people who operate our centers, serve our families and support our team.



Children's Paradise® CURRICULUM



We Feed Inquisitive Minds

EVERY CHILD is unique, especially when it comes to learning and growing. It's our job to work with you and your child to discover how your child learns best. We focus on preparing children so they are ready for kindergarten, even if their path is slightly different from others. We want

them to continue to learn and thrive well beyond our school as they embark on their individual journeys. At Children's Paradise we draw on **Play-Based Learning, Montessori,** and the **Reggio Emilia Approach®** to create curriculum that helps children grow, explore, imagine, and learn.

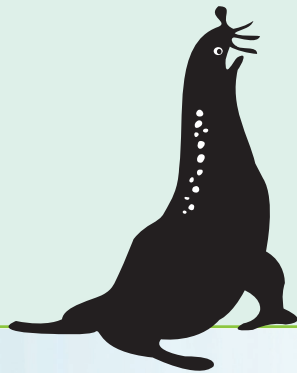
Our PROGRAMS

cuddle bugs infant care

Ages 6 weeks to 18 months

Our Infant Caregivers provide exceptional infant care in a beautiful, sanitary and home-like atmosphere where your baby can develop and explore as they play happily. Staff are highly educated, dedicated and take pride in helping each child reach important milestones. Daily records are kept so that each parent is connected to their child in a special way throughout the day.

Infant experiences
are recorded daily
to enhance parent
connection.



**Our
INFANT CARE
program
offers:**

- Gentle, loving and highly educated caregivers with a permit from the California Commission on Teacher Credentialing
- Beautiful, safe, and clean environments using the Infant Toddler Rating Scale (ITERS)
- Developmental monitoring using the Ages and Stages Questionnaires (ASQ and ASQ-SE)
- Ongoing learning observation process using Desired Results Developmental Profile (DRDP)
- Healthy meals and snacks prepared at each center by our amazing in-house chef!
- Outdoor time that encourages physical activity and inspires creativity
- Gentle care that uses talking, singing, rocking, back-rubbing, and loving touch to support healthy brain development and nurture your baby
- Use the care you need — with our multiple scheduling options

giggle bees toddler care



Ages 18 months to 3 years

Children's Paradise offers your toddler the opportunity to further explore their little world, while enjoying a low toddler to teacher ratio. There are opportunities for climbing, running, jumping and dancing as your child learns through their five senses. We can facilitate the expansion of brain development by introducing each child to new experiences that use sight, smell, touch, taste and listening.

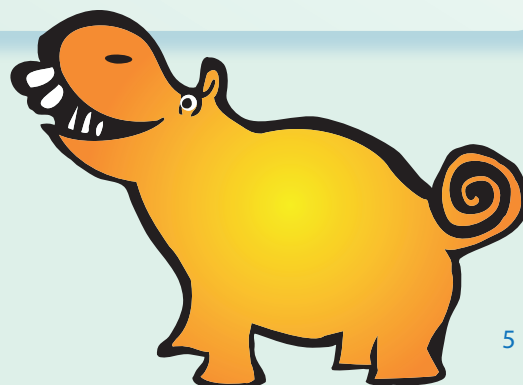
Cooking projects, art, beginning math, music and movement, sensory play, hands-on-science and playing dress up are just some of the activities that help your toddler better understand the world around them. Plenty of time is also given to explore on our outside playground and develop an understanding of nature by digging and planting in their very own garden.

Teachers encourage positive peer-to-peer interaction by modeling respect, sharing, playing together, and helping our friends through positive play and communication.



Our TODDLER program offers:

- Loving and highly educated caregivers with a permit from the California Commission on Teacher Credentialing using the Creative Curriculum for Infants and Toddlers
- Beautiful, safe, and clean environments implementing the Infant Toddler Environmental Rating Scale (ITERS)
- Developmental monitoring using the Ages and Stages Questionnaires (ASQ and ASQ-SE)
- Ongoing learning observation process using Desired Results Developmental Profile (DRDP)
- Healthy meals and snacks prepared at each center by our amazing in-house chef!
- Outdoor time that encourages physical activity and inspires creativity





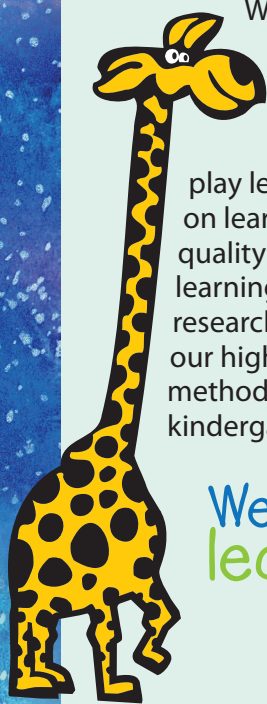
preschool care

Ages 3 years to 5 years

Our innovative learning environment is filled with inquisitive equipment and fun educational activities. There are plenty of cushy places to flop, read or listen to music, and costumes to inspire imagination. The real strength of Children's Paradise Preschool is our highly effective and developmentally appropriate academic curriculum!

We use the California Foundations and Frameworks curriculum created by the Department of Education to guide our practices. The curriculum at Children's Paradise is a diverse blend between the Creative Curriculum, Growing up Wild,

Writing without Tears and a variety of Montessori™ methods. We infuse our play-based curriculum with Reggio Emilia open-ended messy-play and use a variety of natural play learning materials to support hands on learning. This eclectic approach to high quality early learning is tailored to the learning style of each and every child. Our research-based curriculum combined with our highly educated staff uses the latest methods to ensure that all children enter kindergarten healthy and ready to learn!



We make
learning fun!

Our PRESCHOOL program offers:

- Highly educated teachers — with a permit from the California Commission on Teacher Credentialing!
- State-of-the-art environments implementing the Early Childhood Environmental Rating Scale (ECERS)
- Developmental screenings using the Ages and Stages Questionnaires (ASQ and ASQ-SE)
- Intentional curriculum planning using results from the Desired Results Developmental Profile (DRDP) ongoing observation process
- Verified emotional support, classroom organization and instructional support using the CLASS tool
- Healthy meals and snacks prepared at each center by our amazing in-house chef!
- Outdoor time which encourages physical activity and inspires more learning in our outdoor classroom
- Kindergarten readiness and seamless kindergarten transition!
- Proven results propel your children to success!



Our
BEFORE/AFTER
program
offers:



Everything in our fun preschool plus:

- Homework Club (tutoring and assistance with homework)
- Transportation to and from school daily
- State-of-the-art technology and games
- Outdoor exercise activities that rejuvenate minds
- Summer, Winter, and Spring Break camps!
- Amazing field trips
- Opportunities to volunteer in the community
- State-of-the-Art environments implementing the School-Age Care Environmental Rating Scale (SACERS)

school age

THE CLUBHOUSE

Ages 5 years to 12 years

The Clubhouse is our before and after-school program that makes ongoing learning fun! This program is for children ages 5–12 and is a place to relax after school or during school breaks. Kids are encouraged to ask questions, discover answers and experience creative thinking as they complete homework, cooperatively play together and engage in awesome art and science projects.

Our team places focus on critical thinking skills that will help your child excel and apply the lessons they learn in school to their everyday lives.

We have state-of-the-art technology, games, puzzles, music, and many other methods to feed inquisitive minds. We take pride in delivering the highest quality supplemental education and tutoring services to your child and verifiable results prove it!

High quality
education
through play





school age

THE CLUBHOUSE SUMMER AND HOLIDAY BREAK CAMP

Ages 5 years to 12 years

The Clubhouse summer and holiday break day camp provides kids with outrageous fun and excitement in addition to keeping them sharp with learning activities all summer long. We pride ourselves on offering action-packed days through water play, cool crafts, cooperative games, science experiments, yummy cooking classes, spectacular sports and incredible friendships. Daily activities also include reading, fun math projects, thinking games and small group times where your child will have the ability to engage in mind challenges and educational opportunities.

Crafts,
water play
experiments,
friends,
+ more!



We make
summer
fun!

Our CLUBHOUSE program offers:

- Low teacher-to-child ratios
- Meals and snacks included
- Fun, healthy and active experiences
- Weekly field trips including transportation
- Flexible full-day schedules

Our learning program design

RESEARCH-BASED TOOLS WE USE:

Ages and Stages QUESTIONNAIRES (ASQ AND ASQ-SE)

We begin each year using the Ages and Stages Questionnaires. It gives us insight into how you see your child's development and helps us to develop specific learning outcomes for your child. It also allows us to connect you with our valuable community partnerships and resources to help support your child's healthy development.

Program Evaluation PROCESS

Children's Paradise conducts an annual evaluation process which includes, among other requirements, an assessment of the program by parents using the Desired Results Parent Survey. Children's Paradise asks for your feedback about our program. We are very interested in how the program helps you to support your child's learning and development to meet your family's needs. The results of this evaluation allow us to identify areas of strength and improvement.

Desired Results Questionnaire DEVELOPMENTAL PROFILE (DRDP)

The DRDP is a developmental tool which helps our teachers measure developmental growth to prepare your child for kindergarten. Using this tool, teachers routinely record observations and use this system to understand your child's current knowledge and skill level. We then plan curriculum using intentional teaching strategies which support individualized learning in the classroom. Information about the learning progress of each child is then shared with their family as we collaboratively implement strategies to support the learning of each student both at school and at home.

Classroom Assessment SCORING SYSTEM (CLASS)

This observation tool focuses on the daily interactions between teachers and students as it measures classroom organization, instructional support, and emotional support within the classroom setting. An outside agency reviews classrooms on a schedule basis. This assessment helps us improve teacher-child interactions.

Environmental Rating SCALES (ERS)

Assists us in setting up the classroom and creating developmentally appropriate and intentional learning centers where children learn and develop through fun, engaging and hands-on materials.

The Teaching Pyramid



**INTERACTIVE
INTERVENTION**

**TARGETED SOCIAL
EMOTIONAL SUPPORTS**

**HIGH QUALITY
SUPPORTIVE ENVIRONMENTS**

**NURTURING AND
RESPONSIVE RELATIONSHIP**



family ENGAGEMENT

PARENT TEACHER CONFERENCE

Twice per program year, teachers and parents, meet to discuss and celebrate your child's strengths, areas of growth, and developmental milestones attained. During this meeting, teachers will share and/or review ASQ results, DRDP scores, and school readiness goals. This meeting is a great opportunity for parents to share any education goals they have for their child.

PRO-SOCIAL BEHAVIOR PHILOSOPHY

At Children's Paradise, we work to build strong social-emotional skills in our students to ensure they have healthy and harmonious interactions. By offering a safe and nurturing environment, our children feel comfortable exploring new friendships and emotions. As a community school, we believe that families and school staff are partners in helping our students reach their developmental milestones and goals. We embrace open communication between staff and parents to create a whole picture of each child.

We utilize the Teaching Pyramid Social/Emotional Framework as the basis of our discipline philosophy and behavior expectations. Supporting each child's social/emotional development and enhancing his/her ability to productively address emotions is one of our primary goals. When inappropriate behavior takes place, our staff address the issue by connecting and redirecting. The following strategies are used to address challenging behaviors:



- Staff create a safe and welcoming environment for every child and family.
- All staff model and encourage conflict resolution skills, problem solving skills, and language to help children resolve conflicts independently.
- Staff are encouraged to positively acknowledge each child as often as possible for appropriate behaviors, this is called Positive Descriptive Acknowledgments.
- Staff will use a variety of methods to support each child in developing friendships, learning to express and recognize feelings, learning how to control anger and impulses, and learning to problem-solve.

Our behavior expectations are as follows:

*"We are safe, we are friendly,
we are peaceful, and
we are respectful!"*

Children's Paradise acknowledges that every child is a unique individual, and we are committed to supporting all students in a manner that enables them to meet the following expectations:

- Develop positive relationships with peers and adults.
- Understand and respect the rights of others (feelings, belongings, space)
- Recognize how to behave safely and act responsibly.



FAMILY SERVICES

Children's Paradise is so much more than an Early Childhood Education Center. We believe the whole child must be supported to optimize educational, physical and socio-emotional development. Families must also be supported in many ways, including creating positive social experiences such as movie and game nights, graduation ceremonies, dances, and parent skills training.

Our Family Services team helps families complete a Needs Assessment at the time of enrollment. Family services include, but are not limited to those listed below.

connecting you to::

- Dental Exams
- Eye Exams
- Physicals
- Housing referrals
- Support applying for state programs
- Diaper Distributions
- Onsite Food Pantries
- Food Distributions
- Legal Referrals
- Insurance Referrals
- Job Listings
- Parenting Skills Trainings
- Prenatal Referrals
- Job Skills Trainings



We are so much
more than an
early childhood
education center

CHILD SERVICES

Children's Paradise believes early childhood education is the stepping stone for a lifetime of development. We partner with families during the enrollment process to ensure we are able to meet their needs. We discuss developmental goals, document progress throughout the year and work with families to help meet the milestones set together during enrollment. Our staff is knowledgeable regarding key developmental milestones and when needed, can provide additional supports or referrals.

Children's Paradise offers behavioral support services. Children's Paradise employs a Licensed Early Childhood Mental Health Consultant and a team of Behavioral Support Specialists that work with children in the classroom environment and offer additional tools to staff to properly support children.



AT YOUR CENTER

Open Door Policy

As a Parent/Authorized Representative, you have the right to enter and view the childcare center without advanced notice whenever children are in our care.

Parent Participation

Parents play an important role in the operation of our program. As you become involved in our center, you also become involved in the education and learning process of your child. We understand that many of you work long hours and wonder... what can I do? Here are some suggestions for how you can stay involved.

The BIG Board

Each center has a large bulletin board located near the front entrance or in the main hallway area. Here you will find valuable information such as:

- Chef's Menu for the Month
- Photos of Our Activities
- Community Resources
- Center Events Calendar showing upcoming Holidays, Training Days, Center Closed Day, etc.
- Parent Advisory Committee (PAC) information on volunteering
- Important Notifications, Licenses and Required Postings

The Parent Board

Each classroom has a Parent Bulletin Board outside the door to the room. This is a must read and will keep you current on important information including your:

- Child's Teachers
- Classroom Schedule
- Weekly Lesson Plan
- Community Resource handout
- Milestones to watch for in your child

Be sure to use these and the many diverse avenues of communication we employ as we work to keep you continuously informed. Your child will have a better experience when your family is in the know!



Be A Parent Resource

- Donate a book in your child's name to the class.
- Help your child's teacher during a celebration or party.
- Tell your friends and family about our wonderful center and post your child's work.
- Provide a special snack for your child's class.
- Present your talents, skill, hobby, culture, or your profession at a special center event for your child's class.
- Help with a fundraiser drive.
- Become a Room Parent.

Parent Advisory Committee (PAC)

The Parent Advisory Committee's role is to provide advice and assistance to Children's Paradise administrators and educators relating to the academics, curriculum, policies, programs, activities, resources and services in order to help Children's Paradise attain its goal of providing each child with the highest-quality education possible. Parents or guardians whose children attend the school are eligible to serve as members of the advisory committee. All parents are invited to attend meetings.



The committee may:

- Promote and encourage parent and community participation in the school
- Provide volunteers and fund raising activities to enhance the school experience for students
- Assist by providing input on the educational priorities and school policies
- Help identify the concerns of students, parents, and community members and assist in developing solutions

Special Events

Children's Paradise offers a variety of special events and occasions you will not want to miss, including:

- Open House
- Holidays Around the World
- Kindergarten Roundup
- Graduation
- Cultural and Other Celebrations
- Parenting Workshops
- Read Across America Day and Dr. Seuss Week
- Week of the Young Child
- Teacher Appreciation Week



policies AND PROCEDURES

ADMISSIONS

REGISTRATION PROCESS

1. Parent Tours

Parents seeking to enroll their children are encouraged to visit the center and take a tour of the facility. During your tour, questions about your child's classroom, teacher, curriculum, adult to child ratio, and other valuable information will be answered.

2. Child Tours

It is preferred that your child also receives a tour of our center and spends some time in their assigned room before their first day of school. The time spent in the classroom will give your child the opportunity to meet their teacher, begin new friendships, and see the environment while accompanied by a trusted adult. Children who are introduced into a new environment in this manner have a much easier time with the adjustment process that follows enrollment into a new school. This is especially important for infants and children through the age of five.

3. Pre-Registration and Fees

All families must register on our Waitlist Application. Some families, depending upon subsidies, will also be required to pay a Registration Fee and Materials Fee while other families will be required to complete all the documentation required to establish an appropriate subsidy for childcare expenses. All requirements must be complete before your space can be reserved and an enrollment determination issued.

4. Enrollment Forms

Children's Paradise Preschool enrollment forms and certifications must be completed and signed by ALL custodial adults prior to your child's first day of attendance in any program that is offered by Children's Paradise.



However, due to the possible need for updates and scheduling conflicts, we will extend a maximum of 15 days after enrollment for the Physician's Health Report to be completed and returned to the front office personnel.

5. Additional Forms

Specific subsidy programs may require additional forms. Please see the appropriate Subsidy Programs section in this document for more information.

WAITING LIST AND PLACEMENT

If enrollment is sought without space availability or additional days or time must be added to meet your childcare needs, a waiting list will be established according to the guidelines governing a specific subsidy program or on a first-come, first-serve basis. Other enrollments will be processed based upon availability or according to priority per the program guidelines of California State Preschool (CSPP), Head Start/Early-Head-Start, and General Child Care and Development (CCTR) or in order of receipt.

Enrollment is open to all children who may benefit from any of the programs offered by Children's Paradise. We operate on a non-discriminatory basis and do not exclude any child or family based upon race, ethnic background, gender, religion, economic resources, or national origin.





YOUR CHILD'S HEALTH AND SAFETY

STAFFING

Staff at Children's Paradise are well educated, CPR certified, First Aid trained, fingerprinted, cross referenced, cleared through the Department of Justice, and exceed all additional requirements as mandated by the State of California Department of Social Services Community Care Licensing Division. We take pride in their commitment and dedication to the children who are entrusted to our care.

Staff members continuously participate in ongoing higher education, professional development and consistently provide care and education to young children in a manner that supports the latest developments in the early childhood education field. Look at the Parent Board outside your child's classroom and get to know your child's teachers.

NUTRITIOUS MEALS

We value high quality nutrition and have chosen to INCLUDE all meals and snacks as an ongoing part of the service we offer children and their families. Daily meals prepared by our center chefs are nutritious, delicious and visually appealing!

We also employ a food service coordinator who holds a Manager's Food Training Certificate. This means that she/he is qualified by training and California state law to manage and train food service workers. Children's Paradise participates in the Child and Adult Care Food Program (CACFP) to ensure healthy meals and family-style dining.

The monthly menu includes culturally diverse selections featuring fresh fruits and vegetables, milk, homemade breads, granola and yogurt, healthy pizza, burritos, pasta dishes and more. A current menu is posted on the Big Board and on the Nutrition Board near the kitchen.

The Nutrition Board also shows you the Harvest of the Month (HOTM). HOTM gives children first-hand experience with seasonal fruits and vegetables from local farmers and creates classroom learning opportunities. Farm to preschool resources ensure we buy local produce and Garden to Preschool curriculum helps us to grow some of our own veggies as well. Be sure to check out these amazing curriculum programs we use to implement high quality early learning and nutrition every day!





ALLERGIES

Please keep the front office staff aware of any food allergies or sensitivities your child may have or may develop. Special foods necessary to meet the needs of your child are provided unless the Child and Adult Care Food Program (CACFP) program does not allow a substitution. You will be required to bring any components which are not reimbursable under our CACFP program.

Please do not send gum, candy, or other snack foods to the center with your child without prior arrangements with your child's teacher.

BREASTFEEDING FRIENDLY

Children's Paradise Preschool is a breast-feeding friendly facility. Children's Paradise strives to ensure that all breastfeeding families and employees have the support they need to continue breastfeeding while their children are in our care. Please ask for more information at your respective center.

BOTTLE FEEDING AND FORMULA

Infants and toddlers must bring all bottles from home filled with the necessary liquid daily. We can't provide formula unless your child is enrolled in our CACFP program.

All bottles must be labeled with your child's name and the date the bottle was filled. Bottles without proper labels will not be accepted nor served by Infant Center staff members. There is a label maker in each Infant Center for your convenience.

NAP AND REST TIMES

California State Law requires that Children's Paradise provide each child enrolled with the opportunity to rest each day.

Infants will rest according to their individual schedules. Typically, infants under the age of one sleep at least two times each day. Children over the age of one begin to nap one to two times per day. Your child will be placed on a schedule that follows their normal napping routine when they are at home.

Toddlers and Preschoolers are encouraged to rest between the hours of 12:30 p.m. and 2:30 p.m. daily. A minimum of one hour of rest is required after which quiet activities will be offered.

School-Age Children will rest during a quiet story time or other quiet activities. Some children normally do not fall to sleep but if they do, they will be allowed to rest. Sheets, nap mats, and quiet music are provided by the center.





EMERGENCY MEDICAL TREATMENT

Children's Paradise is required to have a signed and dated consent form for emergency medical treatment. Minor injuries sustained at the center will be handled by staff using our First-Aid training. We will apply Band-Aids, lightly wash wounds, use ice packs, rest, and tender-loving-care. If your child gets a more significant "OUCHIE" while they are at Children's Paradise you will be notified either by phone or, for less serious ouches, through an "Ouch Report" at the end of the day.

There will be times your child will sustain a scratch, bump, or other ouches and simply proceed without letting staff know. In these cases, you will not receive an Ouch Report. Please feel free to speak with your child's teacher about any wounds you notice for which an "Ouch Report" was not issued at any time. We will do our best to provide you with accurate information and will research as needed to ensure you have all the information you need. Just remember injuries are a part of childhood so be gentle with us as we work together to help your child learn and grow.

COMMUNITY DISASTER PLAN

In the event of a community disaster, your child will continue to receive care from our qualified staff members. We will follow our internal disaster procedures and instructions of emergency personnel. Using your child's Disaster Release Form, we will also follow the instructions you leave with us for such circumstances. Please review your center's posted Emergency Evacuation Plan and Disaster Plan, as needed.

IMMUNIZATIONS

All children attending Children's Paradise must receive routine immunizations as specified by the State Health Department. If there is a medical exemption, you will be required to follow existing laws as defined by the State of California. These may have changed so be sure you are updated by visiting the State of California website at www.ca.gov to review the current requirements. These requirements define the rules and restrictions we must follow when enrolling children into our early learning centers.





ENSURING A HEALTHY ENVIRONMENT

Children's Paradise is not qualified to care for sick children. Please refer to the Health and Safety guidelines provided in your enrollment packet for specific illness policies and guidelines.

Your child will be sent home immediately should any indication of illness appear while at the center. In these circumstances a prompt retrieval of your child is necessary.

It is your responsibility to verify your child's health is adequate for their healthy enjoyment of daily activities. Children who are excessively tired or have any symptoms of illness should recuperate at home.

When in doubt, PLEASE always consider the health and safety of all the children enrolled in the center. A day home when your child is tired and lethargic may be just what the doctor ordered for you too. We appreciate your help as we work to keep your child healthy.

Your cooperation with these policies will provide a healthy environment for all children and will expose your child to fewer illnesses.



When Your Child is Ill

Although we expect your child will attend classes regularly, there are reasons to keep a child home from school:

- A fever above 100 degrees
- Nausea and/or vomiting within the past 24 hours
- Earache
- Abdominal cramps
- A cold with a lot of mucus or congestion
- A bad cough, when symptoms are not due to an allergy or recent illness
- Diarrhea
- An unidentified rash
- A sore throat, especially a strep infection. Usually, a child can return when the fever is gone and/or after treatment from a physician for strep throat.
- Conjunctivitis (pinkeye)
- Any infectious disease diagnosed by your doctor

caring series by SWEETEAMS™

Children's Paradise uses the Sweet Teams Caring Series™ operational system in all its centers. These materials were designed to simplify, organize and manage the daily, weekly and monthly requirements of running a high-quality childcare center. Simple checklists, step-by-step procedures ensure that the best care is given in a safe and healthy environment.



Our Centers have a system of friendly visual guides that help teachers, staff and children to stay organized, develop healthy habits and focus on care, learning and fun.

TUITION POLICIES

Tuition is charged based upon the current Fee Schedule per center and will be provided by the Director unless you are participating in a subsidy program. All rates are based upon your schedule request or as specified in the Child Schedule Request Form which states specifically the days and hours your child will attend each week. Subsidy programs have their own policies and procedures.

PLEASE NOTE:

Tuition adjustments will not be made for days when your child is scheduled, including absent due to illness, vacation, holidays and in-service training days, or other reasons resulting in absence from the center. We have figured these circumstances into our tuition rates and have passed these savings on to the families by keeping our fees at a consistent value.

Parent Paid Tuition and Family Fees are due in advance of childcare services. Please refer to your center Contract for additional information regarding your tuition responsibilities, payment options, and applicable fees.

Children's Paradise requires the use of an automated system for all payments to keep our collection duties to a minimum.

Services may be terminated without notice if your tuition payments become delinquent.

Late Fees

Please refer to your center contract for additional information regarding your tuition responsibilities, payment options and applicable fees.

A per minute charge will be assessed WITHOUT EXCEPTION for each minute your child remains at Children's Paradise after center business hours. Should this happen, these charges will be added to your following invoice. Each center's business hours can be found posted at the entrance and at www.childrensparadise.com. We provide after-hours and weekend services and events at select locations, please ask your Front Office team for more information or visit www.childrensparadise.com.

Five (5) late violations may result in immediate termination of childcare services.

Returned Payment Charges

A fee will be charged for all payments returned for any reason. Two (2) returned payments within a one (1) year period may require that future payments be paid further in advance. Failure to immediately pay any returned payments may result in suspension of care and enrollment will not be reinstated until account is current.

Discontinuation of Service

A discontinuation of service notice is required if you decide to alter or change your contract in any way. Should you decide to withdraw your child from Children's Paradise, a written notice must be turned into the office at least two (2) weeks prior to the expected date of departure. Verbal notice is not accepted. Please refer to your center contract for additional information regarding Discontinuation of Service notice. Subsidy programs may have different requirements.

Please speak with your center director for any additional subsidy requirements for discontinuation of services.

Please remember the smooth operation of Children's Paradise relies upon timely payment for services.





HOURS AND SCHEDULES

HOURS OF OPERATION

Children's Paradise business hours vary per location. We also provide many after-hours and weekend services and events.

HOLIDAY AND IN-SERVICE TRAINING DAYS SCHEDULE

The centers will be closed for holidays and two to three (2–3) in-service training days designated by Children's Paradise. These days will be posted annually and are subject to change. In the event the holidays fall on a Saturday or Sunday, the holiday may be observed on the Friday before or the Monday after the holiday at the discretion of Children's Paradise. Tuition is calculated considering a year-long schedule and is not adjusted for these closings.

Please refer to the program calendar given to you during enrollment for a list of the major holidays typically observed by Children's Paradise. Holidays may be subject to change.



Arrival

When you arrive at Children's Paradise:

1. Sign-in ELECTRONICALLY using your full legal signature.
2. Proceed to your child's classroom to place all your child's personal belongings in their cubby.
3. If teacher and classmates are not in the classroom, go back to front desk to find out their location (such as outside playground), then proceed to that location.

Children's Paradise staggers the times when each teacher arrives. If it is necessary for your child to arrive before your teacher, you should make consistent contact with another teacher each morning. Your child must be left daily with a teacher. We understand that there will be days when you need to leave Children's Paradise promptly.

We will be happy to assist you through these routines. Please feel free to communicate your needs daily.



Pickup

When you return to get your child:

1. Sign-out ELECTRONICALLY using your full legal signature
2. Proceed to your child's classroom or playground for child pickup. Please speak to the teacher in charge of your child's group before you leave.
3. Be sure to ask your child about their day using leading questions which follow the information you learned by regularly visiting the Parent Board and speaking with your child's teacher. We need YOU to know what we did today! Please ask.

Authorized Adults Only

Only authorized adults will be allowed to pick up your child each day. Authorized adults are only those listed as acceptable in the personal file of each child or by written authorization of a custodial parent. Children's Paradise requires legal identification for all unknown adults, including custodial parents. Children's Paradise will not become involved in parental disputes. We only act upon the instructions of the enrolling parent and when necessary, per the instructions of a court of law. We do this for the protection of the children and families who rely upon our judgment and the responsible care for the safety of the children.

VISITORS

We welcome parents, family members, and other authorized persons to visit our center at any time during the day. We encourage parents to visit randomly so that you will be assured your child receives the best quality care available.

NON-HARASSMENT POLICY

Children's Paradise employees have a critical responsibility for maintaining high standards of honesty, integrity, impartiality, and conduct to assure proper performance of the agency's business. Any employee conduct that violates this standard cannot be tolerated.

Harassment is a form of misconduct that undermines the integrity of the employment or clientele relationship. All employees must be allowed to work in an environment free of unsolicited and unwelcomed sexual overtures. Sexual harassment weakens morale and interferes with the work productivity and is covered under our non-harassment policy.

Harassment on the basis of sex is a violation of Federal and State laws. Unwelcome sexual advances, request for sexual favors, and other unlawful verbal or physical conduct constitutes sexual harassment when :

1. Submission to conduct is made, either explicitly or implicitly, a term or condition of an individual's employment,
2. Submission or rejection of such conduct by an individual is used as a basis for an employment decision affecting such individual, or
3. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.



Any Children's Paradise employee who uses implicit or explicit coercive sexual behavior to control, influence, or effect the career, salary, or job of an employee is engaging in sexual harassment. Similarly, gestures or physical contacts of a sexual nature that are unwelcome and interfere with work productivity constitute sexual harassment. All employees are aware that such action is subject to appropriate disciplinary action.

Complaints or concerns about sexual harassment should be directed to the employee's immediate supervisor or Human Resources Director or designee. Complaints and concerns will be examined and resolved in an impartial, prompt, and confidential manner.

TERMINATION POLICY

Children's Paradise reserves the right to terminate childcare services or exclude children from attendance, without notice, in the unusual case where a child presents a physical health risk to other children, proves to be excessively disruptive or aggressive in the classroom, or attempts have been made to meet the needs of the child and when determined that the program is not beneficial to the child and/or their family. Care will also be terminated immediately in the event of ongoing disrespect, violence or threats from a parent or family member toward any other child, parent or staff member of Children's Paradise. We will also terminate services should a parent or family member disrupt the peaceful operations of any learning center. Please refer to the Termination Policy Addendum for any additional details.

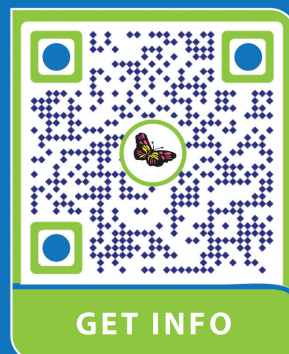
Children's Paradise does not discriminate on the basis of sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, mental or physical disability in determining which children are served.





Children's Paradise®
preschool and infant centers

800-650-CARE childrensparadise.com



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