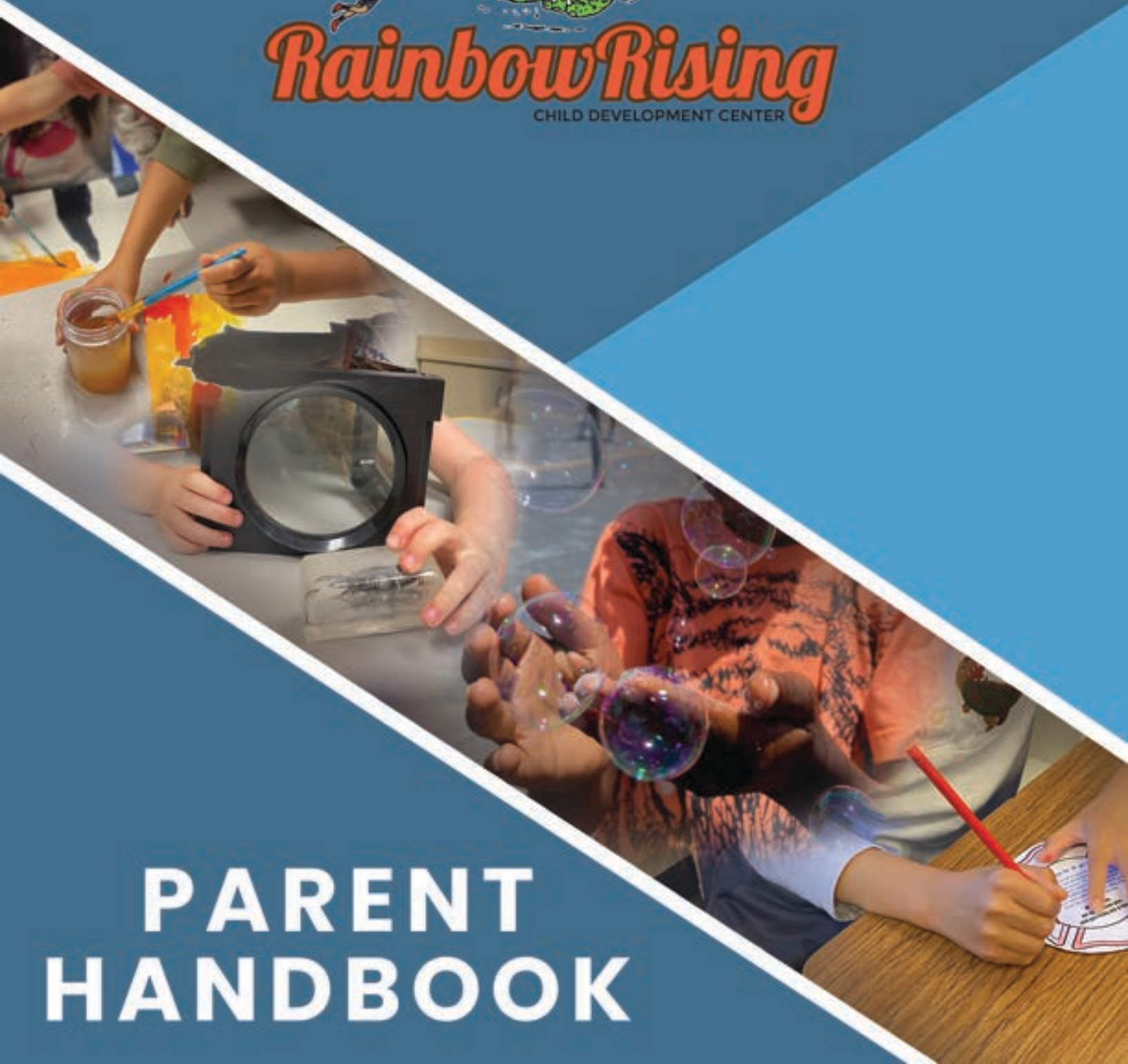




Rainbow Rising
CHILD DEVELOPMENT CENTER



PARENT HANDBOOK

Welcome To Rainbow Rising

Dear Parents,

It is with sincere warmth and excitement that we welcome you and your child to our childcare center. We are so happy to have you and your child as a part of our Rainbow Rising school-age childcare program.

We encourage parents to work with our staff as partners in educating their children. Parent participation is always welcome, and we encourage your participation in our program.

This handbook has been designed to explain our program and answer questions regarding Rainbow Rising policies and procedures. Please feel free to contact us anytime regarding information in the Parent Handbook. We also welcome your comments and suggestions.

Once again, WELCOME! We are looking forward to working with you and your child.

Sincerely,
Rainbow Rising

Rainbow Rising Mission Statement:

The Rainbow Centers provide a quality, safe and fun program for children. We use positive communication, activities, and patience to create responsible citizens of the future.

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Section 1 - Introduction

Purpose of Rainbow Rising School-Age Programs

The primary purpose of Rainbow Rising is to provide high-quality before and after-school care for school-age children during intersession, summer, and IUSD staff development days.

Philosophy

We want Rainbow Rising to serve as an extension of the family's child-rearing through the care and education of children. We feel that the philosophy of our program affects not only how it is organized and implemented, but influences the kind of staff we hire and how they interact with children.

Our program subscribes to the belief that quality school-age care successfully integrates recreation and education. Recreation promotes physical, moral, and emotional growth. At the same time, education provides opportunities to gain necessary life skills, and the integration of both provides a wide variety of experiences for school-age children. The process for implementation is similar, and each activity within the program is considered from both perspectives. Our goal is to provide opportunities to learn through playful experiences.

The fulfillment of this role requires that our meeting criteria surpass what the state mandates. Two areas need amplification:

Quality Care

At Rainbow Rising, one of the most critical tasks of any child development program is to provide an environment where children feel secure and truly cared for. We have developed a description of what constitutes quality care for us:

- *Value*: Valuing each child's uniqueness and accepting them as they are
- *Limits and Learning*: Maintenance of a secure environment with clear, consistent limits for behavior and accurate, consistent explanations of events and consequences
- *Maturity*: Encouraging the verbal expression of feelings, developing sensitivity to others' needs, and experiencing compromise as a viable solution to problem-solving
- *Responsibility*: Helping children develop self-sufficiency by taking responsibility for themselves, their actions, and their environment
- *Positive Feedback*: Promoting self-understanding by accurate, non-judgmental feedback on their behavior
- *Diversity*: Assisting children to value diversity and uniqueness in their world, thereby helping them to see the world as interconnected and interdependent
- *Modeling*: Modeling the above in ourselves, our staff/parent relations, and in the community

Growth and Development

At a time when more and more demands are being placed upon children to meet the performance expectations of our increasingly high-pressure society, Rainbow Rising is committed to preserving the experience of childhood. This experience is critical to the growth and development of the well-rounded child and their success as an adult. Therefore, our curriculum is developmentally appropriate to the child's age and needs, which include:

- Recognizing that children progress cognitively through stages and building upon their achievements in each previous stage
- Experimentation and confirmation through repetition are central to the learning process
- Each child's process of development is unique and dependent upon its mastery of each developmental step

Section 2 - Program

Statement of Purpose

Rainbow Rising was created to serve the growing need for the care and education of children of working families who require before and after-school care. Rainbow Rising strives to serve as an extension of the family through the nurturing care and education of children. Our goal is to serve as a model of excellence in school-age care. We recognize that in order to achieve this goal, we need to involve children, parents, center staff, and the surrounding community.

Rainbow's program goals are to maintain the children's safety and to assure their psychological security and happiness. To accomplish our goals for the children, we have standards that surpass what the state mandates. Each center provides a developmentally appropriate curriculum, using the National School-Age Care Consortium Standards for best practices. Growth, Development, and Quality Care are our primary focus when meeting the needs of our children's goals through our philosophy.

Goals for the children:

- Develop personal and social competence
- To become self-aware and have a positive self-concept
- Demonstrate effective social and interpersonal skills with adults and their peers
- Learn to exhibit effective self-regulation of their behavior
- Show understanding and acceptance of gender differences and diverse cultures, ethnicities, languages, and special needs
- Build upon their foundations in literacy, problem-solving, math, science, technology, and language
- Children will demonstrate increased proficiency in both fine and gross motor skills

Staff at each center develops specific objectives to achieve these goals based on the ages and developmental stages, as well as the needs of the children enrolled at the site.

Daily Schedule

Rainbow has developed daily schedules and routines that are consistent but flexible according to the needs and ages of the children enrolled. A balance of indoor and outdoor activities is planned daily based on the interests of the children. The before-school schedule offers activities that assist children in transitioning to the school day. The after-school program allows for homework time, along with quiet and active play. End of the day activities are specifically designed so that the transition to going home is conducive to a successful day.

Homework

During Homework Club, Rainbow Rising encourages trust, respect, honesty, and integrity. We work closely with teachers and school site personnel to best meet the needs of the students in conjunction with each school site's homework philosophy.

For our sites located at schools not offering homework in the traditional format, we customize our homework program to support the academic needs of the children in a variety of ways. We offer additional STEAM-based activities, interactive reading time, and educational-based games during the academic enrichment period of our day.

Chromebooks are available for children to utilize during their academic time and homework club time as needed.

Rainbow Rising has several homework options available. Parents are encouraged to sign-up their children for the option of their choice and may adjust to best meet the needs of their family.

Rainbow recognizes that families need varying degrees of assistance with the completion of homework. We, therefore, offer different approaches.

Homework Club Options:

Child Directed

- The child can choose to participate or not in homework time. The child is responsible for deciding whether or not to participate in the Homework Club for that day.

Homework Contract

- Each child is required to complete all of their homework every day at Rainbow Rising.

No Homework at Rainbow Rising

- For parents who do not want their child to participate in our Homework Club at Rainbow Rising.

Homework Time Behavioral Expectations

Children are expected to:

- Respect the homework environment
- Work only on their homework
- Make an honest effort to complete their assignments
- Show integrity by putting forth their best efforts

Homework Clubs may vary based on individual centers' needs. For more information on your site, please see the site director.

Statement of Discipline

In order to facilitate the growth and development of a well-rounded child, we utilize Positive Behavior Intervention Strategies (PBIS).

Rainbow Rising uses all opportunities to help each child understand their feelings, rights, and alternatives.

Children are encouraged to find solutions to problems. When children are not ready to accept the limits necessary to protect themselves and others, we find alternatives such as redirection to another activity, another area of the room, or removing the child from the group for a calming-down time.

We work closely with parents to help children learn behavior limits and will always notify you of any situation that requires special attention. By sharing information, parents and teachers can work together in developing teaching strategies to support the child.

Behavior Expectations

Children are expected to follow the following behaviors:

- Listen to instructions and follow instructions from all teachers
- Respect friends', teachers', and Rainbow Rising's property and belongings
- Keep hands and feet to themselves
- Use appropriate and respectful language
- Children will be truthful in what they say and do
- Children will be sensitive to other children's feelings, needs, cultures, and abilities
- Stay on school grounds unless with a teacher or parent/guardian(s)
- Stay in the activity area with their field trip group
- Follow Rainbow Rising's electronic device and cell phone guidelines

Children will be expected to make safe choices to ensure the safety and well-being of themselves and others.

If a child is unable to follow the expected behaviors from the *Rainbow Rising Behavior Expectations*, the following may be implemented:

- Alternative behaviors will be discussed with the child and family.
- Documentation of unacceptable behaviors will be made on Rainbow Rising behavior logs and placed in the child's file.
- A parent/guardian conference will be held.
- Parent/guardian(s) will partner with Rainbow Rising staff and administration to improve their child's behavior as requested. A behavior contract may be put in place.
- Failure to follow the behavior contract may result in:
 - Parent/guardian(s) will be called to pick up the child within one hour. Parent/guardian(s) must be reachable at all times.
 - Possible one-day suspension from the program.
 - Immediate dismissal from the Rainbow Rising program.

Suspension

In support of IUSD policies, any child suspended from school will not be able to attend Rainbow Rising before, during, or after school hours for the duration of their suspension.

Nutrition

Our philosophy recognizes the mind and body as an interactive system. As such, pressures put upon any one part of the system affect the total functioning of the individual mentally, emotionally, and physically. Likewise, nourishment of any part enhances functioning at all levels.

We use nutritious foods for snacks to further facilitate the optimal mental, emotional, and physical functioning of the children and encourage parents to do the same. These include whole-grain products, fresh vegetables, fresh fruits, and proteins.

During the normal school schedule, one snack will be served in the afternoon. For late-start Pre-K/Kindergarteners, an additional snack will be served in the morning time.

During intersessions, winter, spring, and summer camp, one morning and one afternoon snack will be served. These snacks are not meant to be a meal substitute.

Parents are responsible for providing a balanced lunch that does NOT require to be heated up or prepared.

Section 3 - Conditions For Service

Eligibility

Enrollment is open to any child enrolled in Pre-K through 6th grade without discrimination in regard to sex, race, color, or creed, provided the child can benefit from the program offered and will not pose a threat to the health or safety of other children enrolled. As a school-age childcare provider, Rainbow Rising maintains a ratio of 1 teacher to every 14 children. On occasion, we understand that this model may not suit all children's specific needs. Site directors will work collaboratively with Rainbow administration, school site personnel, and families to support the inclusion of all children who need care.

Each child will be evaluated on an individual basis. We will work with the parents to determine if the child will be successful in our program. If an Individualized Education Program (IEP) or Individual Family Service Plan (IFSP) has been developed, a copy is required before the child's first day in the program. Rainbow Rising will work to provide appropriate accommodations to support inclusion as long as it does not negatively impact the program.

Children with physical or emotional handicaps shall be accepted if it is determined that the child can interact positively with the other children, the child will benefit from the program, and the staff is able to meet the unique needs of the child along with the needs of the other children in the center.

Children enrolling in the Pre-Kindergarten program must be fully potty trained and self-sufficient, and able to participate in all aspects of the program.

Special Needs

When a doctor diagnoses a child as having a special need, a statement to that effect must be delivered to the site director. Should a special need prove to be so severe that it inhibits the child's participation in the program or impacts the other children's experience in the program, we will recommend other programs more appropriate to the child's needs or recommend an aide be provided at the parent's expense.

*Health-Related Services Permitted in Licensed Child Care Centers for Children with Special Needs
California Health and Safety Code: 1596.750*

Admission Procedures

Prior to enrollment, the director will discuss the philosophy, curriculum, and policies of Rainbow Rising with all parents. Parents and children are given an opportunity to tour the center and explore the environment. If it is determined that the program meets the particular needs of the child, the parent is then given the orientation materials and the registration packet to begin enrollment.

To ensure that each child feels comfortable, relaxed, and happy in the new school setting, each child is oriented to the facility, personnel, and center program upon admission.

The State Department of Social Services and Rainbow Administration require forms included in the Children's File Checklist to be completed and updated as needed throughout each child's enrollment in our program.

Custody

For the best interest of the child, all legal documents regarding custody, court orders, visitation rights, and supporting documentation must be on file at the time of enrollment. If necessary, they need to include Rainbow Rising within the court orders if there are restrictions or specifics applicable to any proceedings at Rainbow Rising.

Waitlist

Placement on the Waiting List

- Children must be currently enrolled at the elementary school site of your selected Rainbow Rising.
- Waiting list contract agreement must be resubmitted annually.
- Confidential circumstances may allow exceptions to the waiting list policy and will not be disclosed.
- Placement on the waiting list does not guarantee a specific date of enrollment.
- A new waiting list will start in the spring prior to the upcoming school year. Each family must resubmit a Waiting List Agreement to be added to the upcoming list.
- Families on the waiting list for the current school year will be invited to participate in priority waiting list registration each spring.
- Please check rainbowrising.org for additional information, including specific dates.

Removal from the Waiting List

- If a space becomes available, you will be contacted regarding enrollment via email using the information provided in the Waiting List Agreement. If you do not respond within 72 hours, we will attempt to call the phone number provided. After the 72-hour period has passed, your spot on the waiting list will be forfeited, and the program will contact the next family on the waiting list to fill the space. If you no longer need care you will be removed from the waiting list.
- If you no longer need care at Rainbow Rising, please contact the site director to be removed from the waiting list.
- After a waiting list spot has been forfeited, families may resubmit a Waiting List Agreement.
- Due to confidentiality, Rainbow Rising will not disclose your or any family's position on the waiting list.

Children's File Checklist

All documents must be completed, signed, and on file before the child may begin the program.

DEPARTMENT OF SOCIAL SERVICES and RAINBOW RISING POLICY

- Child's Pre-admission Health History - Parent/Guardian's Report
- Enrollment Agreement and Schedule Contract
- Email Attendance Agreement
- Admissions Agreement
- Policy Contract
- Statement of Consent
- Photography/Video Consent
- Parent Notification of Medication Procedures
- Medical Emergency and Field Trip Permission Form
- Recreational Equipment Form
- Acknowledgment & Assumption of Risk
- Search and Seizure Agreement
- Electronic Signature Agreement
- Accommodations Agreement
- Communications Agreement
- Grievance Procedure
- Electronic Devices, Cell Phone, and Internet Use Policy & Guidelines
- Rainbow Rising "Respectations" and Behavior Expectations
- Receipt of Parent Handbook
- Identification and Emergency Information (LIC 700)
- Consent for Emergency Medical Treatment (LIC 627)
- Personal Rights (LIC 613A)
- Notification of Parent's Rights (LIC 995)

FORMS REQUIRED IF APPLICABLE

(Please provide to your site director)

- Medical Forms *(if applicable)*
- Custody Agreements and Supportive Documents *(if applicable)*
- Individual Education Plan *(if applicable)*

Section 4 - Health & Safety

Health Requirements

Parents must complete a Pre-admission Health History and Record Form that includes a physical examination and a record of immunizations. The current medical form and immunization records at the child's school will satisfy this requirement.

Teachers check each child daily upon arrival in the program for symptoms of the following:

- Colds (runny nose, congestion, cough, sneezing)
- Fatigue
- Muscle or body aches
- Rash
- Fever
- Contagious diseases
- Injury

Teachers must determine the health status of a child to recommend further observation of or exclude the child from the program.

Illness

A parent or guardian will be called to pick up their child if the child shows any signs of illness, including a temperature reading of 100.4 degrees or above. Parents are required to pick up their child within one hour of notification.

If a child becomes ill during regular school hours, they will not be allowed to enter the program after school. Parents need to pick up their child at the elementary school office and then notify us that the child will not be attending the program that day.

If your child misses school due to illness, they may not attend Rainbow until they're cleared to return to school.

Parents should follow the guidelines below when determining if a child is well enough to attend school. Please watch for these symptoms, and if your child exhibits any of them, please keep them at home until the symptoms have cleared as shown. Rainbow Rising follows the IUSD Parent Illness Guidelines to ensure the safety and well-being of all children within IUSD. Rainbow Rising may require a doctor's note to return if necessary. We at Rainbow care about your child and want them to remain healthy.

IF YOUR CHILD HAS ANY OF THESE SYMPTOMS:

Fever of 100.4 or above

Cold/Flu Symptoms

CHILD MUST REMAIN HOME UNTIL:

Until the child is fever-free for at least 24 hours from when the temperature is taken, without fever-reducing medication.

Thick yellow or green mucus discharge is no longer draining from the nose and coughing has subsided.

Vomiting/Diarrhea

Child is to remain at home if they have vomited or had diarrhea within the past 24 hours. Should a child experience vomiting or diarrhea during school hours, they will be sent home and need to remain home for at least 24 hours after vomiting/diarrhea.

Ear Ache/Sore Throat

Until the child has been seen and treated by a physician and/or symptoms subside.

Head Lice

Until the child has been treated and cleared by the site director or Rainbow Rising staff member with no visible nits or live lice.

Red, Watery Eyes

Eyes return to normal, are no longer red and burning or itching. A Doctor's note may be required.

Rash

Until the rash disappears, or it is determined that the rash is not a result of a communicable disease.

Communicable Diseases

Communicable diseases are identified, isolated, and reported to parents and the Health Department in accordance with established reporting requirements as described in the procedure below. Parents are required to notify the director immediately if their child contacts a communicable disease so that incubation dates can be verified. Communicable diseases include, but are not limited to; head lice, strep throat, coronaviruses, and chickenpox. Communicable diseases are categorized as "highly contagious."

Children with known communicable diseases will not be admitted to the center.

Incidental Medical Policy

Rainbow Rising Inc., (Licensee), will provide incidental medical services to children enrolled at the center, providing the center can meet the child's needs at the time of admission and throughout the child's attendance at Rainbow Rising. Types of incidental medical services that may be provided include: Blood-Glucose Monitoring for Diabetic Children; Administering Insulin by Injection or Pump; Administering Anti-Seizure Medication; Administering Inhaled Medication, including but not limited to Albuterol; Administering EpiPen JR. and EpiPen; Glucagon Administration; Gastrostomy Tube Care; Emptying an Ileostomy Bag; and any other incidental medical services contingent upon approval from the Department of Social Services.

– Community Care Licensing

***** Please contact your site director if you would like to obtain the full Incidental Medical Policy Statement.***

Medication

Staff may administer both over-the-counter and prescription medicine to a child only if a parent or legal guardian has given written consent to do so. All staff will receive medication administration training. All medications must be stored away by a staff member in a locked medication cabinet or refrigerator.

If medication is to be administered at Rainbow Rising, all of the following conditions must be met:

1. A written statement signed by the licensed, authorized health care provider/dentist specifying the reason for the medication, the name, dosage, time, route, side effect; and specific instructions for emergency treatment must be on file at Rainbow Rising. This includes the prescription label.
2. A signed request form from the parent/guardian must be on file at Rainbow Rising.
3. Medication must be delivered to the center by the parent/guardian or any other responsible adult.
4. Medication must be in your child's original, labeled pharmacy container written in English.
5. All liquid medications must be accompanied by an appropriate measuring device.
6. Any tablets requiring partial doses ($\frac{1}{2}$ or $\frac{1}{4}$) must be sent to the center already cut.
7. A separate form is required for each medication.

Whenever there is a change in medication, dose, time, or route, the parent/guardian and authorized healthcare provider must complete a new form.

This request is valid for a maximum of one year.

EpiPens

An Anaphylaxis Emergency Plan must be completed by the parent and a physician for any child with a life-threatening allergy. The EpiPen (or Avi-Q) must be on-site at all times when the child is present, as well as taken by a Rainbow staff member on any off-site events, such as field trips. Parent/guardian(s) are responsible for replacing all expired medication in a timely manner. Children with allergies or dietary restrictions are added to our confidential allergy lists so that all staff is aware of said allergies or restrictions.

This request is valid for a maximum of one year.

Injuries and Accidents

Minor injuries sustained in the program are treated at the site and are reported to parents on an accident report form. One copy is kept at the center for the child's records and an additional copy is given to the parent. Parents are called immediately in the event of any serious injury, including any injury to the head. If the parent or guardian cannot be reached and an emergency exists, the Site Director will seek medical care as needed and as designated by the parent on the Medical Emergency and Identification forms.

Acknowledgment and Assumption of Risk

Parents acknowledge that there are many inherent dangers and risks associated with participation in the Rainbow Rising program. The risks range from minor injuries, such as scratches, bruises, and sprains, to major injuries, such as eye injury, broken bones, concussions, and brain injuries.

Children will be responsible for following instructions of Rainbow Rising staff and will engage in the program in a manner that avoids injury to themselves and to others and be aware of the inherent dangers and risks in the program.

Parents/guardians will accept all legal responsibility for injury or damage of any kind that occurs during, results from, or is in any way related to their child's participation in the program and waive their legal right to a jury trial to hold the provider legally responsible for any injuries or damages incurred while attending the program.

Emergency Procedures/Natural Disaster Plan

In the event of an emergency or natural disaster, all children will be kept at the center until they are picked up by an authorized person, as indicated on the Emergency and Identification form. Ample food, water, and first aid supplies are on-site to care for all children for up to 72 hours.

School sites are emergency disaster centers.

Should it be necessary to evacuate children from the center, local authorities and/or the Rainbow administration will provide the location of the emergency shelter. Every effort will be made to notify parents of an evacuation.

Reporting Requirements

Health and Safety California Penal Code require any Child Care provider (including teachers, licensed child care workers, directors, foster parents, and group home personnel), medical practitioner, or employee of a child protection agency who has knowledge of or observes a child or suspects the child has been a victim of child abuse, to report the known or suspected instance of abuse to the protective agency immediately. A phone call and written report will be filed within 36 hours of receiving the information concerning the incident. To report child abuse in Orange County call (714) 940-1000 during working hours, Monday through Friday, 8:00 am - 5:00 pm. For evenings and weekends contact (800) 207-4464.

Inspection Authority

The California Child Care Licensing Department has inspection authority to enter and inspect a facility without advance notice. The Department has the authority to interview children or staff and to inspect and audit child or Child Care Center records, without prior consent.

Section 5 - Operating Policies & Procedures

Days and Hours of Operation

Rainbow Rising operates between the hours of 7:00 a.m. and 6:00 p.m., Monday through Friday – year-round. Occasionally, Rainbow Rising may operate until 10 pm to host special events and functions.

Observed Holidays/Staff Development

Rainbow Rising is **CLOSED** on the following days:

- Veteran's Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day
- New Years Eve
- New Years Day
- Martin Luther King, Jr. Day
- President's Day
- Memorial Day
- Independence Day (July 4th)
- Labor Day
- 4 staff development days annually

Rainbow is closed on all National Holidays observed by IUSD. We will also be closed four days per year for staff development, center preparation, and cleaning. You will be given 30 days' notice before these closed days. Please see Rainbow Rising's Important Dates for more information.

Closures

Rainbow Rising reserves the right to close with or without notice in extreme weather or any other circumstances when necessary. Every attempt will be made to notify parents by phone call and email as soon as possible when an unexpected closure is required. If it is determined for safety reasons that we may need to close earlier than usual, a parent will be contacted and the parent and/or emergency contacts should make every effort to pick up the child as soon as possible.

Celebration of Holidays

Rainbow Rising believes that it is not only our similarities but also our differences that help us build a community of respect within our program. We respect and support the beliefs of our staff and families. We promote thankfulness through sharing, caring, and giving. Our programs celebrate cultural diversity in the community and provide an enriching environment of understanding and awareness for all beliefs, cultures, and traditions. We respect and welcome the knowledge that families bring to our programs about their family cultures, celebrations, and traditions.

District In-Service/Conference/Furlough Days

Rainbow Rising school-age programs are open on district furlough days for All Day Care. The Premium tuition plan includes care on all days your child attends typically. Rainbow Rising is open throughout the school year. This includes staff development days and holidays during which Rainbow Rising is not observing. There are additional fees for children enrolled in our Basic tuition plan to attend All Day Care days.

Arrival and Departure

It is each parent's responsibility to be sure that they acknowledge a teacher during their child's arrival and departure. Children should always be supervised in the classroom and on the playground. Parents should allow enough time to ensure smooth transitions for the child at arrival and departure times.

Upon arrival and departure, parents must check for parent notices, artwork, or other projects and newsletters.

Parents are responsible for reading newsletters and being on time for activities and field trips. When a parent signs the child out, the center is no longer responsible for the child.

Pick Up/Drop Off

Teachers will be provided with a list of children attending Rainbow Rising after school.

Pre-K/Kinder: Children in this group will always be walked to and from class by a Rainbow Rising staff member.

1st-6th: Rainbow Rising will work together with school site personnel to organize how children will be getting to Rainbow Rising after school. This may vary depending on each site. Children in this group will be responsible for walking over to Rainbow Rising, where a staff member will be waiting to check them in.

E-Mail Attendance Policy

In order to ensure the safety of each child, Rainbow Rising must be notified by email of any absence, change of schedule, and any authorized adult that will be picking up a child that is not already listed on the red emergency card or 1Core. Any verbal changes must be followed up by an email. In the case parent/guardian(s) do not email Rainbow Rising in a timely manner, we may send a confirmation email to the parent/guardian(s) requiring a response back.

If your child misses school for any reason, they may not attend Rainbow that day.

Sign In and Sign Out

The State of California under Title 22 guidelines require that all parent/guardian(s) or individuals who are dropping off or picking up a child, must sign in or out. Pursuant to Title 22 Standards, a child's authorized representative or other responsible person is authorized to sign a child in/out with an individual unique ID code. This ID code must be confidential. In the event of electronic system failure, parents and/or authorized person(s) must sign in/out on a paper copy. **No child may be left at the center without a signature.**

Children are released only to parents or other authorized *adults* listed on the Child Information and Emergency card. Please contact your site director to add another authorized person(s) to your child's list. Rainbow Rising staff have the authorization to assist parents and/or authorized person(s) who may have lost or forgotten their ID Codes. **Staff can require picture identification at any time.**

All information on emergency cards must be kept current and complete at all times. Any changes are to be reported to the site director immediately.

Children will not be released to a minor or any adult suspected of intoxication from alcohol or drugs, even if their names appear on the Child Information and Emergency card.

Vacation and Illness Procedures

The center must provide adequate staffing and meet operational costs for the total number of children enrolled at all times.

Parents are required to pay tuition fees for each month their child is enrolled in the center whether or not the child is in attendance.

There are no refunds, credits, discounts, or make-up days for absences.

If your child does not attend the program for 3 consecutive weeks, tuition will be assessed at ½ the normal rate for the month of absence. This can only be applied once per academic year.

Parents must notify the Site Director on a daily basis when children are absent from the center via email.

Section 6 - Fees

Enrollment Fees

Upon enrollment in the program, you will be responsible for a Registration Fee and a Tuition Deposit.

Registration Fees

Registration fees are paid annually upon the enrollment of each child in the current School Year, Summer Programs, and upon re-enrollment. If enrolling for the current school year on or after February 1st, you will only be required to pay half of the original registration fee. All registration fees are non-refundable.

Tuition Deposit

This one-time fee is non-refundable. The "30-Day Written Notice Withdrawal Form" must be completed prior to withdrawing from the program. The Tuition Deposit will then be applied toward your child's last month's tuition fee. The deposit credit will be forfeited to Rainbow Rising if not used within 90 days.

Your Tuition Deposit holds your child's space at Rainbow for 3 months. After 3 months of non-attendance, the childcare space and the tuition deposit are forfeited to Rainbow.

If a center is at full capacity, your deposit no longer holds your space for any extended absence. Your deposit must be applied before any extended leave. You may re-enroll your child based on availability upon return. **Availability is not guaranteed.**

Tuition

Parent/guardian(s) will select between the Basic or Premium Plan upon enrollment/re-enrollment annually. There are no changes to the selected plan during the school year. Enrollments after September 30th will automatically be enrolled on the Basic Plan. Year-round programs may differ. Both plans require parent/guardian(s) to confirm attendance for non-school sessions. Non-school sessions, such as "All Day Care" and "Camps" are not guaranteed and space will be granted based on availability.

Tuition is due on the first of the month and is late after 2 PM on the next business day (with the exception of the first month of the school year). A \$35.00 fee is assessed for tuition paid after 2 PM on the next business day. Additional \$50.00 late fees are assessed for each 5-day increment; their payment is late, until termination.

The Rainbow Rising accounting department will notify any parent/guardian via email who does not pay by the fifth business day of the month. A letter notifying the parent/guardian(s) of the termination of child care services will be handed out on the tenth business day. Childcare services will be terminated within five days of that notice unless tuition is paid.

The Rainbow Rising accounting department reserves the right to terminate child care after 3 delinquent payments within a 6 month period. If 2 notices of termination are necessary and the parent/guardian does not make payment by 2 PM on the second business day following the 1st of any other month, the director cannot accept the child for care on the following morning. There will be no other forms of communication between the administration and parent/guardian(s).

Parent/guardian(s) are responsible for ensuring that all account information is up to date monthly and that all ACH transactions are successfully withdrawn from their account.

All fees are to be paid online through iCore via credit/debit card or ACH. Check, money order, or cash payments are not accepted at this time.

Camp Fees

School year camp fees are in addition to monthly tuition. Camp fees must be paid in full before camp begins. Your child will not be accepted for camp if your fees are not paid before your child attends camp.

Late camp registration will require administration approval and will be subject to a \$35 late fee.

Parent/guardian(s) are responsible for full payment of all days for which they signed up, whether or not their child attends. Parent/guardian(s) selecting, "I have read and understand the camp policies and agree to the terms," on any fall, winter, spring, or summer camp registration, bind the parent/guardian to all Rainbow Rising policies contractual and financial obligations.

Late Tuition Fee

All late fees are automatically billed.

Tuition is due on the first of the month and is late after 2 PM on the next business day. Tuition received late will be assessed a \$35.00 late fee.

Parent/guardian(s) paying 5 DAYS LATE must include a \$50.00 late fee and another \$50.00 late fee for each 5-day increment their payment is late, until termination. If tuition is not received by the 15th of the month, Rainbow Rising will cease providing care until the balance is paid in full.

Continued late tuition payments may result in termination and loss of childcare services.

Termination/Absence/Proration

The parent/guardian(s) or Rainbow may cancel this contract by giving 30 days written notice to the other party. Without such written notice from parent/guardian(s), any remaining tuition and all deposits will be forfeited to Rainbow.

Enrollment beginning in the middle of a month will be prorated for that month.

The first and the last months of the school year are the only months that are prorated based on school schedules. Full tuition is due for all other months.

If your child does not attend the program for 3 consecutive weeks, tuition will be assessed at ½ the normal rate for the month of absence. This can only be applied once per academic year.

There are no credits, refunds, make-up days, or discounts for absences, days missed, or closures.

Late Pick-Up Fees

The center closes promptly at 6:00 p.m. A late pick-up fee of \$20.00 is assessed for every fifteen minutes per child or portion thereof beginning at 6:01 p.m.

After 6 p.m. our staff will attempt to contact a parent/guardian(s) by phone to make suitable arrangements for the child's departure.

Children enrolled until 2:00 p.m., incur late pick-up fees beginning at 2:01 p.m.

If the child's parent/guardian(s) cannot be contacted, our staff will contact any authorized adult on the child's emergency card to take the child from the center. If contact cannot be made with a parent/guardian or authorized person by 6:30 p.m., the City Police will be contacted.

Repeated lateness may result in the termination of the child from the program. Late fees must be paid on the date that they are incurred.

Returned ACH Charges

Any returned ACH transactions will result in a \$35 fee. After two returned ACH transactions for insufficient funds, the parent/guardian(s) must make all future payments with a credit card, or cashier's check until further notice. All ACH returns are automatically turned over to a collection agency.

Refund Policy

Rainbow Rising will only issue refunds digitally. ACH transactions can be refunded as long as an active payment account (bank account) is on file on 1Core. Refunds to credit cards/debit cards may be approved in rare and unusual circumstances.

Refunds will not be issued due to illness or schedule changes. If our site or classroom requires temporary closure due to unusual circumstances, Rainbow Rising will not issue credits or refunds. We require a 30-day written notice in order to cancel your enrollment in our program and to use your \$300 deposit towards your last month of tuition. Registration fees are non-refundable.

Section 7 - General Guidelines

Clothing

To maximize participation and enjoyment, children should arrive at school wearing comfortable, suitable clothes and closed-toed shoes for active and messy play. Appropriate outerwear should be available for chilly or cold afternoons. All articles of clothing need to be clearly marked with your child's name.

Spaghetti straps or clothing that exposes the back or midriff is not permitted. Dress that is hazardous, obscene, slanderous, disruptive, excessively baggy or sagging, or articles of clothing that emulate any "violence" is not permitted.

Lost Items

The center is not responsible for any lost, damaged, or stolen personal items your child may bring from home, including bicycles, skates, toys, clothing, electronic devices, jewelry, glasses, money, or any other personal items. Please make sure to label all items with your child's name and center.

Photographs and Publicity

Photographs are taken of the children for use in classroom activities, newsletters, promotional purposes on our website, and various other materials. Rainbow Rising does not disseminate any names of children when using pictures for promotional/publicity purposes. While Rainbow Rising does its best efforts to notify parent/guardian(s) prior to any use of photographs for promotional/publicity purposes, it is the responsibility of the parent/guardian to notify Rainbow Rising in writing via the consent form provided upon registration if they do not want their child's photograph to be taken and/or used in any public forum.

A signed and dated copy is retained in the child's registration packet.

Communications Agreement

Rainbow Rising Inc. is dedicated to serving working parent/guardian(s) and children. We foster children's growth and development by building on their strengths academically, developmentally, socially, and emotionally. In order to accomplish this goal, we need information from parent/guardian(s), teachers, and, if necessary, medical professionals.

A signed and dated copy is retained in the child's registration packet.

Parent Involvement and Communication

Parent/guardian(s) are welcome to visit Rainbow Rising at any time. Participation in parent education meetings and community outreach projects is encouraged.

Parent/guardian(s) are also welcome to visit inside Rainbow Rising during drop off/pick up to see pictures of their children and/or artwork completed by their children displayed on the walls.

Parent/guardian(s) are requested to advise the center of any changes at home that may affect their child's behavior. This includes divorce or separation, a death in the family, a change of residence, etc., so that staff can be sensitive to the child's special needs during stressful times.

Parent/guardian(s) receive monthly newsletters, snack menus, and special notices via email. Printed copies are posted and available by request. **Parent/guardian(s) are responsible for reading newsletters, snack menus, and all schedule change notifications.**

Parent/guardian conferences are available upon request at any time.

Parent Volunteers

All volunteers are required to have a negative TB test, LIC508 form, documentation of the following immunizations: Measles, Pertussis, Influenza (or a signed Influenza Declaration form), and sign a statement of good health. Parent/guardian(s) who volunteer less than 16 hours a week do not need to obtain criminal record clearance.

Grievance Procedure Related to Rainbow Rising Programs

This procedure is to be utilized to resolve issues between parent/guardian(s), staff members, and/or community members with a grievance relating to Rainbow Rising programs.

- Involved parties and the site director meet to resolve the issue.
- Should this meeting fail to resolve the conflict, a signed written statement is to be submitted to the program's site director, administrative director, and executive director. A meeting between the parties involved and the site and executive directors should take place within a reasonable time period.
- Should this meeting also prove unsuccessful, the executive director/administrative director must submit to the program's board of directors a signed written statement detailing the attempts at conflict resolution. The board then provides a written resolution within a reasonable time period.
- Copies of the resolution are distributed to the involved parties, the site director, and the executive director/administrative director. This is considered the final statement on the grievance from the site.
- Those grievances which remain unresolved at the conclusion of the site procedure may enter the formal ICCP Grievance Process. Please contact ICCP Administrator, Traci Stubler at 949-724-6635 or tstubler@cityofirvine.org to learn more about the ICCP Grievance Process.

Please contact the site director with any questions in regard to the Parent Handbook or if you would like any additional information. Rainbow Rising may change or modify policies at any time.