



Family Handbook

The Lands End School

(Also known as The Cheryl Anderson-Sorensen Child Development Center)

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San Francisco, CA. 94121

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Tax ID# 94-3025745

Preschool Licensing #: 380506270

Infant/Toddler Licensing #: 384002286

NAEYC Accreditation #: 429852

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Dear Families,

The Director, Teachers and staff of The Lands End School wish to welcome you and your child to our school. Our Staff all have experience and formal training in Early Care and Education. They are dedicated to the Child Development Profession. We are looking forward to creating a positive and enriching experience for your child while providing support and encouragement to you.

The Lands End School accepts children regardless of race, ethnicity, gender, nationality, ability or religious backgrounds. We recognize that each family is unique and different; welcoming ALL types of families at the school. We strive to help your child honor and respect your family as well as other families, embracing and understanding the amazing diversity our community offers.

Our goal is to be a mutual support system, working together towards supporting the growth, development and well-being of your child. We work in partnership with families and depend on your involvement in the program. This Handbook has been developed to provide you with important information about our program and to familiarize you with our policies and procedures. It is essential that you read it carefully & thoroughly. If you have any questions, please ask. We welcome your feedback, observations and opinions. Also, please familiarize yourself with the Daily Activity Schedules in each classroom. These will give you an idea of the types of activities that your child will be offered and involved with during their day with us. Please talk to your child about what they will be doing at school each day. We look forward to getting to know you and your family. Never hesitate to bring any concerns, questions or ideas you may have to our attention. We value the importance of clear, open, honest communication.

Sincerely,

Joanna Prado
Director
The Lands End School (LES)
joanna@thelandsendschool.com

“Play is the highest form of research” – Albert Einstein

The Lands End School (TLES) began as a small grassroots effort to provide quality childcare for the employees of the SFVA Medical Center (VA) . We are a private, not-for-profit childcare center

which began in 1986 and opened its doors in 1991. The childcare center is not directly affiliated with the VA, but works closely with, and relies on the support of the VA system. In the years since its opening, the program has grown and evolved into a successful early childhood program serving infants, toddlers, and preschool children of employees of the VA and the surrounding community.

Our Mission:

We are dedicated to preparing young children for future school experiences. We believe that play provides the foundation for learning. Our purpose is to provide an intimate, relationship-based and nature-rich environment for children within the VA family and the surrounding community.

Our Philosophy:

We provide experiences that help children develop a positive self-image and encourage them to explore their natural sense of wonder. Our program is based upon the growth and developmental needs of children 0-5 years. Our curriculum integrates activities that support development in language and literacy, social and emotional skills, as well as cognitive, physical, and creative development. Each child is respected and accommodated for their own individual and unique potential. We honor and recognize the importance of bringing together children and families of varying race, ethnicity, gender, national origin, religious affiliation and/or abilities. We remain successful through the commitment of professional, caring teachers, loving parents, and our partnership with and the support of the VA community and the San Francisco community.

Our Values: “To be Healthy, to be Safe, to be Friendly & to be Respectful” in all we do.

- * To provide an environment in which each child feels safe, secure, and nurtured
- * To develop relationships with children are based on respect and kindness
- * To provide a child centered program where play is the foundation for learning
- * To provide developmentally appropriate activities for all ages which support social, emotional, cognitive, language and physical development.
- * To partner with parents throughout their child’s experience in our program.

Our Curriculum:

TLES is a program designed to give your child early fundamental learning experiences. It provides an important opportunity for children to develop more fully by offering experiences which foster growth and learning. Our program follows an Emergent and Play-Based Curriculum approach, which focuses on more than one ability or developmental gain within thoughtfully planned activities following topics of interest and relevance to our students. LES also follows the Project Based Curriculum approach which allows students to gain knowledge and skills by working for an unlimited period of time to investigate and respond to an authentic, engaging, and complex question, problem or challenge. We are aware that children’s cognitive, physical, social, emotional, linguistic and creative abilities develop at the same time at different rates and are interconnected. We plan the curriculum to meet each child’s individual physical, social, emotional and intellectual needs.

Enrollment & Admissions-Needed Documents

The following is required **prior** to admission and will be collected at the Enrollment Meeting:

1. **Complete Admission Packet** (which is provided to the family with their offer letter which includes: school forms for the family to complete and some additional documents the family must provide, listed below)
2. Document that provides proof of age
3. Health Screening from Physician (Physicians Report w/ vision and hearing screenings completed, with provided form completed/signed by Physician)
4. Up to date immunization record (TB test if child is over one year)
5. Tuition deposit (specific due date is listed in family's Offer Letter).

Enrollment & Admission Process Deposit info

Enrollment Meeting

Once a spot has been offered and the family has confirmed that they want to enroll, they will meet with the LES Director for their Enrollment meeting. At the Enrollment meeting, families receive their enrollment packet, determine a start date and review the transition plan. All the information and documentation listed above, along with the completed Admission Agreement, Enrollment Packet and tuition payment must be received before a child can begin attending.

Orientation

Prior to a child's start date, the family will be required to meet with the Child's Teacher and School Director to submit and review enrollment paperwork, discuss tuition and payment policies, and familiarize families with their child's classroom daily schedule and important information in the Family Handbook. This is also a time for us to learn more about your child, your family, and help us prepare to welcome your child into our program. The following subjects will also be covered during orientation:

- * The Transition Process
- * The School-Family Partnership
- * Classroom Expectations & Routines
- * Family/Teacher Conference Participation
- * Your child's Needs and Service Plan
- * Typical responses from a child when they start a new school
- * Illness Policies
- * Familiar routines of the child
- * Other pertinent issues such as developmental history, etc.

Transition Process for Newly Enrolling Families

For the child, separation from loved ones is one of life's most difficult tasks. It can be hard during the first weeks. We have a policy of gradual intake (called "the transition") that must be followed. A transition plan will be devised and agreed upon during the Enrollment Meeting. A typical transition would be a short visit on the first day, a longer visit on the second day, spend ½ day with us without family present on the third day, then two longer days without family present to

complete the transition week. The reasoning behind this is that we work as a team to support and help your child to adjust as gently as possible. It is critical that the transition plan is followed as agreed upon.

The first two weeks will be reserved for staff observation and discussion with you of your child's progress. If it is determined that we cannot meet all your child's needs, we reserve the right to terminate our contract with you and support you in finding another school for your child. Ultimately, the well-being of your child is our top priority.

Priority Enrollments

TLES gives priority enrollment to the children of VA employees. Once VA employee families have been accommodated, others from the community will be enrolled as space allows. Specifically, our priority enrollment is as follows: Siblings of already enrolled VA families, siblings of already enrolled community families, newly enrolling VA employee families, children of TLES employees, then newly enrolling community families. A community family is defined as a family residing and/or working in the San Francisco Bay Area, but not working for the VA. This is an agreement made between TLES and the VA, within the terms of our lease and is non-negotiable.

Tuition and Payment of Fees

Non-refundable tuition fees are due either on or before the 5th of every month or on the 15th of the month, whichever is agreed upon at time of enrollment and written in your Admission Agreement. Tuition fees are outlined in the Admission Agreement, which is included in the Enrollment Packet and signed by both the Director and family at time of enrollment. All families are responsible for complete payment of tuition and fees by the due date, as agreed upon.

All fees are to be paid directly to The Lands End School Director. Please do not leave payments with the Teaching Staff.

There are several ways in which you can pay your child's tuition monthly. Our preferred method of payment is ACH auto draft (direct deposit). **Families choosing the ACH auto draft payment method get a \$40 tuition discount each month.** We use a secure online payment system called Tuition Express that is safe and secure. Sign-up information and forms are given to families at time of enrollment and upon request. Alternatively, credit cards, debit cards, checks or money orders can be used as well. All these options are reviewed at time of enrollment, but please never hesitate to ask if you need a reminder! Receipts will be issued upon request. Please make sure to keep your receipts if you need them for any purpose, as it can be very time consuming to re-issue receipts.

Please pay tuition on time, each month. We rely on your tuition to pay employees and pay for needed materials. If fees become more than four weeks overdue, we have the right to suspend and/or terminate services immediately without prior notice until fees are paid.

Hours of Operation

LES is open between the hours of 7:30 am to 6:00 pm Monday through Friday. **We ask that all children arrive before 9:30 am.** Exceptions to this are acceptable only with prior arrangement with your child's teacher. All classroom activities begin before 10:00 am. The preschool often leaves for nature walks, library trips and other adventures by 9:30am.

We strive to provide best practices for your child in all developmental areas. We **highly encourage** you to pick up your child no later than 9.5 hours after they were dropped off. Longer days in a child care setting can lead to an increase in challenging behaviors.

Holidays & School Closures (Full Day or Early Closure)

TLES will be closed on the following holidays:

- * New Year's Day
- * Martin Luther King Jr.'s Birthday
- * President's Day
- * Memorial Day
- * Independence Day (July 4th)
- * Labor Day
- * Indigenous Peoples Day (also known as Columbus Day)
- * Veterans Day
- * Thanksgiving Day (and day after)
- * Christmas Day (day before and day after)

TLES also closes for:

- * One week in the summer for Summer Break (typically the first or second week in August)
- * One week between Christmas and New Years for Winter Break.
- * Up to three days each year for Professional Development Days. These are conducted so that TLES Staff can be trained in areas that will directly benefit the children enrolled at our school. Center upkeep is also a priority on these days.

A closure calendar is distributed at the beginning of each year that specifies which exact dates we will be closed. Occasionally, a holiday will fall on a weekend day, so an alternate day will be chosen close to the holiday to observe it. Advance notification of any Center closures and changes in the calendar will be brought to your attention. Signs are posted and reminder memos are placed near classroom sign-in/sign-out sheets.

If your family celebrates a holiday that is not recognized on this list and you would like to have it represented in your child's classroom, please do not hesitate to discuss this with the staff and help us learn about what is important to your family. We feel it is very important to honor and include the individual beliefs, customs, cultures and celebrations of each family whenever possible and appropriate.

Termination of Services (voluntary):

Families are required to give a 30-day notice when planning to leave the program. Failure to do so will result in payment due for the 30 days of notice not given.

Termination of Services (involuntary):

We expect that families will follow the rules and guidelines outlined in the Family Handbook. When families do not follow these rules and guidelines, it can cause problems for everyone.

Families may have their childcare services at TLES terminated for the following reasons:

- Failure to pay tuition on time as outlined in “Tuition and Fee Payments” (page 7-8)
- Best interests of the child and a need to refer Family to outside services
- Hostile and threatening behaviors (by either a student or their family) that are creating an unsafe environment for others
- Failure to follow rules, guidelines and other directives of the TLES staff that are in the best interest of your child and the other children at TLES

Please be aware that we reserve the right to terminate a contract with a family at any time if we feel that it is necessary for the safety and well-being of everyone involved. This will only be done when all other options have been explored together. It will be discussed in detail as a team, with full disclosure and input from the family, before this step is taken, whenever possible.

Vacations & Leaves of Absences

We understand that family time is precious and valuable. Unfortunately, we cannot refund or reduce monthly tuition for vacations or other absences. If a child must be out due to a family emergency or other significant family event, we will hold the spot at the discretion of the Director. The family can always choose to pay the full rate to hold the spot, without any change to their enrollment status. This must be prepaid and pre-approved with the School Director. PFA families are allowed a maximum of 10 unexcused absences and vacation days per school year, per their PFA contract.

Refunds

TLES does not issue refunds. Refunds are not given for changes to enrollment status, absences, vacations, or closures due to emergency. Application fees and deposits are also non-refundable. Extenuating circumstances will be considered at the Director’s discretion.

Check In and Check Out

CA State Licensing requires that children are checked “IN” by the family member or other authorized adult dropping them off at school and checked “OUT” when the child is picked up from school. (Do not check your child in and out at the same time!) Exact, to-the-minute, times will be recorded. These records are used to track attendance throughout the day, especially in case of emergencies. Accuracy is very important.

Release of Children from School

Children will only be released to those listed as “authorized pick-up” persons on your Emergency Contact Form. If someone other than you or their regular pick-up person, who is on your list, is picking them up, please make sure they have a government-issued picture ID to verify their identity. We will not release your child to them if they do not have proper identification. As a best practice, please have at least three local people on your Emergency Contact Form.

Late Pick-up Fee Policy

The school closes at 6pm. Please realize it takes several minutes to greet your child, check in with their teacher and gather their things. Arriving right at 6:00 pm results in staff having to stay past the end of their shift. Prompt pickup is expected so please be on time.

A late fee is charged for late pick-ups after 6pm. The late fee is \$5.00 for every 5 minutes or portion thereof.

Teachers record late pick-ups at the end of every day. A “Notice of Late Fees Due” will be given to you via email at the end of the month. On the notice, there will be the date and time of the late pick-up and the total amount of the late fee owed. Late fees are to be paid immediately upon notification, as outlined on page 7, “Tuition and Fee Payments”.

Staff and Family Parking

Families may park for no more than 15 minutes at designated parking spots for drop off and pick up times ONLY. Please place your TLES placard where visible in order to prevent ticketing. TLES discourages idling vehicles in the parking lot available for the TLES Community, except in circumstances where vehicles need to idle in extreme heat or told to maintain interior or engine temperatures.

Needs and Services Plan

At the time of enrollment, all families will be asked to complete a “Needs & Services Plan”. This will include social, emotional, psychological and physical needs that the parent feels the child has, including Toilet Training and Feeding Schedule Plans. Families and Staff will review and update the Needs Assessment Plan for Infant/Toddlers every three months or as needed.

Biting during the Infant-Toddler Years

Toddlers and Mobile Infants are at a stage where biting may occur. Please understand that biting is a stage that many children go through. We do not encourage aggressive behaviors, but we also acknowledge that certain behaviors are a part of growing up and are developmentally appropriate (although maybe not socially acceptable). Both families and staff will work together to stop children from continuing any unwanted behavior(s).

Child’s Personal Rights (per Licensing Code 101223 and best practices)

Each child is accorded dignity in his/her personal relationships with staff and other persons. This includes freedom from corporal or unusual punishment, infliction of pain, humiliation, intimidation, ridicule, coercion, threat, mental abuse or other actions including but not limited to: interference with eating, sleeping or toileting. Safe, healthy and comfortable accommodations, furnishings and equipment are provided to meet children's needs.

Discipline

In order to foster the child's ability to develop self-regulation and independence, all staff will use positive guidance, redirection, and limit setting as a result of challenging behaviors. Staff will encourage children to be responsible for their actions and model fairness and respect. Staff will guide children to develop self-control and independence with language that is positive, consistent, clear and understandable to the child. Under no circumstances will physical punishment or abusive language will be used; however physical restraint will only be used to ensure a child's safety.

VA - TLES Connection

TLES is grateful to be provided the land, per lease agreement, on which we rent the buildings we occupy. Part of our lease agreement with the VA is to prioritize enrollment for VA employees. They also are responsible for maintaining the grounds surrounding our school. As our "landlords", we are committed to maintaining a positive and respectful relationship with them. They are extremely supportive of the services we provide.

Preschool for All (PFA) and Early Learning Scholarships

We are happy to be a part of the Preschool for All (PFA) program. This program helps provide tuition assistance for ALL SF families with children the year before they enter Kindergarten (age 4 on or before Dec. 1). Please learn more about this amazing program at: <http://sfoece.org/parents-families/>. For those families who may need additional financial assistance, please visit: <https://www.sfcel.org>. There may be other community supports available for income-eligible families, depending on availability. We can accept these supports from outside agencies but cannot provide them or influence their distribution in any way. When your child becomes PFA eligible, we will let you know and have forms on-site for you to complete. All other program details and requirements will be shared with you at time of eligibility. If you are eager to learn more, sooner, please just ask.

National Association for the Education of Young Children

We are proud to share that we are accredited by the National Association for the Education of Young Children (NAEYC). This is an indicator of being a high-quality program that has met over 100 criteria that exemplifies the quality of care and education that we offer our students and families. You can find more information about this program at: <http://www.naeyc.org/content/about-naeyc>

Primary Caregiver Assignments

TLES believes that relationships are at the center of all we do. To best support children and their families, TLES practices “Primary Caregiving”, where we assign children to a “primary caregiver”. Your child’s Primary Teacher, who is the primary caregiver, will be the one to help welcome you into the classroom and help you transition in. Your child’s Primary Teacher is also your main point of contact for all things concerning your child and will be focused on their individual needs, ensuring that the routines and curriculum is individualized to them. All Teachers work as a team to care for all children at TLES.

Program Schedules

Children find a sense of security in knowing what is going to happen. Therefore, we have schedules and routines that are followed in each room daily.

Infant Daily Schedule

MORNING: All learning centers open during free play

7:30 – 9:00ARRIVALS, DAILY HEALTH CHECKS, FREE PLAY

9:00 - 10:00 MEALTIME
FREE PLAY INSIDE: MUSIC, SINGING, FINGERPLAYS

10:00 - 10:15 CLEAN UP, DIAPER CHANGES

10:00 - 11:00FREE PLAY OUTSIDE: SENSORY & LARGE MOTOR ACTIVITIES

10:45 – 11:00HANDWASHING, TRANSITION TO LUNCH

11:00 - 11:30LUNCH

AFTERNOON: All learning centers open during free play

11:30 – 2:00NAP TIME, QUIET TIME, SOFT MUSIC, STORY TIME
OUTSIDE TIME

2:00 – 2:15DIAPER CHANGES AS CHILDREN WAKE UP

2:15 - 3:00MEALTIME AND CLEAN UP

3:00 - 4:00 FREE PLAY OUTSIDE: LARGE MOTOR ACTIVITIES

4:00 – 5:00INSIDE FREE PLAY: FINE MOTOR ACTIVITIES

5:30 – 6:00DIAPER CHANGES, PREPARE TO GO HOME
FREE PLAY (INSIDE OR OUTSIDE)

6:00CENTER CLOSES

*******INFANT ROOM CLOSES @ 6:00 PM*******

ALL FAMILIES MUST ARRIVE BEFORE 5:50pm for PICK-UP!

This allows time for information exchange, gathering of belongings and thoughtful goodbyes before closing time. Please be aware that this is a general schedule. Moment-to-moment accommodations are made for each individual Infant's needs as they arise. Infants are fed when hungry, sleep when tired, get diaper changes when necessary, and play when inspired in addition to the schedule listed above.

Toddler Daily Schedule

MORNING: All learning centers open during free play

7:30ARRIVALS, DAILY HEALTH CHECKS
FREE PLAY (INDOORS)

8:30 - 9:15BREAKFAST

9:15 – 11:15PLANNED ACTIVITIES
FREE PLAY (INDOOR/OUTDOOR)
ADVENTURE WALKS

11:30- 12:00LUNCH

AFTERNOON: All learning centers open during free play

12:00– 3:00NAPTIME

3:15 - 3:45AFTERNOON SNACK

3:45- 4:00STORYTIME

4:00-4:30 FREE PLAY (INDOOR/OUTDOOR)

4:30-5:30FREE PLAY (OUTDOORS)

5:30CLEAN UP

6:00 CENTER CLOSES

*******CLASSROOM CLOSES @ 6:00 PM*******

ALL FAMILIES MUST ARRIVE BEFORE 5:50pm for PICK-UP!

This allows time for information exchange, gathering of belongings and thoughtful goodbyes before closing time. “Potty times” are built into the daily routine, but each child’s diapering and potty-training needs are also accommodated for an “as needed” basis throughout the day.

Preschool Daily Schedule

MORNING: All learning centers open during free play

7:30 - 9:00 MORNING ARRIVALS, FREE PLAY, DAILY HEALTH CHECKS

8:00 - 11:00 AM SNACK AVAILABLE

8:30 – 9:00FREE PLAY AT INDEPENDENT LEARNING CENTERS INSIDE & OUTSIDE

9:15 – 10:15*(Group #1) SMALL GROUP TIME / FREE PLAY AT INDEPENDENT LEARNING CENTERS INSIDE

***(Group #2)** OUTDOOR ACTIVITIES AND FREE PLAY AT INDEPENDENT LEARNING CENTERS OUTSIDE

10:15 – 11:15 *(Group #2) SMALL GROUP TIME / FREE PLAY AT INDEPENDENT LEARNING CENTERS INSIDE

***(Group #1)** OUTDOOR ACTIVITIES AND FREE PLAY AT INDEPENDENT LEARNING CENTERS OUTSIDE

11:15 - 11:45 CHILDREN'S MEETING

12:00 – 12:30 LUNCH

AFTERNOON: All learning centers open during free play

1:00 – 3:00NAP TIME- children who do not nap or who wake up early from nap, will be given the opportunity to participate in additional indoor / outdoor activities

3:00 – 3:15WAKE UP, TRANSITION TIME, BATHROOM DUTIES

3:15-3:30GROUP STORY READING

3:30 – 3:45 SNACK TIME

3:45-5:30 FREE PLAY AT INDEPENDENT LEARNING CENTERS INSIDE & OUTSIDE

5:30 - 6:00FREE PLAY AT INDEPENDENT LEARNING CENTERS INSIDE
EVENING SNACK AND GROUP STORY TIME

*******CLASSROOM CLOSES @ 6:00 PM*******

ALL FAMILIES MUST ARRIVE BEFORE 5:50pm for PICK-UP!

This allows time for information exchange, gathering of belongings and thoughtful goodbyes before closing time. Please note that preschool children will be reminded of "bathroom duties" at certain points each day but are free to use the bathroom whenever they need to. Teachers will encourage and support self-help skills at every available opportunity with the children.

Daily Communication of Information

Direct communication about your child’s needs and experiences can be shared daily between the time of drop off and pick up. Please allow time in your schedule to spend a few moments in the classroom and with the Teaching Staff for this communication to occur. At least five to ten minutes daily is recommended. Below are several ways information is communicated and shared.

Brightwheel App

Families may connect with their primary teacher on the Brightwheel App. Information about your child’s day and meals, events and issues relating to the Center, menus, monthly activity and curriculum schedules, community events, and other items the Teachers may want to share are available on the Brightwheel App.

Daily Sheets

Infants and Toddlers each have a “Daily Sheet” in their classroom, located in “the binders.” These are an important part of your communication system with classroom teachers. They are a record of: nap times, meal times, activities and supply needs for your child. Families and Teachers share responsibility for filling these out daily. For infant and toddler families, details will be provided during your transition.

Family Folders

More personal information regarding your child will be placed in your family folder located next to the sign-in sheets in your child’s classroom. This would include: incident reports, notes from teachers, permission slips to be signed and other important information. **It is important to check these folders daily as important and time-sensitive material may be included.**

Documentation Boards

Teachers and your children want to share with you all the wonderful things that they do, say, experience and explore. Each classroom has a variety of Documentation Boards where pictures, dictation from children and other details about lessons, studies and daily experiences are posted and shared. Please take time to familiarize yourself with the boards in your child’s classroom. Take a moment each week to look at it and discuss it with your child. It can be a great way to get your child to share details about their studies and investigations with you.

Email

Important notices, newsletters and other items from teachers will be emailed to families. We encourage each family to provide an email address that they can check regularly for this purpose. Each Teacher has a school email account that they will use for school business. If email is not available to your family, we can provide all communication in a different format, just please let us know.

Health & Wellness

Every child must have a written medical clearance from a physician at the time of enrollment indicating current health status, ability to participate in the program and any special concerns

and needs the center should be aware of. In addition, other completed health screenings are required- including dental, sight, hearing. Physicals and screenings must be updated every year and a copy is required for your child's file.

Immunization Records

All children are required to be current on all immunizations prior to enrollment. Every child must be properly immunized against Diphtheria, Pertussis, Tetanus, Polio, Varicella, Mumps, and Rubella. A Test for Tuberculosis may also be required for children one year or older, as determined by your child's Physician. This information must be recorded on their "Physician's Report" (form provided by TLES) and updated annually. Immunization records are collected at time of enrollment and then updated as shots are given. Parents are responsible for providing updated records as shots are given.

Daily Health Check

A Daily Health Check is given to each child daily upon arrival. Teachers will ask questions regarding your child's health and well-being. Please be helpful. We do this to protect your child's health. Any child with the symptoms outlined in the Illness Guidelines on pg. 16 will not be allowed into the Center per the Teachers' discretion. Please see the Inclusion/Exclusion Guidelines, pg. 17-19 for more information.

Daily Handwashing It is extremely important for parents to help children wash hands upon arrival and departure to prevent the spread of illnesses and diseases. Staff and Children will wash hands upon arrival / departure, before and after mealtimes, after diaper changes / toileting, and at transition times between indoor / outdoor times. We encourage opening and closing the sink handles with our elbows or alternatively, paper towels. We also invite friends and family to sing as long as the duration of the song "Happy Birthday", so as to make sure the soapy bubbles are doing their job!

Staff Health

The Staff make an agreement to live a healthy lifestyle and model that behavior for the children and families. This includes regular, preventative health checks, immunizations, using methods to protect themselves and others from disease and complying with the illness guidelines for Staff.

It is also important to respect the Illness policy for children to keep Staff healthy, so that they may be as fit as possible to provide care and education for your child and all children enrolled.

Annual Health Screenings

TLES, in conjunction with the SF Department of Public Health- Childcare Health Project and the VA Medical Center, works to provide annual Dental, Vision, BMI & Hearing screenings for all Children 3 years and older when screeners are available. Sometimes screeners are available to screen younger children. This will be determined at time of scheduling. Availability of screeners is affected by funding sources, numbers of children enrolled, and other factors. All screenings will be announced and discussed with families before they occur. Results will be recorded individually for each child.

Any follow-up suggestions made by the screeners about your child's health and well-being should be followed. All families are expected to follow the recommendations of the screeners and take children for further diagnosis when suggested.

As screeners are not always available due to funding constraints within the community, TLES asks that families also ensure that, when completing the required Annual Health Screening with their child's Physician, that the screenings section on the "Physician's Screening Report" is completed. If your Physician decides that your child does not need to be tested for Tuberculosis, this should be recorded in the screenings area of this form. Copies of the form are provided upon request and annually at the first of the year for renewal.

Medication and Injuries

TLES is a very safe environment but "boo-boos" will happen. Minor cuts and scratches are cleaned with soap & water then rinsed with water. Band-Aids and ice-packs are also given when needed. Incident Reports are given to families when a child is hurt while at LES. Families will be immediately notified of any illness or injury that would require further specific action to be taken.

Medication, either prescribed or over the counter (OTC) types, can only be given when prescribed by a Physician and with written permission from the family. The medicine must be in its **original container** and accompanied by a Physician's Recommendation for Medication, which will be kept on file. Prescription medication must also have the original label with the child's name and dosage recommendations on it. Siblings are not allowed to use the same medications. **Children must have their own prescribed medication in the original container.** Written permission from the family must be given if they want medication administered to their child while the child is at school. Please ask a Teacher for the "Permission to Administer Medication" form. Times and amounts of medication given will be recorded, shared with the child's family, and be kept in your child's file on site.

Sunscreen, Lotions, Ointments

We spend A LOT of time outside each day. **It is important to remember to put sunscreen on your child daily before arriving at school, especially if there is a scheduled hike or field trip that day.** At time of enrollment, we provide a permission slip allowing us to put sunscreen on your child. We can include other regularly used OTC products on this form as well. We need your written permission to apply any ointments, lotions or other products to your child. We do have quality sunscreen available, but if you would prefer your child to use a specific brand or type, we ask you to provide it and any other OTC products needed. You may also decline the use of sunscreen.

Illness Guidelines

The health of each of our students is very important; therefore, **it is essential to keep a child who is ill at home and away from other children.**

Children will not be admitted to class if they have the following signs and/or symptoms, including but not limited to:

- Runny nose (with clear, thick green or yellow mucus), especially if it is so profuse that it is hard to contain and keep your child's face/nose clean.
- Severe cough – sore throat; runny nose; flu symptoms

- Fever and/or chills
- Any contagious, communicable childhood disease (Chicken Pox-Varicella, Measles, Mumps, Hepatitis, etc.)
- Diarrhea/vomiting (twice in an hour or three times a day)
- Symptoms of Pink-eye (Conjunctivitis): these include itchiness, discharge (yellow or green) from eyes and/or extreme redness in eyes.
- Any skin rash (Impetigo, Ringworm, etc.)
- Parasites (Head Lice, Scabies, etc.)

If your child becomes ill while at school, you will be called and asked to come get them immediately. Provisions will be made to isolate them and keep them comfortable while we wait for someone to come and get them.

Any sick child must be picked up as soon as possible, but no later than one hour after notification.

Families should have a plan if this occurs (either they collect the child themselves or they have someone else listed on their emergency form who can pick up the child ASAP). Community Resources for “respite care” are sometimes available. See “Family Support Services of the Bay Area” in “Important Numbers” on pg. 23 for contact information.

A child must be symptom free (such as fever, diarrhea and/or vomiting) AND medication free for 24 hours before returning to LES. If the child continues to be ill and/or has a contagious condition and/or is out for 3 or more days, a Doctor’s Clearance may be necessary for your child to return.

These rules are in accordance with CA State Licensing Regulations and the SF Department of Health. Health policies are non-negotiable and must be followed.

If a child is too ill to participate in basic activities, including outside play, then they are too ill to be at school. We request that you please be sensitive to this and not bring children to school if they are not feeling well. This is for the well-being of your child, other children and TLES staff.

Inclusion/Exclusion Guidelines

As determined by the SF Dept. of Public Health and CA State Licensing

Signs and/or Symptoms observed	What should staff do?	What needs to happen for the child to return?	Dr.’s note required?
1. Unable to take part comfortably in regular activities.	Exclude	Able to take part in regular activities	Not needed
2. Level of care or attention needed jeopardizes health and safety of others	Exclude	Able to be comfortable within ratio	Not needed

3. Head Lice	Exclude	Hair free of nits, eggs, & louse.	YES
4. Runny/Red Eyes: Watery / Red eyes Thick Eye Discharge: once Thick Eye Discharge: multiple	Observe Observe Exclude	No action needed Clean eyes, observe for more Treat at home until clear of discharge	Not needed Not needed YES
5. Ear Pain: Tugging at Ear Ear Drainage (with or without tubes)	Observe Exclude	Watch for fever or increase in pain Medicine started	Not needed YES
6. Nose/Mouth: Mucus Sores*	Observe Exclude	Watch for other symptoms See a doctor immediately Fever and antibiotic guidelines apply	Not needed YES
7. Sore Throat: First complaint With Fever*	Observe Exclude	Watch for other symptoms See a doctor immediately Fever and antibiotic guidelines apply	Not needed YES
8. Stiff Neck: Infant Child With Fever and/or Headache	Exclude Observe Exclude	See a doctor immediately Watch carefully for fever and/or headache Cleared by MD, perhaps Health Dept.	YES Not needed YES
9. Rashes: First Noticed with no other symptoms Rash with: Fever or Behavior change Skin Sores (weepy/scaly) Diaper Rash (simple) Diaper Rash (w/bumps and/or sores)	Observe Exclude Exclude Observe Exclude	Observe for change & other symptoms See a doctor See a doctor Medicine and covering for sores Document/ air dry Medicine and rash clearing	Not needed YES YES Not needed YES
10. Fever (axillary temp.): 100 degrees or over*	Exclude	Temperature normal for 24hrs.	Not needed
11. Respiratory: Uncontrolled coughing / Or sneezing Difficulty breathing / Wheezing	Exclude Exclude	Return when controlled Breathing easily	Not needed YES
12. Abdominal Pain First Complaint	Observe	Watch for other symptoms	Not needed

Continues for 2 hours, or Increases in severity	Exclude	Pain gone, no diarrhea	Not needed
13. Vomiting: One small amount, no fever Two or more episodes in 24 hrs.	Observe Exclude	Child may rest in class Return 24hrs. after last vomit	Not needed Not needed
14. Loose or watery Stool (BM) Cannot be contained in diaper Three or more episodes in 24 hrs.	Exclude Exclude	When symptoms are gone When symptoms are gone	Not needed Not needed
15. Antibiotic Therapy	Exclude	24 hours after treatment begins	YES

Inclusion/Exclusion Guidelines for Diagnosed Illnesses

As determined by the SF Dept. of Public Health and CA State

Illness which has been diagnosed	What should staff do?	What needs to happen in order for child to return?	Dr.'s note Required?
1. Scabies and other parasites	EXCLUDE	24 hrs. after treatment begins	Not needed
2. Conjunctivitis (pink eye)	EXCLUDE	24 hrs. after treatment begins, or Doctor's clearance given	YES
2. Tuberculosis (TB)*	EXCLUDE	Treatment begins, fever disappears and cleared by public health officer	YES
3. Impetigo	EXCLUDE	24 hrs. after treatment begins	YES
4. Strep Throat or other Streptococcal Infection	EXCLUDE	24 hrs. after antibiotic treatment started	YES
5. Chickenpox	EXCLUDE	6 days after first pox start	YES
6. Pertussis (Whooping Cough)*	EXCLUDE	5 days after antibiotic treatment begins	YES
7. Mumps*	EXCLUDE	9 days after onset of swelling	YES
8. Hepatitis A*	EXCLUDE	7 days after illness starts and fever is gone, or as directed	YES
9. Measles*	EXCLUDE	6 days after onset of rash	YES
10. Rubella (German Measles) *	EXCLUDE	6 days after onset of rash	YES
11. Shingles*	EXCLUDE	Sores have crusted over	YES

**Note: Illness marked with an asterix* are reportable to the Health Department
IF YOUR CHILD IS DIAGNOSED WITH ONE OF THESE ILLNESSES, PLEASE INFORM THE SCHOOL
IMMEDIATELY**

Absences

Children do best when they attend school consistently, on a regular routine basis. Students are expected to be in attendance every day, Monday through Friday, and should only be absent for the following reasons:

1. Illness on the part of the parent or child
2. Family Emergencies and important events
3. Best interest of Child Absences: These include absences that are clearly in the best interest of the child. Examples could include: visit with a close relative, social services-counseling-doctors' appointments or other situations that are in the physical or emotional best interest of the child.
4. Vacations, time off with family.

All absences falling into the categories above will be considered EXCUSED absences. If a child is absent for five or more days and the absence is due to illness, a doctor's note may be required before the child can return to school. An unexcused absence is any absence that does not fall within the situations outlined above.

PFA participants have slightly different absence guidelines based on their PFA contract with the City. These are covered in detail in your PFA contract. All children who are participating in the PFA program are allowed up to 10 unexcused or "best interest of the child" absences each year, **including** vacation times. PFA defines vacation times as a "best interest of the child" absence.

We request that you please inform us in advance if your child is going to be absent, regardless of the reasons. Please inform your child's classroom Teacher or call the school office at (415) 751-8511. Leave a detailed message as to the reason for absence if no one is immediately available. Emails work as well.

Lost and/or Damaged Items

TLES and its staff are not responsible for lost and/or damaged items. Children will have the opportunity to get very messy while at school. Please bring them to school in clothes that can get dirty with things like paint, soil, playdough, clay, coloring pens, food, watercolors, etc. Always make sure your child has a change of clothes at school. We encourage children to freely explore materials safely, which means that they will get wet with water, get sand in ALL SORTS of places, they will most likely be dirty when you pick them up at the end of the day and probably will have changed their clothes once or twice if needed.

It is important to label all your child's belongings, so they can be easily returned to you. All personal items brought to LES should be clearly marked with your child's name. The Staff is not

responsible for any jewelry, barrettes, or any other such items that can be easily lost and or removed. LES recommends that these items not be brought to school.

Please make sure to check your child's cubby and the front area of their classroom each day to collect all jackets, socks, shoes, artwork, projects and other important items! A clean cubby is a healthy cubby - free of clutter, dirt, debris and critters!

Restricted Items

Children are not allowed to bring the following items to TLES at any time:

- **Toys from home** (except on share days, some exceptions may apply with PRIOR arrangements made with Teaching Staff)
- Money (especially small coins)
- Weapons (fake or real)
- Keys or other sharp objects
- Candy, chewing gum, doughnuts, cookies or other "sugary" foods
- Sodas or Punch
- Vitamins (gummy vitamins, calcium chews, etc.)
- Food children are allergic to (i.e. peanuts, etc.) Please read our Food Restriction section of the Family Handbook for more details.

Failure to respect this rule, or any rule in this Handbook, puts all children at TLES at risk of injury and harm.

Clothing

TLES values play in all kinds of weather and with all kinds of materials. We guarantee your child will have the opportunity to use all their physical abilities. They will be given many opportunities to move and get dirty! Please make sure they have at least one warm layer, as weather can change quickly and our playground can get windy and cold toward the end of the day. We do allow children to go outside in the rain, so please bring with them a pair of good rain boots, rain jacket and umbrella in rainy weather. We support and encourage children to dress themselves; choosing for themselves clothes from their cubby as needed and being asked to be responsible for putting back in their cubbies to take home.

TLES provides a variety of activities; many create opportunities for "messiness" such as sand, water, dirt, glue, paint, ink, clay, etc. Please bring children to school in clothes that can be cleaned easily. We will provide smocks for the children but cannot be held responsible for stains or soiled clothes. Children should wear washable play clothes that are comfortable and free from complicated fastenings.

All children must have at least ONE clean set of extra clothes, labeled with their names, at TLES. Toddlers will need even more extra clothes when they are being "toilet trained". TLES does have a small supply of extra clothes. If your child borrows clothes from this supply, please return clothes cleaned as soon as possible for use by others in the future. Please do not rely on these clothes, as they may not be a good fit for your child or immediately available.

Shoes are required. Open-toed sandals, thongs (flip-flops), and dress shoes should not be worn to school, as children cannot play easily and safely in them. Children should wear comfortable shoes that they can get dirty and wet. **We highly recommend comfortable hiking shoes or sneakers, slip on/pull on shoes or shoes with Velcro closures, so children can easily put their shoes on and take them off on their own. Laces can be quite cumbersome for both the student and the teacher if the child does not know how to tie their own laces.** Children feel confident and successful when they can easily put on and take off their shoes by themselves - which they often want to do several times during the day with us! Children being able to put on and take off their own shoes is also a big part of children learning about self-help skills.

Infants and Toddlers must be brought in with a freshly changed diaper (if applicable).

It is important that you label your child's belongings so they can be returned to you easily. Check our fundraising flyer for some sticker options online like [Mabels Labels](#) that can help with this. If, at any time, providing proper clothing is a challenge for your family, please let us know. Alternatively we have extra clothes in our "Loaner bin" drawers. We are here to support you and want to help you and your child be successful with following these guidelines.

Please avoid bringing your child in fashion caps, necklaces, capes, costumes, or "fancy" wear that you or your child is not comfortable getting dirty. These items can be easily lost, misplaced, or forgotten all together in the classroom.

Diapers

The Center does not provide diapers or wipes. Please bring diapers and wipes for your child. We suggest bringing a supply that can last several days, if possible. The Teacher will let you know when more are needed. If your child does not have the diapers they need, they will not be admitted to school until they do, since we cannot properly care for them in this situation.

Diapers are checked regularly, every two hours or less. Diapers are changed as needed. All diaper checks and changes are recorded on the chart in each classroom for families to reference.

We do not discriminate when it comes to diapers. We respect that the type of diaper you choose for your child is a personal choice. We allow all types of diapers: cloth, compostable, disposables...the choice is yours! If you choose to use cloth or compostable, we simply ask that you provide a waterproof bag to put them in, so they can be easily returned to you at the end of the day. We do not have the ability to rinse them out or empty their contents in the classrooms, so please understand that they will be returned to you soiled.

Toilet Training

Learning how to use the toilet is a process that is different for every child. This process typically occurs in the "toddler years", but sometimes happens a little later. We work closely with families to create a cohesive support system between home and school to make this learning transition as smooth and easy as possible for everyone involved. It is important to remember that forcing a child to toilet train before they are ready can prolong the process and can be emotionally

harmful to the child. We acknowledge that each child is different and is able to learn according to their own individual timeline. A plan will be created together when the time is right for your child to be successful in their development of these skills. We encourage a child be trained at home for several consecutive days when transitioning from wearing a diaper to underwear, before coming to school when they are showing signs of potty interest and readiness.

Nap Time

Each day a nap time will be provided for your child. Each classroom's nap time is listed on their classroom daily schedule. During this time, children will be encouraged to rest. No child will be forced to stay awake or sleep, nor will they be forced to stay in the napping area longer than the normal napping period. All children are encouraged to rest and are required to respect "QUIET TIME" in the classroom, so that children who want/need to nap may do so. We will ask our "non-nappers" to rest their bodies for a moment or do a quiet activity while we put the other children to sleep. They will then be given other opportunities like additional outside time or quiet games and book time inside. Each child will have his/her own crib or cot & sheet provided by TLES. We ask that you provide a blanket and small pillow for your child. You may also bring one small, soft comfort item such as a stuffed animal for your child to use at nap time. If your family does not have access to a blanket and pillow that can be left at the center, the center will work to provide one for you. Sheets and blankets are washed weekly, either by the center or sent home with families. Teachers will work with you to determine which works best for you and the classroom.

Meals and Snacks

Meal patterns, routines and times are specific to each classroom. All Families are required to provide food/formula for their children. LES will provide fresh water and milk at meal and snack times. Please see below for the specific details for your child's classroom.

Infants

Each Infant's primary caregiver will discuss their feeding patterns, needs and preferences during their transition. A plan will be devised together. Families provide all food and formula for their infant. Infants are fed on demand unless otherwise noted in the plan. A regular meal schedule is also in place. All Infant cereals and formulas must be iron fortified as is outlined in the USDA Meal Guidelines. If you are choosing to give your infant breast milk, our staff is well trained and prepared to support you in this process. There is a refrigerator in the classroom to store food/milk and a freezer in the kitchen for breast milk, if needed. You are welcome to come and breastfeed your child during the day. We have a comfortable, private space near the nap room you may use. Please discuss this with your child's Primary Caregiver during your transition week.

Toddlers/Preschool

Families are required to bring a lunch for their child each day. An outline of the Federal USDA food nutritional guidelines are given to each family at time of enrollment. We ask that you follow these guidelines closely for the health and well-being of your child.

The Center provides a balanced, nutritional breakfast and afternoon snack in accordance with USDA-CACFP guidelines. Meal schedules are posted in the Daily Schedule for each classroom (see pgs. 11-13) Children under age 2 are given whole milk, children over 2 are given 2% milk.

Menus are posted on the Family Communication Board in your child's classroom. Copies can be requested from your child's Primary Teacher.

When packing lunches, we recommend a balanced protein-rich meal with one or two "treats". Since lunch boxes are required to be kept mostly in their cubbies, we also suggest the usage of thermoses to keep the children's food cold or hot.

Food Restrictions

Help us keep your child safe! Please report any known food allergies to the Center staff in writing. **All food restrictions must be documented in writing with a provision form completed by the family and doctor and given to us for school records.**

As part of the ongoing safety awareness, **TLES has a Nut and Peanut Free Policy** throughout the entire school to prevent allergic reactions. Parents and children need to be mindful of any products containing nuts when preparing lunches or snacks. Parents of children who, historically, have suffered any anaphylactic reaction to any foods or insect bites, need to provide the school with an up-to-date medical action plan, signed by their doctor.

If you do not want your child to have certain foods, please discuss this with the Program Director at your Orientation Meeting. We ask that you also do not include candies, chocolates, sodas, cookies or other dessert-type items in your child's lunch

Birthdays

All families celebrate birthdays differently. While at LES, each child will be honored on or near their birthday by their classmates and teachers in special ways during school hours. Classmates will make a birthday card/banner for them and families are welcome to bring in a healthy treat or birthday activity to share. Some children may have allergies or other sensitivities that need to be accommodated. It is essential that you check in with your child's teacher before bringing in any treats or other items to share with your child's classmates. Please coordinate with your child's classroom teacher so that everyone can plan and prepare accordingly.

Babysitting Policy

We recognize that the connections and relationships your family develops with the teachers at TLES are valuable and important. We also acknowledge that this may lead to families wanting to hire teachers to "babysit" outside of school hours and teachers may be interested in doing so. TLES does not condemn or condone this, but remains neutral on this part of your relationship that may naturally develop. When enrolling your child, you will be asked to sign a "Childcare

Policy and Waiver Release” acknowledging that any arrangements made between families and teachers for child care outside work hours is at the discretion of the individuals involved and is not a part of their work requirements, nor will it be supported in any way by TLES directly. We also ask that you be sensitive to the fact that TLES teachers have additional commitments and responsibilities outside of work and may not be available or even interested in doing private childcare in their personal time. Please do not take it personally if you ask and they say they are not available.

Photography

Photography is used to record and document children’s activities and accomplishments while at school. We value the opportunity to share these with you. We understand that different families feel differently about their child being photographed and with whom photos may be shared. Please let us know if you do not want to have your child photographed and/or if you do not want to have your child’s photo posted or shared. We do include photos in newsletters, post them around the classrooms and occasionally use them in our promotional materials. You will be asked to sign a Photo Release when you enroll your child. Permission can be given or taken back by the family at any time.

Field Trips & Neighborhood Walks

Classrooms will often take “neighborhood walks” to enhance learning opportunities. These areas include: VA campus, Palace of Fine Arts, Lincoln Park, Fort Miley, Lands End trails, Anza Branch Library and other local destinations. This is discussed at time of enrollment, and we ask you to sign a permission slip to allow your child to take these walks. Additionally, field trips are planned for the Toddlers and Preschoolers several times a year. A permission slip must be signed by the child’s family for them to participate. We make sure that trips are well-planned, safe and age-appropriate. A field trip policy form is included in your enrollment packet and is discussed during the enrollment meeting. All staff ensure that all children are accounted for throughout the duration of the field trip.

Children’s Books for Families to Borrow

We are happy to facilitate families’ participation in The BOOK TREE lending program. This is a service that families can choose to pay for and participate in. It provides a selection of high-quality books, in a tote bag, for families to borrow and take home each month to share with their child. They are delivered to the school, and families return them to the school for pick-up. Sign-up information can be found by your child’s classroom sign-in sheet.

Screening and Assessment Tools

LES uses two main assessment tools to help us determine where a child is at developmentally. This knowledge is then used to plan curriculum, activities, and guide conversations with families about their children.

Ages and Stages Questionnaire (ASQs)- this tool is completed at home by the child’s family upon intake and then every 6-8 months thereafter. The completed questionnaire is given to your child’s teacher who then interprets the data. The data is then shared with the family at conference time and used to guide curriculum and activity planning.

Desired Results Developmental Profile (DRDP-2015)- this is a comprehensive tool that allows the Teacher to look at every facet of your child’s development and reflect on ways that they can better support each child individually and as a group to achieve their goals. Teachers complete these in class and then may share the results at conference times.

Transitions Between Classrooms

When your child is ready to “transition” from Infants to Toddler and then from Toddlers to Preschool we anticipate this need and plan accordingly. We will make every attempt to ensure that your child has the placement needed. When it is time for your child to transition, you will be given a “transition packet” with all the information you need to plan and prepare for this exciting change.

Family-Teacher Conferences

Family Conferences will take place two times a year around October and March, or as needed. We request that all families participate. Childcare will be provided. This is a time for families and staff to come together and discuss the growth and development of your child and plan future goals, as well as for you to have the teachers undivided attention to discuss whatever topics of interest you have regarding your child. You may always request a meeting with your child’s teacher or the school Director at other times if needed.

Family Involvement and Communication

Your child’s school success relies on regular family involvement and family/teacher communication. Our goal is to have a program of exemplary quality for children and complement that with support for families. An important component to this goal is free flowing and positive communication between families and staff. For this purpose, the following opportunities for family involvement and family-staff communication have been established:

1. Family Conferences
2. Volunteer Time
3. Weekly and monthly newsletters
4. Family surveys
5. Email exchange
6. Verbal Check Ins
7. Daily Sheets
8. Information Boards

Please plan to attend all Family Conferences and meetings. If you are available, please volunteer your time whenever possible to TLES. It is our belief that we can only best care for your child

when we have your full support and involvement. Families are the first and most important teachers for their children, we are here to support you in that relationship and honor it for the importance it plays in the life of your child.

The Lands End School Board

TLES is a private, non-profit business that is overseen in collaboration between the School Director and the TLES Board of Directors. TLES Board of Directors is responsible for defining the organization's mission and for providing overall leadership and strategic direction to the organization. The TLES Board:

1. Actively sets long-term policy and ensures that the organization has adequate resources to carry out its mission;
2. Ensures the long -term financial stability of the Center;
3. Hiring and supporting the Executive Director; provides oversight and direction for the Executive Director and is responsible for evaluating the Director's performance;
4. Conveys information to the public about mission, activities, accomplishments, and decision-making processes;
5. Evaluates its own effectiveness as a governing body, as a group of volunteers, and representatives of the community in upholding the public interest served by the organization.

Our Board of Directors is composed of volunteers from the community who have a vested interest in the success of TLES. We are honored that our members are mostly current LES parents and former parents. Board members are elected and approved by the current Board members and commit to a two-year term. Limited seats are available. If you are interested in serving on our Board of Directors, you can speak to the School Director or you may email them at: tles-board-of-directors@googlegroups.com.

Our focus at TLES is to create a partnership with families to provide the best care and education possible for the children enrolled at our school. This can only happen if the policies outlined in this Family Handbook are respected and followed by all involved. It is our promise that these policies will be enforced fairly, without prejudice or bias and all will receive the same consequences for not following these guidelines. Your child's success requires us to work as a team.

Important Phone Numbers & Contact Information

TLES Phone Numbers-

- **Office: (415) 751-8511**
- **Fax: (415) 751-8510**

All teachers have a school email account that is:

[\(firstname\)@thelandsendschool.com](mailto:(firstname)@thelandsendschool.com)

- **TLES Program Director- Joanna Prado**
- Cell: (310) 902-0951
- Email: joanna@thelandsendschool.com
 - Please use cell number only during time-sensitive situations of extreme importance.
- **TLES Board of Directors**
LandsEndSchoolBoard@gmail.com

Community Support-

- Car Seat Safety:
www.sanfranciscopolice.org/child-seat-safety
Buckled Baby (415) 580-1977
- Mental Health 24 hr. Information Line: (415) 255-3737
- WIC- The Nutrition Program for Women, Infant & Children:
(415) 575-5788^[L]_[SEP]
- American Association of Poison Control Centers^[L]_[SEP] (800) 222-1222
- San Francisco Department of Public Health, Women and Children's Health Line:
(800) 300-9950
- SF Fire Department (NON- EMERGENCY)
Community Help-Line: (415) 558-3268
- Bay Area Regional Earthquake Preparedness:
www.bayquakealliance.org/prepare
- Consumer Product Hotline: (800) 638-2772
- Child Protective Services: (415) 558-2650 or (800) 856-5553
- Community Care Licensing: (650) 266-8800
- Family Support Services
Back-up Emergency and mildly ill childcare: (415) 861-4060

Respite Childcare: (415) 861-4284

- SF Food Bank: (415) 282-1900
Families can volunteer once a week and take some groceries home
- Healthy Families, low-cost insurance for children: (800) 880-5305
- Support for Families with Disabilities: (415) 282-7494
- Children's Council of San Francisco: (415) 276-2900
- Early Intervention services:
Children under three- Golden Gate Regional Center: (415) 546-9222
Children over three- San Francisco Unified School District: (415) 759-2222