

Utopia

St. Thomas More Preschool

Parent Handbook

St. Thomas More Preschool
2 Thomas More Way, San Francisco, CA 94132
415-317-6269

Utopia, St. Thomas More's Preschool, is a program that provides education and care for children 2yrs 9 mo-5 years of age. Our school operates Monday-Friday from 7:00 am-4:30 pm. We offer early morning care from 7:00-8:00 am for an additional fee.

Mission Statement

Utopia, St. Thomas More's Preschool, is dedicated to educating and supporting each child in our care. We recognize parents and caregivers as primary educators and provide intentional and individualized curriculum that further supports each child's development in a safe, supportive and nurturing environment. Inspired by gospel values, we facilitate intellectual, social, emotional and physical growth and encourage our students to be curious, lifelong learners. We are committed to diversity and inclusion and provide an equity based classroom model that supports each child's development and growth. We promote Anti-Bias Education (Derman-Sparks & Edwards (2010) and prioritize the following goals for children:

(Identity) The ability to demonstrate self-awareness, confidence, family pride, and positive social identities.

(Diversity) The ability to express comfort and joy with human differences and build deep, caring connections.

(Justice) The ability to recognize unfairness (injustice) and understand that unfairness hurts.

(Activism) The ability to demonstrate a sense of empowerment and the skills to act against prejudice.

(Social) The ability to build friendships, collaborate in group activities and play in harmony with peers.

Our Philosophy

The primary objective in our practice is the individual growth and development of each child. As a means of supporting this goal, we have established an inviting and inclusive environment that celebrates diversity, supports individualism, and highlights the essential bond between home and school.

Utopia believes in the importance of creating safe and nurturing classrooms that offer fun, challenging, and developmentally appropriate activities. Our goal is to promote each child's love of learning, and to help them develop a positive self-image. We want children to value, understand, and respect the cultures, languages, and variety of families that create the community of our preschool. Learning takes place while respecting each child's developmental abilities, style of learning, and individual pace.

Parent involvement, participation, and collaboration are critical to a child's preschool experience and create an essential bond between home and school. It is our hope that throughout the coming year you will share what makes your family unique and special.

Curriculum

Our program continues to promote learning through play. We provide a variety of materials and activities based on our observations of the children's interests. This is an approach that enables teachers to provide something of interest for every child within our rich classroom environment. Children will be provided with ample play space to engage in thoughtful play and exploration in a safe way.

Children learn most effectively through their interactions with people and materials in their environment. Therefore, we maintain a balance between teacher-directed and child-initiated learning in the classroom, responding to each child's individual learning style and building on specific interests. Emphasis is placed on the process rather than the end product. Children benefit from having clearly defined, well-equipped interest areas that support independence and encourage decision-making skills. The wide array of interest areas and materials we provide are placed at the child's level where they are able to make choices for themselves.

In the unlikely event of a closure due to COVID-19, we will implement a distance learning program based on developmentally appropriate practices and play based learning opportunities. We understand that online distance learning is not ideal for young children, but we value the opportunities to connect with one another virtually and maintain a sense of community and involvement. All sessions will be recorded and emailed out to the families in the group so that parents can revisit the sessions with their child if they choose to do so.

Family involvement is greatly valued as part of our curriculum. We welcome your suggestions and will consistently offer opportunities for you to connect with your child's teacher.

Program Goals

Our focus throughout the year will be to offer daily activities and experiences that will promote the development and achievement of the following goals and objectives:

Social:

- Cultivation of cooperative and respectful behavior with both peers and adults
- Appreciation of the role of the individual as part of a larger group

Emotional:

- Experience a positive sense of self-esteem
- Develop an understanding and ability to recognize a wide array of emotions
- Develop a range of coping strategies and self-soothing techniques to self-regulate during times of challenging emotions, including frustration, anger, disappointment, sadness, etc.
- Develop a sense of pride and understanding about their heritage and background
- Build confidence in their growing abilities

Academic / Mathematic:

- Develop basic reading, pre-writing and writing skills
- Letter and number recognition
- Phonological Awareness
- Counting, simple addition and subtraction through music and planned activities

Cognitive / Linguistic:

- Acquire learning and problem solving skills
- Expand expressive and receptive communication skills
- Further develop the child's understanding of the world around them

Physical Development:

- Develop and enhance gross motor skills
- Develop and enhance fine motor skills
- Use all five senses in learning

Health:

- Practice appropriate hygiene habits, especially those related to reducing the risk of spreading illness, including COVID-19
- Establish healthy eating habits and nutrition
- Learn to balance adequate rest and active time

Daily Schedule

Our *Daily Schedule* will be somewhat flexible to accommodate the needs of children and staff throughout the day.

7:00-8:00:	Early arrivals and free choice
8:00-8:30:	Arrivals and free choice (inside/outside)
8:30-8:45:	Group Time and Transition into 2 groups
8:45-10:00:	Outside time Group 1/Morning Snack (Indoor time Group 2)
10:00-11:15:	Indoor activities Group 2 /Morning Snack (Outside time Group 1)
11:15-12:00:	Lunch time (outside)
11:50-12:00:	Noon group pick-up time
12:30-2:30:	Quiet rest time
1:30-2:30	Outside time for children that don't nap
2:30-3:00:	Afternoon snack/outside time
3:00-3:30:	Pick-up time (3:30 group)
3:30-4:30:	Inside time/pick-up time

Parent Participation

Parents are always welcome at Utopia preschool. To enhance our program, parent participation is essential. Your participation will convey to your child that you care about their activities when you are away from them. The following are some suggestions on how you can participate as well as some general policies:

- Schedule a time to read a book to the class or lead a special activity.
- Do you play a musical instrument? Prepare a particular food? Enjoy sewing? Do carpentry? Have a family tradition or celebration your family enjoys? Wherever your talents may lie, we would more than love for you to share them with us.
- Assist the teachers and children in a specific activity or project.

Parents will also have scheduled opportunities throughout the year to come in the classroom at drop off or pick up times to see classroom projects, children's work and connect with your child's teacher.

Parent/Teacher Conferences

Parent/Teacher conferences are held twice a year (one in the fall and one in the spring). The parent-teacher conference is a time for you to learn more about your child's adjustment, growth, and development. It is also an opportunity to discuss ways you can support your child's learning and readiness for Kindergarten. In order to plan a classroom curriculum that benefits your child, parents and teachers will work together to identify your child's particular strengths and interests. Teachers will also be available to meet with you to discuss your child's progress or address any concerns that may arise. We strongly encourage ongoing communication with your child's teachers and administrators.

Parent – Teacher Relationship: Being Informed

Please keep us up to date on any significant events in your child's life (illnesses, divorce, death, change in visitation rights, etc.) as these events may cause changes in your child's behavior. Keeping the staff informed about significant changes in your child's life will effectively prepare us to help your child during challenging times in their lives.

Positive Discipline

Clear and consistent rules and guidelines are necessary for an effective discipline practice in our classroom. Expectations for behavior are both age and developmentally appropriate and guidance is educationally sound. Children will learn about rules, limits, boundaries and being a responsible group member. Punishment that violates a child's personal rights is never permitted.

Since children learn through play and their interactions with others, many opportunities will arise throughout the school year where staff will be able to provide guidance, model appropriate behavior, and support the development of self-regulation skills. In this approach to discipline, we are able to establish and maintain a positive relationship with the child, which in turn, promotes each child's self-esteem.

Many problems can be avoided simply by having children actively engaged with interesting activities and materials. Children are encouraged to independently explore the materials and interest areas in the classroom, but the teachers are always available to guide a child who is not actively engaged or redirect a child who is having challenging interactions.

By speaking *with* the child as opposed to *at* them, the child understands that we are working together. As a result, we are able to establish and maintain a positive relationship with the child.

The classroom routine is also a helpful tool to encourage positive behavior and prevent problems. Maintaining a reliable routine for the children to follow helps them anticipate what to expect throughout the day and facilitates smooth transitions. A consistent schedule maintains structure within the classroom where children can transition from activity to activity in a manner that is relaxed, thoughtful and predictable.

Utopia Policies and Procedures Sign In and Out

For your child's protection, and as required by the California Child Care Licensing Law, children must always be brought to the sign-in kiosk by a parent or authorized adult and be signed in on the daily sign-in sheet. Any person designated to pick up a child, other than a parent or legal guardian, must be 18 years of age or older, must be listed on the emergency card, and must show a valid photo identification such as a driver's license.

Arrival

Children are expected to arrive no later than 9:00 a.m. This allows us to accurately plan for appropriate safety protocols, meals and staffing, as well as allowing your child full participation in the organized learning activities of the day. Late arrivals are disruptive to the classroom routine and can be difficult for children. If your child will be late or absent you must notify the school by completing an absence notice. You may also call the classroom phone. Upon arrival, please inform the teachers of any special circumstances that may affect your child during the day. Any medications that need to be administered by a teacher must be discussed with the teacher and appropriate papers must be signed prior to medication administration.

As an added safety precaution, the Utopia classroom door will remain locked throughout the school day. Keeping safety and covid precautions in mind, we will continue to keep classroom traffic to a minimum. Please do not enter the classroom if you are feeling unwell. During drop off times, children may be escorted into the classroom. Drop off persons are encouraged to assist their child with the following steps:

- Put child's belongings in designated cubby
- Have child use the restroom and wash hands
- Sign-in at the children's binder
- Say good-byes.

*Families are also welcome to say their goodbyes at the door and a teacher will assist your child with their morning routine.

Parents and/or caregivers may utilize the Utopia Corner outside of the classroom for children who need additional time before saying their "goodbyes" and transitioning into the classroom.

Departure

Anyone who is not known to the teaching staff will be asked to show valid photo identification. Persons not authorized by you on your child's emergency card will not be permitted to take your child from the school. Children will not be released to anyone under the age of eighteen, or anyone who is suspected to be under the influence of drugs or alcohol. Those parents who might have a custody issue should consult with an attorney regarding legal protection for their child. Parents must provide us with any court orders related to their child so that we can enforce their legal rights.

Parents and/or caregivers may enter the classroom during afternoon pickup times (3:30pm or 4:30pm) and should arrive 5-10 minutes before their contracted schedule to ensure a timely departure. This provides an added opportunity to check in with your child's teacher, see class projects and children's work. During the 12:00 pickup time, parents/caregivers will enter through the preschool yard and may assist with their child's transition to leave school for the day.

Extended Hours

Utopia Preschool does not offer extended hours in the afternoon and all children must be picked up by their contracted pick-up time (12:00 pm, 3:30 pm or 4:30 pm). Families may enroll their child in morning care from 7:00-8:00 am for an additional fee. Make-up days are not provided due to missed days including holidays, sick days, teacher in-service days, etc.

Late Pick-up

It is imperative that your child is picked up on time. If you expect to be late, please call the school. If you are unable to pick up your child, you will need to arrange to have one of the persons listed on the emergency card come for your child. We will make every attempt to contact those persons listed on your emergency card if you haven't picked up your child or called. But remember: it is your responsibility to make arrangements. In the event you are late you will be charged a late penalty fee of \$1.00 per minute after your contracted time. As per our termination policies, parents who are habitually late picking up their child may be subject to termination from the preschool program.

If your child is not picked up within 15 minutes after the school session has ended, and we have been unable to contact you or another person authorized to pick up your child, the child may be referred to child protective services or the local police.

Appropriate Items

We ask that all toys and personal belongings other than those required for the school day be left at home. Toy guns or weapons of any kind will not be allowed. Electronics, candy, gum, money, balloons, make-up, and valuable jewelry must also be left at home. We will not be held responsible for loss or damage to personal items.

Appropriate Dress

Dress your child for comfort and active play in clothing that can get dirty. Tennis shoes or other closed shoes are recommended. For safety reasons, open toed shoes, plastic Jellies, slippery soles, crocs and flip-flops will not be allowed. We require that all of your child's belongings be clearly labeled. Please ensure that your child has sufficient layers for outdoor play. Please also provide a complete change of clothes (including shoes and at least 2 facial coverings) that will be kept at the Preschool.

Emergency Contact Form

The emergency form is the most important form you will complete when your child starts school. We must be able to reach parents/guardians quickly if a child is ill, injured or in case of an

emergency. Notify us of any address or phone number changes throughout the year. Be certain that persons listed on the emergency card are willing to accept the responsibility of caring for your child when you cannot be reached in any of the above situations.

Community Care Licensing Visits

Utopia, St. Thomas More School's Preschool, is licensed under the state of California's Department of Social Services/Community Care Licensing. The Community Care Licensing Agency conducts routine site visits and has the right to interview staff and children as needed.

Confidentiality

Any information pertaining to your child and family will be maintained in a confidential manner. There will be no release of information to any outside agency, aside from SFDPH or legal authorities, without the parent's written consent. In the event of a COVID-19 outbreak and/or positive COVID-19 diagnosis, your child's name/parent name may need to be shared with SFDPH or Community Care Licensing upon request.

Child Abuse Reporting Law

Under state law, all professional staff members of Utopia are "Mandated Reporters." This means we are required by law to report all suspected incidents of child abuse. These include physical injuries (inflicted by other than accidental means) as well as sexual abuse and neglect. The Department of Social Services has a right to interview children and staff and to inspect and audit child or facility records without prior consent. The Department of Social Services has the authority to observe the physical condition of the child or children, including conditions that could indicate abuse, or neglect.

Guidelines for Driving/Riding Safety and Conduct

All drivers must drive slowly and park safely at school, especially when entering the school yard for arrival and pick-up. Children and families will be exiting and entering the school yard during arrival and departure hours and we require that all families drive in a safe and considerate manner. Please park only in designated parking spaces and do not park in "Restricted," "Handicapped," or "No Parking zones". It is against the law to leave children alone in a parked car. Children under 2 years of age shall ride in a rear-facing car seat unless the child weighs 40 or more pounds OR is 40 or more inches tall. The child shall be secured in a manner that complies with the height and weight limits specified by the manufacturer of the car seat. (California Vehicle Code Section 27360.) Children under the age of 8 must be secured in a car seat or booster seat in the back seat. Passenger-side airbags have been known to cause serious injury and death to small children and babies.

School Safety Patrol

The school operates a school safety patrol under the auspices of the San Francisco Police Department. This system is designed for the protection of our children and for that reason it should be given primary consideration by both parents and children. St. Thomas More

employees monitor traffic and safety during arrival and dismissal times for the upper grades. Just as these employees have been asked to be respectful and courteous in doing their job, we ask all family members to treat them with the respect they deserve in making this effort for the safety of all in the St. Thomas More School community.

Field Trips

During the school year, we plan field trip(s) to various points of interest. Parents are informed in advance and given consent forms to sign. These forms must be returned prior to the field trip. Parents are invited and encouraged to support the teaching staff during field trips. All chaperones must complete the online Virtus Training, as well as a background check by the required due date given to families. Children may participate in walking field trips with their group and teachers. Parents will be notified of walking field trips at least 24 hours prior to the activity.

Non-Discrimination

The Catholic Schools in the Archdiocese of San Francisco, mindful of their mission to be witnesses to the love of Christ for all, admit students of any race, color, and national and/or ethnic origin to all the rights, privileges, programs and activities generally accorded to or made available to students at St. Thomas More school. The Catholic Schools in the Archdiocese of San Francisco do not unlawfully discriminate on the basis of race, color, and national and/or ethnic origin, age, sex or disability in the administration of educational policies, admissions policies, scholarship and loan programs, and athletic and other school-administered programs.

Eligibility and Enrollment

Many factors contribute to the decisions about acceptance at St. Thomas More Preschool. Siblings are given priority in the admissions process. It is also helpful if the child has other members of their immediate family already enrolled in the school. It is additionally helpful if that family has been both active here, as well as prompt in meeting all financial obligations to the school. Children of graduates or others with a particular connection to the school will be given special consideration. It is also helpful if the family is available to participate in school-sponsored activities.

Health Policies

A child's ability to enjoy and fully participate in the planned school activities depends significantly on their physical health and well-being. Your child must be well enough to participate fully in all regular activities, both indoors and outdoors. With regard to COVID-19, Utopia Preschool will follow all required guidelines as outlined by the SFDPH and state/county/city mandates. Furthermore, Utopia Preschool administrators can implement more strict guidelines as a precaution to ensure the health and safety of our staff and children.

Parents are required to conduct an at-home health screening on a daily basis prior to drop-off.

If a child becomes ill during the course of the day, parents will be notified immediately. Students who become ill and/or have a fever during the school day and are waiting to be picked up, will be placed in a designated isolation area with a teacher and may be required to wear a mask to limit the spread of infection. Children may be moved to another area so that the classroom is cleaned and disinfected. We require your cooperation in picking up your child immediately after being informed that your child is sick. This is a benefit not only for your own child, but also for the health, safety and well-being of the other children at school.

Most illnesses are spread by hand contact, not from cold weather. Hand washing has been shown to be one of the most effective means of keeping children healthy. We will help the children practice healthy habits such as: washing hands when they first arrive and throughout the day, using and disposing properly of tissue, and by covering their mouth when sneezing or coughing. Families can assist by keeping their child at home if they are showing any symptoms of illness.

We take great precautions to prevent the spread of communicable diseases, including COVID-19, at Utopia Preschool. Early detection is essential in the effort to control these diseases. If your child comes down with a contagious disease, please notify us immediately so that the other families can be informed of the exposure. The name of the child is always kept confidential and will not be shared with other families, but may need to be shared with SFDPH in order to provide necessary steps and appropriate precautions. Please observe your child before coming to school. If you notice any of the following symptoms, please keep your child home and notify the preschool staff.

- Fever (100.4°F/38°C or higher) or chills
- Loss of taste or smell that started in the last 10 days. Children may say that food “tastes bad” or “tastes funny”
- Feeling out of breath or having a hard time breathing
- Fatigue
- Muscle aches or body aches
- Cough
- Nasal congestion or runny nose
- Lethargy or feeling ill
- Headache or other persistent pain
- Sore throat
- Stomach ache, nausea or vomiting
- Diarrhea
- Red or inflamed/itchy eyes, especially if there is a discharge
- Skin rash, unless doctor’s note permits child to attend Preschool

Children who develop a fever, vomit, or have diarrhea (not due to Covid-19) must be symptom free for at least 24 hours without symptom reducing medication before returning to school. Children diagnosed with COVID-19 will be required to follow necessary protocols provided by Utopia administration. If your child comes down with a contagious disease, please notify us

within 24 hours so that the other families can be informed of the exposure.

The staff can administer prescribed medication only with the parent's and physician's written permission. We must receive a physician's note in addition to Utopia's Medical Administration Release Form. All medication must be in the original containers with childproof caps and the pharmacy label intact. Please do not leave any medications stored in your child's backpack or cubby, this includes non-prescribed medications (tylenol, topical creams, allergy medicine, inhalers, etc.). If your child is on medication which might affect his/her behavior, please inform the staff at the beginning of the day.

STATE LAW REQUIRES that all children have complete and current health, immunization, and developmental records on file at the Preschool.

All families must visit their child's physician on an annual basis and return the "Physician's Report" (LIC 701) to Utopia Preschool prior to the start of the school year. This report includes information about your child's overall health and well-being and requires your child's physician to assess your child's vision, hearing as well as other developmental areas.

Sunscreen

Sunscreen will only be applied if parents have given written authorization and the parents have provided sunscreen. Sunscreen consent forms are available in the classroom. Each family must provide their own sunscreen for their child with their child's name labeled on the bottle. Sunscreen will be kept in a safe location away from the children.

Handling Emergencies

Emergency, disaster, and evacuation plans are posted in the classroom. In the event of a serious incident, injury or illness – The child's file is checked for any allergies and other serious health conditions. Parents/guardians, or if necessary, emergency contacts are notified next. If your child needs immediate medical attention and you cannot be reached by phone we will have your child taken to the nearest hospital. Any costs incurred will be the responsibility of the parents.

In case of a general emergency – if a loss of heat, water or power occurs; parents/guardians will be called for immediate pick-up. In the event of an earthquake or other major disaster, it is possible that parents may not be able to contact the school by phone. Staff will remain with the children until an adult on the emergency card has arrived to pick them up. A school disaster plan is posted in the classroom, and fire and earthquake drills are conducted monthly so that children will know how to respond and follow instructions in an emergency situation.

It is vital that you provide us with an up-to-date list of contacts for people who are available to pick up your child in the case of an emergency. For your child's health and safety, it is imperative to notify us immediately if there are changes during the year in your contact phone numbers, or in contact information for others listed on the emergency card.

Accident Reports

We will document injuries, both minor and major to your child. An accident report will be completed and made available for you to review. In addition, an accident report receipt **MUST** be completed by the parent/guardian and returned to your child's teacher. A copy of the report will be given to the parent upon request.

Accident Insurance

A Student Accident Insurance Program is provided for all students of our Preschool. This program is to assist you with medical expenses incurred due to an accidental bodily injury sustained by your child while attending Preschool or while participating in a school sponsored activity. An outline of insurance protection is distributed annually.

The plan provides protection for a student while at Preschool during the school day, attending, participating in or practicing for exclusively school-sponsored activities or athletics on school grounds or not, while under the supervision of a proper school authority.

Nutrition

Utopia provides two snacks a day: one in the morning and one in the afternoon (Licensing Regulation 101227). Examples of snacks include fruit, crackers, cheese, yogurt, etc. Parents must provide lunch from home. No child will go without lunch. Breakfast will be available for children that have not had breakfast at home.

Food Allergies

Modified diets prescribed by a child's physician as a medical necessity will be provided. A) The licensee shall obtain and follow instructions from the physician or dietician on the preparation of the modified diet (Licensing Regulation 101227). B) A child shall not be served any food for which the child's record indicates he/she has an allergy (Licensing Regulation 101227).

Lunch and Snacks

Just like any other habit, healthy eating habits start from a young age. Therefore, certain items are not allowed in lunches or snacks. We want all our children to eat healthy, well-balanced meals (e.g. fruits, vegetables, breads). In addition, some foods are not allowed due to safety reasons. Foods that contain sugar are allowed only during birthdays and special holiday celebrations. Special holidays will be determined by the preschool director.

Foods that are not allowed include, but are not limited to:

- Candy
- Gum
- Drinks in glass containers, soda
- Foods that require special attention (heating, cooling, cutting up)

- Round foods (olives, grapes, melon balls) that have not been cut (in half or lengthwise) to prevent choking
- Chips

Foods that are encouraged are:

- Fresh or dried fruit and vegetables
- Cheese and meats
- Crackers and rice cakes
- Salads, pasta, and rice dishes

Please pack foods that your child enjoys and will keep them going throughout the day!

Birthday Celebrations

If you wish to provide a birthday snack on the occasion of your child's birthday, please contact your child's teacher at least one week in advance to make a mutually convenient plan. Parents must communicate with teachers regarding the distribution of birthday items prior to their child's birthday. All items must be nut-free due to potential food allergies in our classroom. We strongly encourage families to email their child's teacher if their child will be having a birthday at school, even if they don't plan to send items for distribution.

Clothing and Nap Equipment

It is a licensing requirement that children rest for at least one half an hour. During rest time, all children will either take a nap or rest quietly. Utopia will provide the cots. Each child must bring in a twin-sized fitted sheet, a small blanket, and may bring a small pillow if they wish. Please provide a labeled, washable, reusable bag in which the bedding may be stored. These items will be kept in the child's nap cubby, so it is very important that they are sized appropriately. The blankets will be sent home on Fridays for laundering and should be returned on Monday.

Children's Rights

Each child has rights, which include, but are not limited to, the following:

- Dignity in his/her personal relationships with staff and other persons.
- Safe, healthful, and comfortable accommodations, furnishings and equipment to meet his/her needs.
- Freedom from corporal or unusual punishment, infliction of pain, humiliation, intimidation, ridicule, coercion, threat, mental abuse, or other actions of a punitive nature, including but not limited to: interference with daily living functions, including eating, sleeping, or toileting; or withholding of shelter, clothing, medication or aids to physical functioning.
- To be informed, and to have his/her authorized representative, if any, informed by the licensee of the provisions of law regarding complaints including, but not limited to, the address and telephone number of the complaint receiving unit of the licensing agency and of information regarding confidentiality.

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

Parent Rights

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

- File a complaint against the facility with the licensing office and review the facility's public file kept by the licensing office.
- Review, at the facility, reports of licensing visits and substantiated complaints against the facility made during the last three years.
- Complain to the licensing office and inspect the facility without discrimination or retaliation against yourself or your child.
- Request in writing that the non-custodial parent not be allowed to visit your child or take the child from the facility, provided you have shown the appropriate documentation from a court.
- Receive from the licensee the name, address and telephone number of the licensing office.

Please note: California State Law provides that the licensee may deny access to a parent/authorized representative if the behavior of the parent/authorized representative poses a risk to children in care.

Licensing Agency Rights

Our preschool adheres to rules and regulations, set by the California Department of Social Services, Community Care Licensing. These rules and regulations are available at the following location:

Department of Social Services/Community Care Licensing Child Care Office 851 Traeger Ave, Suite 360, San Bruno, CA 94066 (650) 266-8843

Grievance Procedures

During your child's enrollment at Utopia, there may be occasions when you have a disagreement with the way a Preschool policy is carried out. While part of the Preschool's mission is to be supportive of families through meeting the needs of the individual children, it must do so in a way that is feasible in a group care setting. The school is also under legal obligation to follow our state's health, fire, and licensing regulations that pertain to the operation of large childcare facilities. Your child's teachers are responsible for following these policies and regulations within their own classroom. The Director is responsible for the day-to-day operations of the school

and the supervision of all staff members. The Director reports directly to the Principal. If you have a disagreement about how a policy affects your child or a question about the application of a school policy or state regulation, please go to the person most closely related to the issue, so that s/he has the opportunity to work the problem out with you, or clarify the policy or regulation. Please follow these steps when addressing a question or concern:

- * Talk to the person involved.
- * If that person is an assistant teacher and you still have a problem, go to the lead teacher.
- * If the problem can't be resolved at that level, speak to the Director.
- * If you still aren't satisfied or if the problem is with the Director, go to the Principal.

Withdrawal Policy

Child care services may be terminated by Utopia for any of the following reasons:

- *Payment is delinquent.
- *The child's behavior becomes abusive to the other children.
- *The child's behavior requires more attention than our adult/child ratio allows, thus resulting in the neglect of other children and the program.
- *The parent's (or parents') behavior is disruptive or abusive to any staff member or child in the classroom or on St. Thomas More School's campus.
- *The child's parents fail to cooperate with the staff, the policies and/or the procedures of the preschool.
- *Parent is habitually late in picking up the child from school.
- *Immunizations and/or required paperwork are not current.
- *Parent refuses to sign the Preschool Parent Handbook Agreement Form.
- *Any other reason as defined by the Preschool Director or Administration of St. Thomas More School.