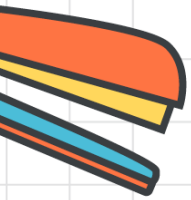
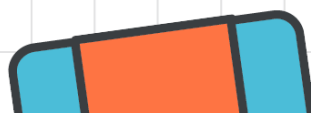
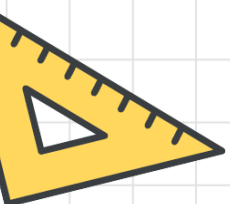


# SUNSHINE SCHOOL



## STAFF

# HANDBOOK



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# Locations & Programs

## Halgrim Preschool

Ages Served : 2 months to 4 years old  
Address : 3098 Halgrim Court, San Jose, CA 95132  
Hours of Operation : 8:30 AM - 6:00 PM  
Phone : (408) 300-5998  
License Number : 434407441

## Emerald Preschool

Ages Served : 2 months to 4 years old  
Address : 2315 Emerald Hills Circle, San Jose, CA 95131  
Hours of Operation : 8:30 AM - 6:00 PM  
Phone : (408) 300-5997  
License Number : 434407732

## Vinci Park Preschool

Ages Served : 1.5 years to 6 years old  
Address : 1311 Vinci Park Way, San Jose, CA 95131  
Hours of Operation : 8:30 AM - 6:00 PM  
Phone : (408) 300-5636  
License Number : 434412132

## Sierra Preschool

Ages Served : 2 years to 6 years old  
Address : 3412 Sierra Road, San Jose, CA 95132  
Hours of Operation : 8:30 AM - 6:00 PM  
Phone : (408) 300-5631  
License Number : 434408811

## After School Program and Summer Camp

**Turlock Location**  
1363 Turlock Lane,  
San Jose, CA 95132

**Ruskin Location**  
1401 Turlock Lane,  
San Jose, CA 95132

Ages Served : 4 years 9 months to 18 years old  
Hours of Operation : For After School is 12:00 PM - 6:30 PM  
For Summer Camp is 8:30 AM - 6:00 PM  
Phone : (408) 839-8366  
License : Heritage School

# General Center Information

Welcome aboard! We are glad to have you as a member of our staff. We recognize that development of the children at our school is directly tied to the quality and the development of the teachers and staff who work with the children. You have been selected to join our family because of your genuine love and respect for children, your desire and ability to teach, and your educational philosophy. This handbook is for informational purposes. It is intended to give you an idea of how we expect our staff to operate and cooperate, and also of what you can expect from us. This handbook is not an employment contract and can be changed at any time by the school, with or without notice.

## History

Sunshine School is a bilingual (Chinese and English) preschool, after school and summer camp dedicated to increase children's inspiration, creativity, ability to express, and the desire to discover new possibilities. We have been in service since 1998, providing high quality programs and activities for children ages 2 months old to 12th grade. Our programming and supportive environment encourage children to participate in activities and experiences planned to benefit them cognitively, emotionally, physically, and socially.

Special emphasis is placed on establishing a child's self-esteem and confidence. We do this by designing our programs to cover a wide range of age-appropriate activities that foster our core character values: caring, honesty, respect and responsibility. Sunshine is simply a great place for bright minds with bright future.

## Mission & Philosophy

To provide a warm, loving, interactive, and nurturing environment that develops each child's cognitive, emotional, physical and social skills.

- Children will feel safe, secure, and accepted.
- Children will be supported in terms of both their actual development and their potential.
- Children will develop responsibility for their immediate and personal environment.
- Content of the curriculum will be relevant, engaging, and meaningful to the children and be developed by both the teacher and the children.
- Curriculum objectives will respect each child's individuality, and be realistic and attainable according to each child's intellectual, emotional, and physical abilities
- Children will develop and expand in the ability to express, represent, and understand thoughts, feelings, and experiences of self and others.
- Children will develop and expand in the ability to make decisions and solve problems.

## Guiding Principals

All Sunshine School staff members should:

- Have a genuine liking for all children and respect them as individuals.
- Have knowledge and understanding of child development and the needs of young children.
- Maintain professional working relationships with parents and other staff members.
- Understand and support the philosophy and goals of the center.
- Be self-motivated in increasing his/her knowledge and skills by attending staff meetings, workshops, in-service training, and reading literature related to the field of child development.
- Maintain prompt hours and notify the supervisor in the event of illness or absence within the appropriate time.
- Maintain neat and clean appearance.
- Follow the center's guidelines as set forth in the Staff Handbook.

## Administration

Mr. Jonathan Yeh  
Owner & Principal

Mrs. Sarah Yeh  
Owner & Principal

Mrs. Bizhu Luo  
Chief Director

Mrs. Emily Chen  
Sierra  
Preschool Director

Mrs. Tingting Lian  
Vinci Park  
Preschool Director

Mrs. Sherry She  
After School & Summer  
Program Director

Mrs. Kelly Liu  
Emerald  
Preschool Director

Mrs. Jane Sheu  
Halgrim  
Preschool Director

Mrs. Huili Zhu  
Accountant -  
Accounts Receivable

Mrs. Rosa Sam  
Accountant -  
Accounts Payable

Ms. Natalie Yeh  
Facility Management  
& Purchasing

Ms. Lili Ton  
Human Resources



# Personnel Policies

## General Staff Expectations

### Professionalism

Each Sunshine staff member is a childcare professional and is expected to act as such. The following general guidelines for professionalism should be maintained at all times:

- Arrive on time and stay the entire shift.
- Abide by the attendance and absence policies.
- Dresses appropriately for interaction with children.
- Takes directions, suggestions and criticisms, and follows through to improve performance.
- Respect confidential information regarding children, families, and co-workers.
- Display a positive attitude towards the school.

### Dress Code

Staff will be given their Sunshine T-Shirt(s) before their first day of work. Staff will wear their Sunshine T-Shirt Monday through Thursday. Friday is free dress day. Staff members are expected to observe the 3 C's at all times for appropriate attire at work:

- COMFORTABLE – Staff is expected to supervise the children and be down at their level whenever it is appropriate. To do this, staff must be dressed in comfortable clothes that allow free movement and activity.
- CLEAN – Staff are expected to dress in a clean and neat manner. All clothing should be clean with no stains, rip or tears, and must smell appropriate. This also applies to personal hygiene. Staff members are expected to cover tattoos, if they have any. Staffs' hair should only be neutral toned (no bright colors). There should be no facial piercings at work. **Long nails, acrylic nails, and nail polish are discouraged.**
- COURTEOUS – Staff members interact with children and parents on a daily basis and should dress professionally. Clothing may not contain alcohol, drug, or cigarette references. Vulgar sayings or suggestions are forbidden. Certain articles of clothing are never appropriate for the work environment, including: clothing with any political reference, halter tops, tank tops, strapless "tube" tops, crop tops, low cut tops, flip-flops/open-toed shoes, short skirts and shorts (above mid-thigh), and excessively torn jeans/shorts.

### Cell Phone Use

It is important that every staff member's attention remains on the children *at all times*. A second's lapse in attention can result in a serious accident, which, with appropriate supervision, would have been prevented. Therefore: Cell phone use is not permitted for personal use. It is never appropriate to make a personal phone call, send a text message, check voicemail, etc. while supervising the children. Personal phone calls and texts may be made only while on break and may not be made or received while class is in session. If you have an emergency to attend to, please contact the director for assistance.

## Confidentiality Policy

We believe that school information is confidential and every safeguard should be taken to ensure information is kept confidential. All employees shall keep confidential and shall not, during the continuance of their employment or any time after the termination thereof, disclose to any person or organization any information regarding students, families, employees, or representatives of Sunshine School.

## Alcohol-Free and Drug-Free School

Sunshine School is committed to providing its employees and students with a safe and healthy campus and workplace. The school recognizes that controlled substance use and alcohol misuse diminish workplace and campus safety and undermine our ability to fulfill our mission of discovery, learning and engagement. Accordingly, all of our campuses are alcohol-free and drug-free. In addition, we provide a smoke-free environment and smoking/vaping on the center's property is not allowed.

## Employee Rights

### Equal Opportunity Employer

Sunshine School does not discriminate on the basis of race, color, age, religion, national origin, sexual orientation, gender identity, sex, marital status, disability, or status as a U.S. veteran. Sunshine School is an equal opportunity employer.

### Employee Rights Statement

No employer shall discharge, demote, suspend or threaten to discharge, demote or suspend, or in any manner discriminate against any employee for taking any of the following actions:

- Making an oral or written complaint against the employer to the California Department of Social Services or other agency having statutory responsibility for enforcement of the law or to the employer or representative of the employer for the violation of any licensing law or other laws (including but not limited to laws relating to child abuse, staff-child ratios, etc.)
- Instituting or causing to be instituted any proceeding against the employer regarding the violation of any licensing law or other laws.
- Is, or will be, a witness or testifier in a proceeding regarding the violation of any licensing law or other law.
- Refusing to perform work that is in violation of a licensing law or regulation after notifying the employer of the violation.





## Job Description for Teacher Position

**Qualifications:** 12 core units in the area of ECE/Child Development (Child, Growth & Development; Child, Family & Community; Curriculum) plus 6 months experience.

**Reports to:** Director

**Work Hours:** Preschool

- Monday through Friday from 8:30AM – 6:00PM

After School

- Monday, Tuesday, Wednesday, Friday from 2:30PM – 6:30PM
- Thursday and Early Dismissal Days from 1:00PM – 6:30PM

Summer Program

- Monday through Friday from 8:30AM – 6:00PM

**Purpose:** The teacher provides a warm, nurturing, safe and loving environment where a child's self concepts are enhanced, independence encouraged and individuality respected.

- Responsibilities:**
1. Prepares a warm and safe environment that is orderly, clean, and appealing which permits the child to grow and explore (including disinfecting toys, clean up after meals and snacks, and ongoing bathroom checks).
  2. Uses appropriate and positive discipline.
  3. Plans and implements lessons and the development of each child.
  4. Authentically assesses each child by creating portfolios, using developmentally appropriate checklists, writing anecdotal notes and holding parent conferences.
  5. Maintains all records and files.
  6. Establishes and maintains professional communications and relationships with parents through newsletters, classroom journal, posted lesson plans, parent/teacher conferences and notes.
  7. Works cooperatively with others by exchanging ideas, attending staff meetings and attending other school events.
  8. Prepares materials needed in the classroom.
  9. Maintains professional development by attending workshops and training, reading professional literature, and setting and implementing professional goals.
  10. Engages in dining with children everyday.



## Job Description for Assistant Position

**Qualifications:** At least 18 years old. ECE/Child Development Units preferred.

**Reports to:** Director & Lead Teacher

**Work Hours:** Preschool

- Monday through Friday from 8:30AM – 6:00PM

After School

- Monday, Tuesday, Wednesday, Friday from 2:30PM – 6:30PM
- Thursday and Early Dismissal Days from 1:00PM – 6:30PM

Summer Program

- Monday through Friday from 8:30AM – 6:00PM

**Purpose:** The assistant assists the teacher in providing a warm, nurturing, safe and loving environment where a child's self concepts are enhanced, independence encouraged and individuality respected.

- Responsibilities:**
1. Assists the teacher in preparing a warm and safe environment that is orderly, clean, and appealing which permits the child to grow and explore (including disinfecting toys, clean up after meals and snacks, and ongoing bathroom checks).
  2. Interacts with children in a positive developmentally appropriate way.
  3. Assists the teacher in using appropriate and positive discipline.
  4. Assists the teacher in implementing lessons and the development of each child.
  5. Assists the teacher in authentically assessing each child by maintaining and record keeping of portfolios, writing anecdotal notes and conferencing with the teacher about children's development.
  6. Assists the teacher in maintaining all records and files.
  7. Establishes and maintains good communications with parents.
  8. Works cooperatively with other teachers.
  9. Attends staff meetings and school events.
  10. Prepares materials needed in the classroom.
  11. Develops professionally through attending workshops and training, reading professional literature, and setting and implementing professional goals.
  12. Engages in dining with children everyday.
  13. Is proactive in identifying how he or she can help the lead teacher maintain order and operate efficiently.



# Job Description for Director Position

**Qualifications:** A Bachelor's degree in ECE/Child Development plus 3 semester units of Administration and 1-year experience in Child Care Center settings.

**Reports to:** Owner

**Work Hours:** Preschool

- Monday through Friday from 8:30AM – 6:00PM

After School

- Monday, Tuesday, Wednesday, Friday from 2:30PM – 6:30PM
- Thursday and Early Dismissal Days from 1:00PM – 6:30PM

Summer Program

- Monday through Friday from 8:30AM – 6:00PM

**Purpose:** The director provides leadership to the center by overseeing policies, projects, programs and budgets in accordance with the philosophies and policies outlined in the Parent and Staff Handbooks. The director will also recruit, hire, supervise and assist people working at the center.

**Responsibilities:** Administration

1. Ensures the preparation of procedure statements and manuals.
2. Ensures the development of record-keeping and data retrieval systems including maintaining student and employee records. Informs bookkeeper of changes in data.
3. Recruits children, processes applications, places children, sets starting dates, maintains maximum enrollment.
4. Informs parents of center policies. Confers with a parent who expresses a complaint or concern verbally or in writing and meets with parents whose child is experiencing difficulty or needs intervention.
5. Monitors communication between teacher and parent.
6. Maintains good communication w/ other childcare facilities in the community.
7. Ensures compliance with federal, state and local laws and regulations for business and child care facilities.
8. Supervises general condition, operation, security and upkeep of the facility and premises.

Financial Administration

1. Monitors accounts receivable, accounts payable and cash flow.
2. Maintains personnel records. Keeps track of sick & personal time earned & taken.
3. Reviews time sheets for each pay period and provides totals to the bookkeeper.
4. Maintains control of personnel costs, as they relate to the budget.
5. Coordinates purchase and maintains inventory of supplies and equipment.

Personnel Administration

1. Supervises and assesses staff members in writing on an ongoing basis by observing and arranging conferences to improve quality of care for the children of the center.
2. Develops a staffing plan that clearly defines position functions.
3. Develops periodic reviews of wages and salaries.
4. Recruits, interviews, hires and fires staff.
5. Plans and conducts staff meetings.
6. Provides orientation for new staff that includes reviewing job description, personnel policies, and the teacher and parent handbooks.
7. Arranges conferences to deal with personnel problems and mediates problems between colleagues.
8. Provides in-service training, workshops, and external training opportunities as needed, and maintains school philosophy by providing teachers with resources (professional literature, field trips, etc.).
9. Arranges for substitutes when necessary.

**Public Relations:** Maintains liaison with community schools and their community organizations. Makes speeches, prepares news releases, writes articles and develops brochures.

# Attendance

## Attendance

Consistency is crucial to a successful classroom. All staff members are expected to be in regular attendance, in order to provide a consistent environment and routine for our students. Instances of absenteeism and/or tardiness will be documented in the staff member's personnel file. Staff members with recurring absences or tardiness are subject to review. All absences must be reported to the director.

## Absence Due to Vacation or Personal Reasons

When possible, requests for time off will be granted as requested by staff members. However, staff members must bear in mind that operating the school requires an adequate number of trained staff in the different classrooms. This must be kept in mind when requesting time off and this can mean that a request for time off will be denied if it would cause insufficient staffing of the school. Staff members should request time off as far in advance as possible. Time off will be granted based on a "first come, first served" basis. In other words, the first staff member to request a specific date for time off will be granted that date, as long as the school's staffing needs allow. If a second staff member requests the same date, that request may not be granted. Our staff is small and having two or more out at the same time in the same school can be very difficult. It produces staffing shortages that can cause problems for our students and for the staff. The first priority in scheduling staff members is always to best serve our students! Staff should notify directors of their vacation plans at least 2 weeks prior to their planned vacation. More information can be found under [Benefits – Vacation Days](#).

## Absence Due to Emergency or Illness

Staff members are asked to let the director know immediately by phone if they are unable to work due to an emergency or illness. The director will secure a substitute and make arrangements with the teacher or assistant. More information can be found under [Benefits – Sick Leave](#).

## Absence Due to Jury Duty

Sunshine School does not pay staffs for any lost wages due to jury duty summons. However, staffs can use any vacation hours, sick leave, or any other personal time off to respond to jury summons. Staffs can only use these hours if they are available at the time of jury duty.

## Schedules, Lunch, and Break Policies

### Schedules

All scheduling requests and changes must be reported to the director.

### Lunch Policy

In accordance with California law, for meal breaks:

- All employees working a full-time schedule (8 hours per day) are given an unpaid lunch break that is scheduled by the school.
- If the employee works longer than 5 hours per day, they will need to take a 30 minute unpaid meal break. BUT the employee and employer can agree to waive this meal period provided the employee does not work more than 6 hours in the work day. Employer and employee will need to sign an agreement waiver.

### Break Policy

In accordance with California law, for rest breaks:

- The break will be 10 minutes long for every 4 hours worked (paid).
- There is no break for staff who work less than 4 hours a day.
- Rest breaks must to the extent possible be in the middle of each work period.

## Salary, Payroll, and Direct Deposit

### Salary

Salary information is confidential and not to be discussed with anyone. Salary will be determined individually based on experience in the early childhood education field and educational background. Taxes will be deducted according to the W-4 forms on file. Other deductions can be accommodated with your written permission to Sunshine School. Salary increases and/or bonuses will be given based on teacher performance and professionalism in the areas of communication, cooperation and development. Increases in salaries and bonuses will be dependent on the financial status of the school.

### Payroll

Payroll is separated into two pay periods. The first pay period is the 1<sup>st</sup> through the 15<sup>th</sup> of each month. The pay date for this period is the 15<sup>th</sup>. The second pay period is the 16<sup>th</sup> through the end of the month. The pay date for this period is the last date of the month. If a pay date falls on a weekend day or holiday, the pay date will then be the last business day before the weekend or holiday. For example, if the 15<sup>th</sup> is a Saturday, the pay date will be Friday, the 14<sup>th</sup>.

### Direct Deposit

Direct deposit of payroll checks is available to all staff members. Interested staff should complete and return a Direct Deposit Authorization form to enroll. The form may be submitted to your location director or the human resources department.

## Benefits

### Paid Holidays

After 3 months of employment, Sunshine teachers and staff who work full-time (40 hours per week) will receive the following paid holidays: Presidents Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Break (2 days), Christmas and New Year Break (4 days).

### Bonus Days

When our school is 80% or above in enrollment, we like to thank our staff for their valuable work and will provide bonus paid days (12/28, 12/29, 12/30). Bonus paid days will be determined per each staff's established schedule.

### Health Benefits

Only full-time employees of Sunshine School are eligible to participate in the employee health benefits program, after 3 months of employment and a performance review. For staff who are included in their family or spouse's health insurance policy, Sunshine will reimburse up to \$100.00 monthly for health insurance coverage. For staff who are filed as single (and staff who are not able to join their family or spouse's health insurance policy), Sunshine will reimburse up to \$200.00 monthly for health insurance coverage. All reimbursement will require staff to provide a valid receipt.

### Vacation Days

For part-time and full-time staff, there is a 2 weeks (10 work days) limit per year for non-paid vacation time. Part-time staff are not eligible for paid vacation time. For full-time staff who have been employed at Sunshine School for the period of one year or more, paid vacation time can be offered as an additional benefit. This will be determined based on teacher performance and professionalism. Full-time staff who have worked 10 years or more can be offered two weeks (10 work days) of paid vacation. However, due to the Covid-19 impact of 2020-21, this benefit is not applicable until our school goes back to its full capacity and business returns to normal.

### Sick Leave

In accordance with California Law, Sunshine School provides a minimum of 3 paid sick days per year for employees who work 6 hours per day, or more. For employees that work 6 hours per day, we will provide 18 hours (3 days) of sick leave. For employees that work 7 hours per day, we will provide a minimum of 21 hours (3 days) of sick leave. For employees that work 8 hours per day, we will provide a minimum of 24 hours (3 days) of sick leave.

### Sunshine Tuition Discount

After 3 months of employment and a performance review, full-time staff can enjoy the benefit of 50% tuition discount applicable to the various locations. At Sunshine School, it is our goal to enrich the lives of both you and your children!

\*Side Note: Staff can retain their tuition discount for up to 2 months during maternity leave.

## Referral Bonuses

If you refer family or friends to work at Sunshine, you may receive a \$200 referral bonus (after your family or friend has completed 3 months, or 300 hours, at Sunshine). If you refer a student to our program (infant/toddler, preschool, or after school program), you may receive a \$200 referral fee (after 3 months of full-time enrollment). We thank you and appreciate your referrals!

## Advancement Opportunities

80% of our Leadership Team is promoted from within! Promotions will be considered when openings become available. Promotions will be based upon the employee's preparation, ability, qualifications, and willingness to assume the job.

## Requirements

### Fingerprint Clearance

Each staff member must complete state and national criminal history checks. A fingerprint will be submitted to the DOJ as well as the FBI and a search will be completed. The search includes checks of California Criminal History Records, National Criminal History Records, Child Abuse and Sex Offender Registries.

### Physical and TB Assessment

Each staff member must receive a pre-employment physical and obtain a Tuberculosis (TB) Certificate (stating that you are not at risk of TB). TB Certificates must be renewed every 4 years.

### Vaccination and Proof of Immunizations

Staff may need to be vaccinated, if they are currently not in compliance. Staff will need to provide proof of immunization in the form of official medical records. All staff are required to provide proof of immunization for the following:

- Td/Tdap Vaccine for Pertussis (Whooping Cough)
- MMR Vaccine for Measles
- Annual Influenza Vaccine - Proof of immunization for the influenza vaccine is required to be submitted each year between August 1st and December 1st. Staff can be exempt from the yearly influenza vaccine if the person completes the Influenza Vaccination Declination Form for each year that he or she has declined the influenza vaccination. Please, contact your director or the human resources department for more information.

# Professional Development

## New Staff Orientation & Training

All new staff members will be asked to read the Sunshine Staff Handbook. Prior to working in the classroom, the human resources department will schedule an orientation meeting with the new staff in order to complete required paperwork and to review center operation and policies. All new staff will be trained at their assigned location.

## First Aid and CPR Training

First Aid and CPR Training Seminars are held twice a year (around the months of March & October). Directors may require staff to attend a seminar, if they do not have certification or if the certification has expired. First Aid and CPR certifications are valid for 2 years.

## Staff Meetings

All Sunshine staff members are required to attend staff meetings. Important information, procedures, and policies are introduced and reviewed at these meetings. Employees will be notified of the scheduled staff meetings. All staff meetings are paid.

## Staff Evaluations

Evaluations of the performance of staff members will be conducted by the director. Formal evaluations will be performed two times per year (in December and June). Informal evaluations will be performed throughout the year through periodic classroom observations.

## Director Development

At least one director or teacher at each site and all family child care licensees must complete the required 16 hours of Health and Safety Training. Training includes Pediatric First Aid, Infant/ Child/Adult Cardiopulmonary Resuscitation (CPR) and Preventive Health Practices.





# Resignation, Demotion, and Terminations

## Resignation

Staff should submit a letter of resignation to the director when resigning from a position. Sunshine School appreciates at least two weeks' notice if you choose to resign. This will ensure an appropriate replacement can be hired and adequately trained.

## Demotions and Terminations

The following are reasons Sunshine School may choose to terminate employment or suspend an employee without pay:

- Physically or mentally abusing any child or neglecting a child (including inappropriate touch).
- Dishonesty and/or falsified documents (i.e. job application, transcripts, etc.).
- Smoking/vaping in the center and/or use or being under the influence of an illegal substance (i.e. narcotics) or alcohol on site or while being paid to represent the school off site.
- Bringing any weapon to the center.
- Unauthorized possession of school equipment, property, or material for other than school uses.
- Unexcused absences, tardiness, or excessive unsubstantiated sick days.
- Failure to carry out job description.
- Willful damage to the school's property or reputation.
- Failure to abide by the staff handbook.
- Letting any child leave the center with an unauthorized person.
- Conviction of a felony or a nondisclosure of a prior conviction.
- Solicitation or distribution of materials at the center in working areas during working hours. Distributing materials about early childhood education to parents to enhance children's development according to the philosophy of the school is encouraged. However, any solicitation or selling of items to parents at any time, or to teachers at such times as to prevent the teacher from tending to the children is unacceptable.
- Incompetence. Incompetence is defined in such terms as the following:
  - a. Personality or personal interaction traits that prevent the formation of sound relationships with students, parents, or the administrator.
  - b. Lack of growth or progress on the job.
  - c. Low skill in the performance of duties.
  - d. Poor understanding or acceptance of the philosophy, curriculum, and/or purpose of the school.
- Harassment  
It is the policy of Sunshine School to provide its employees with a pleasant environment that encourages efficiency, productivity, and creativity. The school will not tolerate verbal or physical conduct by any employee that harasses, degrades, disrupts, or interferes with another's work performance, or which creates an intimidating, offensive or hostile environment. Through all forms of harassment are prohibited, it is the school's policy to emphasize that sexual harassment is specifically prohibited. Such conduct includes the following:

- a. Sexual flirtation, touching, advances, or propositions.
- b. Verbal abuse of a sexual nature.
- c. Graphic or suggestive comments about an individual's dress or body.
- d. Sexually degrading words to describe an individual.
- e. The display in the workplace of sexually suggestive objects or pictures, including photographs.

All complaints of harassment will be investigated promptly, and in an impartial and confidential manner. Any employee or supervisor who is found, after appropriate investigation, to have engaged in harassment of another employee will be subject to disciplinary action up to and including termination.



# Policies Relating to Students

## Ratios

At Sunshine School, we maintain the following staff-to-child ratios at all times in our classrooms:

Age of Children	Minimum Ratio of Staff to Children
Infant	1 Teacher : 4 Infants 1 Fully Qualified Teacher & 2 Aides : 12 Infants
Toddler	1 Teacher : 6 Toddlers 1 Fully Qualified Teacher & 1 Aide : 12 Toddlers
Preschool	1 Teacher : 12 Children 1 Teacher & 1 Aide 1 Fully Qualified Teacher & 1 Aide : 18 Children
School Age	1 staff for every 14 children

## Arrival and Departure

### Greeting Parents and Children

The room will be set up by the teacher and staff before the children arrives so that a staff person is nearby to greet each child as they arrive. If you need to come in early to accomplish this task, then do so. Please remember, scheduled times to be with children are not times to prepare the class. All children must be escorted to and from the classroom by an adult. We require parents sign in their child at arrival time and sign out when the child is picked up. Parents need to allow enough time to assist their child into the classroom. It is important that parents establish a healthy and smooth good-bye routine. An effort should be made by the teacher to greet each child with a pleasant comment when he/she comes into the room and to develop a rapport with the parents. Be friendly and helpful. Make everyone feel welcomed in the classroom. Relate positive information about the child to the parent on a daily basis. Keep exchanges short. Schedule a parent conference if longer conversations are needed. After most children have arrived, gather together to greet each other. Share special weekend or evening events, talk about plans for the day, and comment on the weather.

### Departures

- Children are to be picked up at the agreed time. Parents should make the staff aware that the child is leaving.
- There will be a late fee of \$1.00 for every minute that the children remain after designated times.
- In case of an emergency and a child cannot be picked up on time, the parent should notify the School.

- Children will only be released to legal guardians and persons on the authorized pick up list. If you are not familiar with the person attempting to pick-up a child, you must request photo identification and check with the director. The director will help to check the authorized pick up list and confirm. A copy will be made of the person's photo identification for record.
- In the event that a child is not picked up at the closing of the center, follow these procedures:
  - Attempt to contact the parents at work and home.
  - If the parents cannot be reached, call the emergency contact number.
  - If attempts to contact emergency numbers are unsuccessful, call the director or owner.
  - If attempts to contact the director or owner are unsuccessful, and an hour has gone by, call the police. Parents have been notified that we must do this by law.
- Remember that you may not at any time transport a child or leave a child unattended. It is the parents' responsibility to make arrangements for their child. Do not make yourself liable for a child by driving the child home in your personal car.

## Daily Schedule and Curriculum

### Daily Schedules

The directors and lead teachers work cooperatively to create a daily schedule and plan activities that meet each child's developmental abilities and needs. Every staff member is responsible for the carrying out of the schedule and activities. The daily schedule and activities create a balance between active and quiet times; large and small group, and individual activities; small and large muscle activities; indoor and outdoor play times; as well as the self-selection and teacher-directed activities.

Consistency from day-to-day is particularly important to the overall well-being of the children and classroom environment. Children thrive on consistency! Routines should be maintained whenever possible for arrivals and departures; meals and snacks; resting or nap times; personal care routines like hand washing and bathroom breaks; and transitions.

### Preschool Curriculum

Each classroom has monthly academic lesson plans (an English curriculum and a Chinese curriculum), posted in the facility. These plans contain a number of themes and activities, designed to foster each child's development, and the development of the group as a whole. Each classroom is set up to include blocks, dramatic play, books, gross motor, fine motor, and art. Outdoor play is important to a child's physical development and is included in the daily schedule. Self-selection or "free-play" is also an important part of the curriculum and means that the child has the opportunity to explore different activities that they would like to participate in. This promotes the creative expression and development of important social skills.

## After School and Summer Program Curriculum

The after school program focuses on academic assistance, the arts, sports, leadership, and building a well-rounded student. Indoor and outdoor activities are facilitated by dedicated staff who share new projects, games, and exercises with the students!

The summer program provides a safe interactive, and enriching space for children. Children in the summer program will participate in various activities that are based on the Summer Program Weekly Themes (we have Science Week, Art Week, Sports Week, and more!) The directors and lead teachers work collaboratively in creating a stimulating summer curriculum for all ages. Our summer program is full of creativity, positive engagement, and enthusiasm!

## Meals and Nutrition

### Lunch & Snack

Eating is a social activity that we all enjoy. Sunshine School provides nutritionally sound snacks for all children who attend. We provide morning snack and afternoon snack for our full day program (pre-school, Summer and Holiday), and afternoon snack only for our after-school program. Parents must provide a daily lunch for the children in full day program. We recommend non-perishable lunch as our refrigeration space is limited. Microwaves are available for heating lunches from home. Snacks are provided as part of the basic service. There is no deduction in your tuition if you choose not to partake of the snacks.

## Health and Safety

### Safety and Security

- Never leave any child unattended for any reason.
- In any emergency situation, parents will be notified as soon as possible. If the building becomes unsafe for children to stay, the children will be escorted to a safer location.
- Report any broken equipment or safety problems to the director.
- Persons, unfamiliar or unidentified in the center should be asked their purpose and directed immediately to the director by the staff member. Alert the director if you suspect any activities on the premises, including the parking lot.

### Earthquake and Fire Drills

Earthquake and fire drills are routine procedures for our children. In the event that an emergency does occur, we hope these practices will help children deal with the situation. Exit route for drills and emergencies are displayed at the exit doors. It is important to walk children calmly, quietly, and quickly to your designated outside spot. Check roll once outside, and again when you have re-entered the room.

### Illness

- To prevent illnesses of both the staff and the children, teachers should continually sanitize the room. Teachers should sanitize all areas that could possibly be exposed to bodily fluids after each use (i.e., hands, tables after and before snack, toys, bathrooms and sinks).

- WASH, WASH, WASH HANDS!!!!
- Children who are ill with a contagious disease or a fever may not attend the center by law.
  - If the child becomes ill at school, the center will immediately notify parents of the contagious disease.
  - Notify the director of any illness or injury that occurs at the center.
  - Children needing to go home due to illness will be removed from the classroom and placed in isolation area under constant supervision until an authorized parent arrives to pick the child up.
  - We ask that parents pick up their children from the center as soon as possible if the child has any of the following: Fever of 100 degrees or more, vomiting, more than one incidence of diarrhea, communicable disease (including conjunctivitis, chicken pox, lice), uncontrolled breathing, unknown rash, pain.

## Accidents and Injuries

Teachers should report any serious accidents/injuries to the director and fill out an accident report form. It is the teacher's responsibility to report the incident to the parent. For serious injuries or illnesses, emergency numbers are located in first aid kit.

## Medications

The Center will dispense prescription medication and over-the-counter medicine with written authorization from the child's physician and a parent. The written authorization must include the name of the child, name of medication, time, dosage and any special instructions. Medications must be in original containers. We cannot administer any medication that has expired. We recommend parents to ask their child's physician to prescribe a 12-hour dose of medication when appropriate. This allows you to control the administration of medication at all times. All medications must be given to a staff member upon arrival. No medication should be placed in cubbies or on the counter.

## Housekeeping

Sunshine School often shares facilities with other organizations (public elementary schools, churches, etc.). It is important that the facilities are kept orderly and floors swept and/or vacuumed. It is the teacher's responsibility to report any janitorial problems to the director.

## Sanitizing Toys and Equipment

- Cleaning, sanitizing, and disinfecting are important steps to removing dirt and reducing the spread of germs in child care settings.
- Toys shall be cleaned on a consistent basis. Staff shall place toys in a tub that contains water and disinfectant solution. Toys are then rinsed in a separate tub and allowed to air dry.
- All cleaning agents and disinfectants are to be stored out of reach of the children. Cleaning of toys or equipment should not take place while children are present.

## Outings and Field Trips

Children will occasionally attend field trips that are directly related and part of the curriculum. All field trips should be approved by the director first. For most field trips, a school bus will be used for safety and efficiency. At times, we may use Sunshine Staffs' cars for transportation purposes. A cellular phone, medical supplies, a copy of children's emergency information, and the name and number of the nearest hospital from the field trip location will be taken on the field trip.

## Guidance Strategies

Every adult who cares for children has a responsibility to guide, correct, and socialize children toward appropriate behaviors. These adult actions are often called child guidance and discipline. Positive guidance and discipline are crucial because they promote children's self-control, teach children responsibility, and help children make thoughtful choices. The more effective caregivers are at encouraging appropriate behavior, the less time and effort adults will spend correcting children's misbehavior.

Effective guidance and discipline focus on the development of the child. They also preserve the child's self-esteem and dignity. Actions that insult or belittle are likely to cause children to view their caregivers negatively, which can inhibit learning and can teach the child to be unkind to others. However, actions that acknowledges the child's efforts and progress, no matter how slow or small, is likely to encourage healthy development. Teaching children self-discipline is a demanding task. It requires patience, thoughtful attention, cooperation and a good understanding of the child. Sunshine staff will use only positive techniques.

### Daily Student-Teacher Interactions

- Use a quiet, warm, yet firm voice when talking with children.
- Always go to the child and speak directly to him or her.
- Allow and encourage children to do things for themselves.
- Let children work at things without interfering. Guide.
- Give children sufficient time to try and solve the problems. Be ready to assist when it is necessary. Ask questions that will help the children to arrive at the solution.
- Remember that you are a model to the children. Set a good example. Be empathetic, respectful, and encouraging.

### Reasons for Misbehavior

If caregivers understand why children misbehave, they can be more successful at reducing behavior problems. Listed here are some of the possible reasons why children misbehave:

- Children want to test whether caregivers will enforce rules
- They experience different sets of expectations between school and home
- A child does not understand the rules, or are held to expectations that are beyond their developmental levels
- They want to assert themselves and their independence

- They feel ill, bored, hungry or sleepy.
- They lack accurate information and prior experience.
- They have been previously “rewarded” for their misbehavior with adult attention.

## Discipline

Students develop self-respect, self-discipline, and cooperative behaviors by being an active participant in resolving conflicts. Together, teachers and students create ways to prevent conflicts and learn techniques that can be used to resolve conflicts. Our goal is to give children the skills to become responsible for themselves and gain understanding of others. No corporal punishment or violation of children’s personal rights is allowed at the facility. Non-punitive guidance helps children to set clear, consistent, fair limits; to value mistakes as learning opportunities; to redirect themselves to a more acceptable behavior or activity; and to have someone listen when they talk about their feelings and frustrations.

## Tips for Success in Preventing Misbehavior

1. Speak Clearly, Precisely, and Logically  
Take time to make sure the child understands exactly what your expectations are. Instead of saying: “Be good!”, you should say: “Please, pick up the wrapper you threw on the floor and put it in the trash can so that our classroom will be clean. Someone might slip on it if it is left on the floor and they may get hurt.”
2. Prevent it Before it Happens  
Redirect the child. Turn his attention to an act that has equal or near equal value as an interest or outlet for him.
3. Model  
Children do what they see. Show them how you work through problems. Talking through problems with detail so children will without a doubt understand your resolution steps.
4. Understand the Reason for Misbehavior  
The first step to truly resolving a conflict is to know the reason behind the child’s actions. Usually they are as follows: Attention, Power, Revenge, or Inadequacy.
5. Help Children to Decide the Consequences  
Ask children what they think should happen and how it will help.
6. Let Logical Consequences Take Care of It  
Make sure consequences are directly related to the misbehavior, respect the child, and are reasonable. Do not use humiliation as a consequence.
7. Empathize and Share your Feelings but Stay Firm  
Show the child that you do understand the way that they feel. Share an example of when you felt the same way.
8. Give the Child a Choice  
Always tell a child what you will do so they don’t feel like you are controlling them. You are controlling what you will do and they have a choice in what they will do. For example, do not say, “You go sit in the chair until you calm down.” Instead, say: “I will let you play in centers when you take a time to calm down and keep your body to yourself.” Talk with or to the child, not at him. Get down to his physical level and speak to him directly and not from across the room.
9. Time out-Time In  
Time out should be used to stop the child from hurting himself or others or if the child is not able to quickly resolve a problem without disrupting others’ learning.



Time out should be used for calming down, cooling off, and thinking. When the child leaves the time out area, he or she should work on resolving the problem. Strategies should be implemented. This step is very important. Otherwise, time out is just punishment and not a learning experience. Time out should only be one minute for each year of the child's age.

#### 10. Teach Problem Solving Skills

Discuss real life examples of conflicts that occur in the class. Have the children come up with techniques to resolve common problems and write them down on a poster. Model the solutions for practice.

- a. Ignore the behavior of others and find something else to do.
- b. Tell the other person what you do not like and how it makes you feel. Ask specifically for what you want. Then listen, listen, listen. Let the other person know what you will do. Decide together what to do.
- c. Ask for help when a conflict cannot be resolved.

## Parent Relationships

### Progress Reports

Progress reports record and assess each student's academic and social development, as well as clarify goals. Teachers are expected to complete quarterly progress reports on each student to assess their development. Progress reports are important to parents (as well as the teachers) in understanding student growth, changes, strengths, and challenges.

### Handling Parent Interactions

Many of our staff will become well acquainted with the parents of the children. This is an important part of providing quality care, but there are a few guidelines to which staff members must adhere:

- Talk with parents about an issue with their child ONLY if you are not in the classroom with children. You may always check with the director to see if the office is available for use.
- When stating a concern about a child, also state at least two positive things about the child. Don't focus solely on the negative.
- Do NOT use other children's names (or parent/family names) when discussing behavior concerns and/or incident reports.
- Avoid using the phrase "I don't know." Instead, you may say, "Let me check with the director/office and I will get back to you." You may take down their preferred method of contact, either email or phone number. Then inquire with the director/office and reply to the parent as soon as possible.
- Conversations at drop-off and pick-up times should be brief. Your chief responsibility remains the supervision of the children. If you feel a parent needs more time or attention, ask to schedule a time to meet outside of the classroom. Staff may also ask for parents' contact information and may discuss over the phone or email.

## Handling Parent Complaints

1. Listen carefully. Many times a person just needs an opportunity to air his or her feelings and feel like they are heard.
2. Repeat what you have heard the parent say, trying to summarize it in one sentence (“You’re upset that Gavin isn’t able to stay awake for dinner and seems crabby at night.”)
3. State the changes that you think the parent would like to have made (You would like us to make sure Gavin lies down for at least an hour every afternoon.”)
4. State what you will do to solve the problem (“I will speak with the other teachers and make a note on his chart to make sure the message reaches everyone.”)
5. Follow through. If you tell a parent that you will do something, do it promptly and follow up with them immediately afterward (“I spoke with the other teachers last week; how are things going with Gavin? Did you notice a change?”)
6. If you are unsure how to solve the complaint, refer the parent to the director. (“I believe that the director will be able to better help you with your situation.”)

## Student Referral (Counseling)

Occasionally, teachers may observe and suspect that student may have a learning disability. It is a financial, legal, and public relations matter as well as a moral issue. How the teacher handle the situation is extremely important. Only observable behaviors should be communicated to the parent. Diagnosing is the job of a registered expert such as a physician. Referral should be in the best interest of the child, and should be a rational process governed by certain written procedures. Referral should not be used as a desperate attempt to eliminate a problem.

- a. Inform the administrator of the potential problem. The administrator will subsequently observe the student in the classroom. If the administrator detects a problem, then a parent meeting will be scheduled.
- b. During the meeting, information regarding the problem will be discussed.
- c. We will provide information any licensed physician or specialist will need in helping diagnose children with the written consent of the parent.

## Mandated Reporters

All Sunshine staff members are mandated child abuse reporters. Suspected cases of child abuse or neglect must be reported to the Department of Human services. In cases of an immediate emergency, always call 911 for law enforcement intervention. Where the situation is not an emergency needing the police, reports should be made to the Child Abuse and Neglect Center.

### Child Abuse and Neglect Center: San Jose Area (408) 299-2071

The Department of Family and Children Services operates a Child Abuse and Neglect Center (CANC) which screens calls 24 hours a day, seven days a week, 365 days a year. Screening Social workers answer the telephone, in the office, from 8 a.m. until 10 p.m., and, after 9:45 p.m., an on-call social work supervisor takes over this function. After 6 p.m. there may only be one person on duty, and your call may go to voice mail to be returned as soon as possible in the order received by the CANC.

\*Staff members are encouraged to inform the director of the report.

## Emergency Procedures

Emergency procedures are posted at each Sunshine School Location. Each location may have different procedures in the event of an emergency (fire, earthquake, lockdown, etc). Please, check with your location director for more information on emergency procedures.

