

## **SCHOOL POLICIES AND PROCEDURES**

### **Health and Emergency Care**

Upon entrance into Rainbow School, each child is *required to have a completed Form 14* (Health Card) on file in our office. Each child's card must show that a physical exam and a tuberculin test have been taken within one year of enrollment and that immunizations (including HIB and varicella) are current.

- Children's health is matter of major importance to us. A child may be sent home from school if he appears to have symptoms of illness. In such cases, he is isolated from other children, made to rest comfortably, and a parent is contacted. Any child with fever, malaise, shortness of breath, vomiting, diarrhea, pus draining from eyes, ears, sores, lesions, especially chicken pox lesions, will be excluded from day care. If a child is brought to school and the teacher notices any of the above symptoms, a parent will be called immediately to come and pick up the child. Any child who has been sent home from school for reasons of illness must remain free of symptoms for at least 24 hours before returning. It is assumed that if a child is well enough to attend school, he is well enough to play outdoors. Do not request that your child be kept indoors because he is not feeling well.
- If a child has *prescribed medication*, a *Permission to Administer Medication* form must be filled out and given to the teacher along with the medication in it's original container. Medication will be administered only according to the prescribed dosage and schedule. We do not administer any non-prescription medications without a doctor's written order.
- Upon enrollment, an Emergency Card must be filled out and kept in your child's file. Be sure to use print clearly and list people who can be reached most of the time. **Be sure to update the card when you move, change jobs or get a new phone number or pager.**
- If your child needs medical attention, we will make an immediate attempt to contact you. If parents or designated persons cannot be reached, your child will be taken to the nearest health facility for treatment. A permission form to obtain medical treatment in your absence will be on file for each child.
- Parents must notify Rainbow School within 24 hours after their child develops a known or suspected communicable disease. If required, a report will be made to the Hawaii Department of Public Health. The school will then notify parents of enrolled children who may have been exposed to a known or suspected communicable disease. Requirements for readmission will be consistent with the guidelines provided by the Department of Health.
- A child found to have ukus (lice) will also be sent home immediately. He may not return to school until the hair has been treated and all nits have been removed.

### **Child Protective Services**

State law requires that the State of Hawaii Department of Human Services (DHS) Child Protective Services agency will be called to report suspected abuse or neglect. All observations or suspicions of child abuse or neglect will be

immediately reported to the child protective services agency no matter where the abuse may have occurred.

The center director will follow the direction of the child protective services agency regarding completion of written reports. If the parent or legal guardian of the child is suspected of abuse, the director will follow the guidance of the child protective agency regarding notification of the parent or legal guardian.

### **Drop Off / Pick Up & Sign In / Sign Out**

- ***All children arriving or leaving must be signed in and out by a parent or someone designated by a parent.*** This person must be listed in your child's file in the office. You can add or delete authorized names from your child's file by notifying the office. Sign-in and sign-out is very important. In case of emergency, the list may be used to account for your child. If you have someone else drop your child off at school, please remind them to sign in and out.
- ***Do not drop your child off before school is open.*** Do not leave your child alone if the school has not yet been opened. Any staff member who is at school before it is opened is preparing for the day and is not responsible for childcare before the school day begins.
- ***If you have made special arrangements for your child to be picked up*** by someone whose name is not on file, please give that person's name and telephone number to your child's teacher in writing. They will be asked to provide identification.
- ***If you are going to be detained, please notify the school*** so that we can assure your child that he has not been forgotten. **Charges apply for late pick-ups.**

### **Dressing Your Child**

- ***Your child should be dressed comfortably.*** Pants with elasticized waists are recommended to facilitate toileting. In addition to comfort, your child should be dressed appropriately for the day's activities (painting, water play, sandbox, and outside play.) Be sure to maintain a good supply of extra clothes at school, especially underwear and shorts.
- ***Your child should wear comfortable footwear.*** Shoes/socks, sandals, or slippers are fine. For walking trips away from school, we require all children to wear shoes/sandals with a back strap to keep the footwear securely in place. Many families find it convenient to leave an older or inexpensive pair of shoes in their child's cubby at school for excursions.
- ***Be sure to identify all items with your child's name,*** especially shoes, slippers, jackets, and blankets. We have a supply of permanent markers available for your use.

### **What to Bring / What Not To Bring**

- ***Problems arise when children bring things from home.*** Money gets lost, and toys may lead to disagreements, even among friends. After school snacks from home draw ants while stored in a cubby. Be sure your child does not bring anything to school unless it has been cleared with his teacher, i.e. for show-and-tell.

### **Setting Limits**

School rules are enforced in a positive, fair and firm manner. When a child is disruptive, the teachers help the child understand the consequences of unacceptable behavior. Re-directing an uncooperative child is usually a successful way to help work out his own solutions. In extreme cases a child may be given a short, supervised time out.

### **Discipline**

We are convinced that if students are to learn, there must be order to their learning environment. We deliberately structure the child's environment in a way that supports acceptable choices and minimizes the need for guidance interventions by adults. While supervising children, we position ourselves strategically to observe situations and we can often help children by modeling appropriate problem-solving language for them.

We feel that discipline should be used to shape, not break, the growing child. Certain types of misconduct including fighting, habitual biting, endangerment of self and of others, disruptive behavior, and destruction of property could constitute grounds for suspension from school. These incidents will be handled on an individual basis.

### **BIRTHDAYS**

Birthdays are a wonderful ritual of childhood. The goal of our policy is to keep the focus on the child, and not the treats.

If you plan to bring a birthday treat, please notify your child's teacher *at least a week in advance*. Goodie bags are discouraged.

If you plan to invite classmates to a birthday party you may use the student mailboxes to distribute invitations *provided all students in the class are invited*.

### **HOLIDAYS**

We ask that you do not bring goodie bags for holidays.

### **Parent / School Communication**

- ***Communication Page*** - Often teachers and parents cannot make daily contact. Therefore, each teacher has a communication page located near the sign-in sheets. Write notes to the teacher concerning changes in routine or other messages.

- ***It is important to read all communication your child brings home.*** A monthly newsletter is sent home with each child. Important special activities and articles related to events at Rainbow School are included in this monthly bulletin. In addition, field trip notices and other time-sensitive communication will be placed in your parent folder or placed in the child's backpack.
- ***If you need to call your child's teacher*** at school during the day, please leave a message for her to return your call. It is often difficult for teachers to answer the phone when they are in the classroom. Please let us know if your message is urgent.
- ***Parent conferences are scheduled twice a year.*** In addition, if you have special concerns, we will be happy to schedule a conference at any time during the year. We value the opportunity to meet with you concerning your child's development.

### **Fieldtrips**

Fieldtrips into the community are an integral part of the learning experience that helps enrich the child's understanding of the world beyond the school environment. Fieldtrips may be as informal as a spontaneous walk to Aloha Tower, or as elaborate as a bus ride to Polynesian Cultural Center. We will occasionally ask that the children bring home lunches for our fieldtrips. We will notify you of fieldtrips several days in advance. Please watch for these notices and take special note of ***times of departure***. Children often miss out on long awaited excursions because they arrive too late. Roberts Bus, a private commercial bus service, provides transportation.

### **Fire Drills**

Fire drills are held on the first working day of each month. Children leave their classroom in an orderly fashion, under the supervision of teachers, and walk briskly to predesignated areas approved by Fire Department

### **Natural Disaster Plan**

#### ***Tsunami Warning:***

- If a ***WARNING*** is issued while school is in session, our teachers will remain with the children, feed and take care of them, until you can safely pick them up. You need not leave work or rush to school. If you are in or can get to a safe area close to where you work, it is recommended you remain in the safe area until the "all clear" is announced and avoid contributing to unnecessary traffic on roads and highways.
- If a ***WARNING*** is issued before school begins, classes will be canceled and the school will be closed.

### ***Hurricane / Tropical Storm/Flood***

- Hurricane or tropical storm watches are issued by the National Weather Service 36 hours prior to the arrival of storm effects. Hurricane or Tropical Storm **WARNINGS** are issued when one of these storms could affect Oahu in 24 hours or less. When a **WATCH** is issued, we will monitor the storm and make decisions to close the school before the issuance of a **WARNING**. The timing of the closure will generally coincide with the end of a normal school day and should not inconvenience you if you are at work.

### ***Earthquake***

- Should an earthquake of significant magnitude occur on Oahu, we can anticipate considerable damage to our roads and buildings. If your children are at school, you may not be able to get them even though you live close by. Please be assured that we will take care of the children until you can safely pick them up. As recommended by Oahu Civil Defense, we have made preparations to survive for up to 72 hours without outside assistance.
- We will conduct earthquake drills once each semester in conjunction with the sounding of the Civil Defense sirens. If indoors, we will stay indoors and take cover under the desks, tables, supported doorways, etc. If outdoors, we will stay outdoors and move to an open area, away from electrical lines and tall trees.

### **Fundraisers**

Each Rainbow School holds one major fundraiser each year. Parent participation is not mandatory, however it is very much appreciated.

### **Confidentiality**

All information regarding children enrolled at Rainbow School will be kept confidential and will not be made available to any individual or organization without prior written permission from parents or guardians.

## ***TUITION AND PROGRAM COSTS***

Rainbow School is a non-profit organization that bases its tuition on the actual costs of operating its schools. Tuition is payable in **advance**. **Monthly tuition is due on the first** school day of each month. Checks should be placed in the director's mailbox in the lobby. If necessary, tuition can be paid in two installments if you make prior arrangements with the director. If you require a tuition receipt, please write the request on the envelope that contains your tuition check and the director will put it in your child's mailbox.

Tuition is considered late if it is received after the first of the month. Families who receive electronic bank transfers (EBT) for the Department of Human Services must remit the full tuition by the 5<sup>th</sup> of each month. For late tuition payments a fee of \$10 will be added. Full payment plus any late fee must be made by the 10th of each month. **Failure to do so may result in a suspension of child care services.** If you have any questions regarding your tuition payment, please feel free to call Sherry Evans, Business Manager at 293-9341.

### **Second Child Tuition**

Rainbow School allows a 25% tuition discount for a second child from the same family if **full tuition is paid by the family** for the first child. In other words, if your first child is funded by Pauahi Scholars, First-to-Work, Alu Like or another funding source, no discount will be allowed for the second child.

### **Additional Fees**

- ***Registration /Activity Fee*** - **An annual registration / activity fee of \$150.00 per child enrolled** is due upon registration and each fall that your child is at Rainbow School. This fee insures a space for your child and is non-refundable. It covers school supplies and field trips.
- ***Late Fee*** - A late fee of \$10.00 will be assessed for payments received at the school office later than the first school day of each month. Remember, if you pay your tuition in two monthly installments, you are also subject to two late fees.
- ***Returned Checks*** - A \$15.00 returned check fee will be assessed **each time** a check is returned to us. You will have five (5) working days, from the time we notify you, to make your payment plus fee. You may elect to have your check redeposited, or bring in another form of payment. If your check is returned a second time, you will be assessed a second \$15.00 and required to pay in cash or money order. You will again have five days from the time we notify you. If payment has not been made by that time, childcare services will be suspended until your account has been cleared.
- ***After School Fees*** - Be sure that your child is picked up no later than the time you have selected. There is a late fee of **\$1.00 per minute** if your child is picked up after your designated time.

- If your child is enrolled until closing the same charge is in effect after that time. Late fees are payable to the teacher in charge on the day you pick your child up late, or at the latest, the following business morning. Your child may be excluded from school until your late fees are paid.

### **Voluntary Termination - Refunds**

Our refund policy for withdrawing your child is as follows:

50% of your paid tuition will be refunded if your child is withdrawn before the 15th of the month. If your child is withdrawn after the 15th, no refund is given. The office must be notified in writing, two weeks prior to withdrawing your child. Tuition is charged through the termination date even if the child has not been attending.

We do not give refunds or deductions for days or weeks missed due to illness or family vacations. Your tuition payments reserve your child's place on our enrollment list. Each time your child is withdrawn from school, his name will be placed back on the waiting list until such time as there is an available space.

### **Involuntary Termination**

Rainbow School makes all reasonable efforts to help both children and parents succeed in our program. However, when it is determined that this is not possible, Rainbow School reserves the right to terminate enrollment. Whenever possible, the family will be given time to locate other child care services. This grace period will not be permitted, however, at the expense of the care and safety of the other children, or the safety of our staff.

Involuntary termination may occur as a result of:

- Non-payment of tuition fee(s) when no other payment plan has been arranged with the business manager and/or lack of adherence to the tuition policies as stated in this handbook.
- Child's behavior is disruptive to normal functioning of the center.
- Lack of parent cooperation in efforts to resolve differences.
- Abusive behaviors and/or verbal threats toward children, staff or other parents made by parents, guardians or any other adult who enters the grounds and/or participates in program activities.
- Parent, guardian or any other adult who consistently fails to abide by the policy and procedures outlined in the handbook.

### **Readmittance**

Anyone requesting readmittance must submit a new application form along with a new registration fee. ***All outstanding debts must be paid before re-entry is considered.***

### **Resolution of Problems**

Do not hesitate to contact us if there are questions and concerns. It is always our hope that we can work together to solve situations in a manner satisfactory to all parties.

Rainbow School has established procedures for filing a grievance. The first step is always to discuss the problem with the teacher. If needed, a conference will be arranged to try to resolve the issue. If the results of the conference are not satisfactory, a conference with the director will be arranged. If the issue remains unresolved, a meeting with the executive director will be arranged. As a final step to any remaining complaints from families or staff, a meeting with the President of the Board of Directors, or the full Board of Directors will be called to make a final determination.