

Family Handbook



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1. Welcome to Parkside!

We're thrilled to have you join our community, where children are celebrated for who they are and encouraged to grow through play, connection, and discovery. We are dedicated to creating a safe, nurturing environment that feels like an extension of your home - where friendships are formed, and every child is treated with the care and respect they deserve. We believe in open communication, and a partnership with families built on trust and transparency. Thank you for choosing Parkside - we're honored to be part of your child's journey and look forward to many joyful moments ahead.

Warm Regards,

Erin & Nick

2. Age Groups & Program Options

Parkside Daycare offers developmentally tailored programs for infants and toddlers/preschoolers, with flexible scheduling options to meet the needs of working families.

2.1 Infant Program (0–24 months)

Our infant program provides a nurturing, responsive environment focused on sensory exploration, bonding, and early developmental milestones. Caregivers support each child's individual rhythm for feeding, sleeping, and play, while fostering secure attachments and gentle routines.

2.2 Toddler & Preschool Program (24+ months)

This program emphasizes social-emotional growth, language development, and hands-on learning through structured activities and free play. Children engage in circle time, outdoor exploration, creative arts, and early literacy and math concepts, all within a warm, inclusive setting.

2.3 Attendance Options

Families may choose from three schedule formats:

- Full-Time (Monday–Friday)
- Part-Time 3 Days (Monday/Wednesday/Friday)
- Part-Time 2 Days (Tuesday/Thursday)



For current tuition rates, please refer to our most recent rate sheet or contact the Director. We're happy to help you find the schedule that best fits your child's needs and your family's routine.

3. Diversity, Inclusion, & Cultural Competence

Parkside Daycare celebrates the unique backgrounds of every child and family. We are committed to creating a welcoming environment that reflects and respects differences in culture, language, family structure, identity, and ability. Our classrooms include diverse materials, and our staff practices inclusive, culturally responsive care. Families are encouraged to share traditions and feedback to help us grow together. We continuously reflect on our practices to ensure every child feels safe, valued, and included.

4. Enrollment Process

4.1 Inquiry & Availability

Families may inquire about enrollment by phone, email, or through our website. Enrollment is offered based on availability by age group, schedule (full-time or part-time), and licensing capacity. If no space is available, families may join our waitlist.

4.2 Tour & Interview

Prospective families are invited to tour the facility and meet with the Directors. This visit includes an overview of our philosophy, curriculum, daily schedule, and policies. We encourage questions and welcome children to explore the space during the visit.

4.3 Application Review, Acceptance, & Deposit

Enrollment applications are submitted before, during, or following the visit. Acceptance is based on availability, readiness for group care, and alignment with program offerings. Families are notified of acceptance and start date. A non-refundable deposit equal to two weeks tuition is required to secure the start date. Deposit is applied to the final weeks of care with proper notice of withdrawal.

Parkside Daycare uses the Brightwheel app for enrollment, document and form signing, as well as communication, billing, attendance, and daily updates.

How to Get Started:

- Download the App



- Search for “Brightwheel” in the App Store (iOS) or Google Play Store (Android)
- Create an Account
 - Use the email or phone number you provided during enrollment
 - If invited by Parkside, follow the link or enter the unique 10-digit student code provided

For a full walkthrough, Brightwheel offers a helpful Parent Guide: (<https://help.mybrightwheel.com>) We’re here to help you get set up - just ask if you need assistance anytime. Brightwheel helps us keep you informed, involved, and connected every step of the way.

4.4 Enrollment Packet

Families receive an enrollment packet containing required forms, including:

- Handbook Acknowledgment
- Photo release
- Identification and Emergency Info (LIC 700)
- Child's Preadmission Health History (LIC 702)
- Immunization Record
- Consent for Emergency Treatment (LIC 627)
- Notification of Parents' Rights (LIC 995)
- Personal Rights Form (LIC 613A)
- Affidavit Regarding Liability Insurance (LIC 282)
- Family Child Care Consumer Awareness Notice (LIC 9212)

4.5 Orientation & Transition

New families receive a welcome packet and may schedule a transition visit to ease the child into care. Staff will review routines, supplies, and answer any final questions before the first day.

4.6 Ongoing Communication

Enrollment is considered active once all forms are complete and tuition is received. Families are encouraged to maintain open communication and update records as needed.

Parkside Daycare does not discriminate on the basis of race, color, religion, national origin, gender identity, or disability. We are committed to creating an inclusive and respectful environment for all.



4.7 Waitlist Policy

Families may join the waitlist by submitting a completed Waitlist Request Form, including the child's name, date of birth, desired start date, and preferred schedule. Submission does not guarantee placement but ensures consideration when a spot becomes available. Placement is generally first-come, first-served, though priority may be given to siblings of enrolled children, returning families, children transitioning between age groups, or those whose schedule aligns with current openings. Families are encouraged to update contact information and preferences regularly. Children may remain on the waitlist until a spot becomes available or until the family requests removal. If we are unable to reach a family after multiple attempts, the child may be removed from the list.

When a space becomes available, families will be contacted via phone or email and must accept or decline the offer within 48 hours. If declined, the child may remain on the waitlist for future consideration. Parkside Daycare does not charge a fee to join the waitlist. Enrollment fees are only collected once a spot is confirmed and accepted. We understand that waiting for care can be challenging and appreciate your patience and interest in joining our community.

5. Immunization Policy

Parkside Daycare cares about the health of all children and staff, and we follow California state law regarding immunizations for child care enrollment. All children must be up to date on required vaccinations before attending care, unless a valid medical exemption is on file.

Per the California Department of Public Health, children must receive age-appropriate doses of scheduled vaccines to attend licensed child care.

The number of doses required depends on the child's age at enrollment. Families must provide a complete and compliant immunization record before the child's first day of care.

California only allows exemptions for medical reasons. A licensed physician must submit a medical exemption request through the California Immunization Registry (CAIR). Personal belief exemptions are not accepted under state law.

- Immunization records are reviewed regularly to ensure continued compliance.
- When a new immunization is due by age, parents must provide updated records within 15 business days (3 weeks).
- If records are not provided, the child cannot attend daycare until they are submitted. Payment is still required unless proper withdrawal notice is given.

For full details on California's immunization schedule and requirements, visit the California Department of Public Health's Immunization Branch.



We are committed to maintaining a safe and healthy environment for all children. If you have questions about your child's immunization status or need help accessing records, please contact the Directors.

6. Days and Hours of Operation

Parkside Daycare is open Monday through Friday, from 7:30 AM to 5:30 PM. Children should be dropped off no later than 10:00 AM unless prior arrangements have been made. Children should not be picked up between the hours of 1:00 PM and 3:00 PM unless prior arrangements have been made to avoid interrupting daily rest time. We ask that all children be picked up by closing time to avoid late fees and ensure smooth transitions for staff and families.

Our program operates year-round, with age-specific activities and seasonal curriculum adjustments. Any changes to operating hours will be communicated in advance through Brightwheel and/or posted.

- Closed: Weekends, major holidays, and scheduled time off (schedule provided annually for the upcoming school year).
- Early arrivals will not be accepted. The door will not open before 7:30 AM.

6.1 Late Drop-off or Pick-up

Late pick-ups are not accepted. Consistent late pick-up may result in termination (3-strikes policy) at the sole discretion of the daycare.

- 1–10 minutes late: \$15 fee
- Anything beyond 10 minutes is an additional \$1 per minute until the child is picked up

6.2 Holiday Closures & Special Events

At Parkside Daycare, we recognize that child care is a vital part of each family's daily rhythm—and that holidays and special occasions are equally important moments for rest, celebration, and connection. Our closure schedule is thoughtfully designed to balance two essential goals:

- Ensuring families have adequate notice and coverage for planned closures
- Honoring the need for our staff and families to spend meaningful time with loved ones

We observe a select number of holidays and seasonal breaks each year, aligned with major cultural and national observances as well as the local Newhall School District Calendar. These



closures allow our team to recharge and participate in family traditions, while giving families time to plan ahead for alternate care or shared celebrations.

Our full closure calendar is provided at enrollment and updated annually. We commit to giving at least 30 days' advance notice for any non-standard closures, and we welcome feedback from families to help us align with community needs.

7. Attendance Agreement

7.1 Consistent Attendance

Regular attendance supports your child's development and helps maintain classroom stability. Please notify us of any planned absences in advance.

7.2 Absence Notification

Please inform us by 9:00 AM if your child will be absent due to illness or other reasons.

7.3 Extended Absences

Families planning extended time away (vacation, medical leave, etc.) must provide written notice at least two weeks in advance. Tuition remains due during these periods unless otherwise arranged.

8. Payment Policy

8.1 Payment Policy

Tuition Rates: Tuition is based on your child's enrollment status (full-time or part-time) and is outlined in your Enrollment Agreement. Current rates can be found in the latest Tuition Rate Sheet. Rates are subject to change with parent notification.

We proudly accept child care subsidies and will never discriminate based on subsidy status, and we accept subsidies through approved programs.

Families using subsidies must:

- Provide current documentation from their subsidy agency
- Maintain active eligibility and complete all required recertifications
- Notify Parkside Daycare of any changes in status or funding



- Pay any difference between the agency reimbursement and our standard tuition rate in compliance with the remainder of these payment policies

8.2 Due Dates

Payment is required by the start of daycare Monday every 2 weeks. Payment must be submitted through daycare approved application unless otherwise agreed to by the daycare.

8.3 Late Payments

Late payments greater than 5 days late incur a \$25 late fee. Continued late payments may result in termination (3-strikes policy) at the sole discretion of the daycare.

8.4 Accepted Methods

The preferred payment method is through the Brightwheel app and credit card and ACH transfer are both accepted. Autopay is preferred.

8.5 Refunds & Credits

Tuition is non-refundable. No credits are issued for absences, holidays, scheduled closures, or closures due to emergencies unless otherwise stated.

8.6 Returned Payments

A \$35 fee will be charged for failed electronic payments.

9. Termination Policy & Advance Notice Agreement

Parkside Daycare is committed to maintaining respectful, professional relationships with families. To ensure smooth transitions and protect program stability, we require advance notice for any termination of care.

9.1 Termination By Provider

We reserve the right to terminate care with 2 weeks' notice for:

- Non-payment
- Repeated late pickups
- Unsafe or disruptive behavior



- Failure to follow policies

9.2 Termination By Family

- Four weeks' notice (or two full pay periods) is required to withdraw a child.
- Deposit will be applied to final pay period if proper notice is given.
- No refunds will be provided for unused tuition.

In cases of serious misconduct or safety risk, termination may be immediate and without notice.

All outstanding balances must be paid by the final day of care. Families may request copies of attendance records, incident reports, or other documentation at any time. We understand that transitions can be emotional and complex. Our goal is to support families with clarity, compassion, and professionalism throughout the process.

10. Daily Schedule & Supplies

Our daily schedule is designed to support whole-child development—cognitive, emotional, physical, and social—while creating a predictable rhythm that helps children feel safe and engaged.

10.1 Daily Schedule Overview (18+ months)

Each day includes a blend of guided activities, free play, rest, and nourishment. While exact times may vary slightly by age group, our general flow includes:

- 7:30 → Arrival & Indoor Free Play
- 8:30 → Breakfast
- 9:10 → Morning Story Time
- 9:30 → Outside Play / Playground (weather permitting)*
- 10:30 → Morning Quick Snack
- 10:50 → Enrichment Activity (Changes Daily)
- 12:00 → Lunch
- 12:40 → Quiet Transition / Story Time
- 1:00 → Nap / Rest Time **(PLEASE PICK UP ONLY BEFORE 1PM OR AFTER 3PM)
- 3:00 → Afternoon Interactive Snack
- 3:40 → Outside Free Play (weather permitting)* and Movement
- 5:00 → Indoor Free Play & Pick-Up
- 5:30 → Daycare closes



* During times of inclement weather (precipitation or temperatures over 100°F) outdoor activities will be moved inside to a temperature controlled room.

** Fitted Crib Sheet brought from home required for use with portable cribs or rest mats. Children under 18 months will be included in any activities that can be modified for their age, and a customized nap schedule will be created with caregivers.

10.2 Required Supplies

To ensure your child is comfortable and prepared, we ask families to provide the following labeled items:

- Change of Clothes (including socks and underwear)
- Seasonally Appropriate Outerwear (hat, jacket, sunscreen)
- Nap Items (sent home weekly) (crib-sized sheet, blanket, comfort item if desired)
- Diapers (if applicable)
- Water Bottle and Sippy Cup
- Special Medications or Allergy Supplies (with proper documentation)

Daily Attire

- Comfortable, weather-appropriate clothing
- Closed-toe shoes for outdoor play
- Extra set of clothes (including socks and underwear) in labeled bag

Personal Items

- Please leave toys, electronics, and valuables at home.
- Comfort items (e.g., blanket, stuffed animal) are welcome for nap time.

All personal items must be labeled with your child's full name. We recommend checking your child's cubby weekly to ensure supplies are replenished and seasonally appropriate.

10.3 Program-Supplied Materials

Parkside Daycare provides all curriculum materials, baby wipes, art supplies, and classroom items. We supply all snacks and meals for children through our nutrition program.

10.4 Lost & Found

Unlabeled items will be placed in our Lost & Found bin. Items not claimed within 30 days may be donated.



This policy helps us maintain a smooth, nurturing environment where children can focus on learning and play. Thank you for partnering with us to make each day joyful and well-prepared.

11. Meals & Snacks

Parkside Daycare provides nutritious, CACFP-compliant meals and snacks daily to support the health and development of every child in our care. Our menus are designed to meet federal and state nutrition standards, offering balanced options that reflect the Dietary Guidelines for Americans and promote lifelong healthy habits. Menus will be posted and shared via Brightwheel. All meals are prepared and served in accordance with safe food handling practices.

- We serve morning snack, lunch, and afternoon snack to all enrolled children.
- Meals include a variety of whole grains, fresh fruits and vegetables, lean proteins, and low-fat dairy.
- Water is available throughout the day, and milk is served with meals per CACFP guidelines.
- Infants receive formula or breast milk and age-appropriate solids based on individual feeding plans.

11.1 Mealtimes and Snack Schedule

Below is a typical schedule we follow for meals and snacks.

Toddler & Preschool:

- Breakfast: 8:30 AM
- Morning Snack: 10:30 AM
- Lunch: 12:00 PM
- Afternoon Snack: 3:00 PM

For infants under 12 months, a meal schedule will be determined in coordination with parents.

11.2 Allergy & Dietary Needs

- Families must notify us of any allergies or dietary restrictions during enrollment.
- Substitutions are made in accordance with CACFP standards and licensing regulations.



11.3 Outside Food Policy

- To maintain compliance and safety, outside food (besides formula and breast milk) is not permitted unless approved for medical or cultural reasons.
- Special occasion treats must be store-bought, labeled, and pre-approved by the Director.

Parkside Daycare is proud to participate in the CACFP program and is committed to providing meals that nourish, comfort, and support every child's growth. For more information about CACFP standards, visit the California Department of Social Services CACFP page.

12. Nap & Rest

Parkside Daycare provides a nurturing environment that supports each child's need for rest and relaxation. In accordance with California Title 22, Section 101230, we offer daily nap opportunities for children under five years of age, within the following guidelines.

- Rest/Nap time: 1:00 PM – 3:00 PM daily.
- All children under age 5 must rest per CA state requirement.
 - Quiet activities will be provided at 1 hour for early risers.
- Each child has a designated crib or mat, sanitized weekly
- Parents must provide a fitted crib sheet and blanket (for over 1 year) or sleep sack if used, weekly (returned at the end of the week).
- Pacifiers (without anchors or attachments) and stuffed animals (for over 1 year) are permitted as comfort items used only at rest time.
- Additional rest/nap times will be available to children younger than 24 months as needed or per guardian request.
- Please avoid picking up children during Rest/Nap time -- if necessary please inform daycare in advance.

13. Diapering & Potty Training

13.1 Diapering

We maintain a clean, sanitary, and respectful diapering routine for children who are not yet toilet trained:

- Diapers will be changed as often as necessary to ensure all children are clean and dry.
- Disposable diapers must be used (no cloth or reusable diapers permitted).
- Diapers: Parents must supply enough for two weeks at a time.
- Wipes: Provided by daycare. (Huggies Natural Sensitive Skin Wipes)



- Staff will wash their hands thoroughly with soap and water before and after every diaper change.
- Child's hands will be washed after every diaper change.

13.2 Potty Training

We recognize that potty training is a developmental milestone that varies by child. Our approach is gentle, consistent, and collaborative:

- Daycare will work with parents to assist in potty training including reminders and frequent visits to the potty.
- Disposable Diapers/Pull-ups must be provided until the child is accident free.
- Children are encouraged to use the toilet at regular intervals and before transitions (e.g., nap, outdoor play). Staff offer positive reinforcement and avoid pressure, punishment, or shaming.
- Accidents are handled calmly and respectfully, with assistance as needed.
- Children are never forced to sit on the toilet or remain there against their will.

14. Behavior Guidance & Discipline

14.1 Philosophy

We use positive guidance/reinforcement, redirection, and age-appropriate behavior management (such as natural consequences) will be used to support emotional development.

14.2 Discipline Practices

- Clear expectations and consistent routines
- Gentle redirection and problem-solving
- Time-in or quiet space for emotional regulation
- No corporal punishment, threats, or humiliation

14.3 Challenging Behavior

- Families will be notified of persistent behavioral concerns.
- Collaborative plans may be developed with input from parents and specialists.

14.4 Biting

- If a child bites and leaves a mark or breaks the skin, it will count as a strike.
- After the first 3 strikes the daycare and guardians must meet to discuss a behavioral improvement plan.



- 3 strikes after a behavioral improvement plan and the child will be asked to leave the daycare.

15. Illness Policy

To minimize the spread of illness and ensure a nurturing environment, we ask families to follow the guidelines below when determining whether a child should attend care.

15.1 When to Keep Your Child Home

Children must be kept home if they exhibit any of the following symptoms:

- Fever of 100.4°F or higher within the past 24 hours
- Vomiting or diarrhea within the past 24 hours
- Persistent cough or difficulty breathing
- Rash with fever or behavioral changes
- Eye discharge (thick, colored, or crusty)
- Unusual fatigue, irritability, or inability to participate comfortably in activities
- Any contagious illness (e.g., strep throat, COVID-19, RSV, influenza) until cleared by a healthcare provider

15.2 On-Site Illness

If a child becomes ill during the day, parents will be contacted immediately and must arrange prompt pickup. The child will be kept comfortable and supervised in a designated area until departure. Families will be notified immediately and ill children will be isolated from remaining children until pick up. Children must be picked up within 1 hour of notification unless otherwise arranged. Pick up beyond an hour will incur the same fee as late pick up from regular hours.

15.3 Return to Care Criteria

Children may return to daycare when:

- They have been symptom-free for at least 24 hours without medication
- A healthcare provider has cleared them to return (if applicable)
- They are able to participate fully in daily activities

15.4 Communicable Conditions

Parkside Daycare will notify families if a diagnosed contagious condition arises in the center. We follow guidance from the California Department of Public Health and Child Care Licensing to determine exclusion and return timelines.



15.5 Emergency Symptoms

If a child exhibits signs of a medical emergency (e.g., severe breathing difficulty, seizure, unresponsiveness), staff will call 911 and notify the parent immediately.

16. Medication

Parkside Daycare is committed to the health and safety of all children in our care. Medication will only be administered when necessary and in accordance with state regulations and written parental authorization. This policy outlines the procedures and requirements for administering medication to enrolled children.

16.1 Authorization Requirements

- Parents must complete and sign a “Permission to Administer Medication” form for each medication.
- Prescription medications must be accompanied by the original pharmacy label, including the child’s name, dosage, and prescribing physician.
- Over-the-counter medications must be age-appropriate and provided in the original packaging with clear use and dose instructions.
- Deviation from packaging or prescribed dosage requires a doctor’s note.

16.2 Staff Responsibility

- Only trained staff members designated by the Director will administer medication.
- Staff will follow dosage and timing instructions exactly as provided.
- A medication log will be maintained, documenting each administration, including date, time, dosage, and staff initials.

16.3 Storage and Safety

- All medications will be stored securely, out of reach of children, and according to any specific storage requirements (e.g., refrigeration).
- Expired or improperly labeled medications will not be administered and must be replaced by the parent.

16.4 Emergency Medications

- Emergency medications (e.g., EpiPens, inhalers) must be provided with a completed action plan from the child’s physician.
- Staff will be trained in the use of emergency medications and procedures.



16.5 Parent Responsibilities

- Parents must notify Parkside Daycare of any changes to dosage, schedule, or medication type.
- Parents are responsible for ensuring medications are replenished and not expired.
- Parents must provide clear instructions and ensure all forms are complete before medication can be administered.

16.6 Refusal to Administer

- Parkside Daycare reserves the right to refuse administration of any medication that lacks proper documentation, appears unsafe, or falls outside staff training or licensing scope.

This policy is intended to protect the health of all children and ensure that medication is administered safely, responsibly, and in partnership with families.

17. Emergency Procedure & Disaster Plan

Parkside Daycare is committed to maintaining a safe and responsive environment for children, staff, and families. Our emergency procedures and disaster plan are designed in accordance with California Child Care Licensing regulations and the California Child Care Disaster Plan. We prepare for a range of scenarios to ensure swift, coordinated action in the event of an emergency.

Parkside Daycare is equipped with a fire extinguisher, regularly inspected and located in an accessible area for staff use. Staff are trained in emergency protocols, including evacuation routes, first aid, and fire safety procedures. Emergency drills are conducted per regulations and documented for licensing compliance.

- Families will be notified promptly via phone, or in-person during any emergency.
- Emergency contact information will be kept current and reviewed during enrollment and annually.
- In the event of evacuation, children will be relocated to a designated safe site and families will be informed immediately.
- Parkside Daycare will follow local public health and emergency management guidance for reopening and recovery.

We encourage families to review our full disaster plan, available upon request, and to participate in preparedness efforts when invited.



18. Parent & Daycare Communication

We believe communication is key for the best child care experience. We are committed to building respectful, responsive relationships that foster trust, transparency, and shared understanding.

- We use the Brightwheel app to share real-time updates, photos, messages, and reminders.
- Parents can message staff directly through Brightwheel for quick questions or updates.
- Daily reports include meals, naps, activities, and any notable observations.

18.1 Open Door Philosophy

- Families are welcome to request phone calls or in-person meetings to discuss developmental progress, transitions, or concerns.
- Parents are welcome to visit classroom activities when appropriate and previously arranged.
- We welcome feedback and suggestions to improve our program and communication practices.

19. License & Accreditation Info

Parkside Daycare is a licensed child care facility operating under the oversight of the California Department of Social Services, Community Care Licensing Division (CCLD). Our license number is 197701002, issued on September 12, 2025.

We are committed to maintaining full compliance with all health, safety, and operational standards outlined by the CCLD. Families can learn more about California's licensing standards and provider responsibilities by visiting the Child Care Licensing Program page.

For questions about our licensing status or to view inspection reports, families may contact the Director or access public records through the CCLD's facility search portal.

20. Mandated Reporting of Abuse & Neglect

As a licensed child care facility in California we are legally required to comply with the state's mandated reporting laws under California Penal Code § 11165.7.

All Parkside Daycare staff, including administrators, teachers, aides, and volunteers, are considered mandated reporters. All staff will complete Mandated Reporter Training for Child Care Providers, as required by California Assembly Bill 1207. This means they are legally



obligated to report any known or suspected instances of child abuse or neglect to the appropriate authorities.

Mandated reporters must report suspected:

- Physical abuse
- Sexual abuse or exploitation
- Emotional abuse
- Neglect (including failure to provide food, shelter, medical care, or supervision)
- Willful endangerment or abandonment

Parkside Daycare supports open communication with families, but staff are not permitted to notify parents before making a mandated report. This ensures the safety of the child and compliance with legal protocols.

For more information, families and staff can visit the California Mandated Reporter Training Portal or the Child Welfare Information Gateway.

21. Personal Rights of the Child

We are committed to upholding the personal rights of every child in our care, as outlined in the California Code of Regulations, Title 22, Section 101223. These rights ensure that children are treated with dignity, respect, and protection in all aspects of their day-to-day experience.

At the time of enrollment, families will receive a copy of the official LIC 613A Personal Rights form. Parents or guardians must sign an acknowledgment confirming they have reviewed these rights, which will be kept in the child's file. Parkside Daycare is proud to provide a nurturing environment where every child's rights are honored and protected.

22. Parent Rights & Responsibilities

We believe families are essential partners in a child's development. We are committed to honoring parent rights while fostering respectful, collaborative relationships that support each child's well-being.

Parents and legal guardians have the right to:

- Be informed of their child's experiences, progress, and any concerns
- Review licensing reports, inspection records, and program policies
- Receive prompt communication regarding injuries, illnesses, or behavioral incidents
- Access their child's records upon request
- Be notified of any changes in program operations, staffing, or policies



- File complaints with the Community Care Licensing Division (CCLD) without fear of retaliation
- Receive a copy of the “Notification of Parent’s Rights” form (LIC 995) at enrollment

To ensure a safe and supportive environment, parents are expected to:

- Keep emergency contact, health, and immunization records up to date
- Notify staff of any changes in schedule, health status, or authorized pickups
- Follow all arrival, departure, and attendance procedures
- Communicate respectfully with staff and other families
- Adhere to payment schedules and program policies
- Report any concerns or suspected abuse to the Director or licensing agency

Parkside Daycare values open communication and mutual respect. We strive to create a welcoming space where families feel informed, empowered, and involved in their child’s care.