



Wah Mei School
Bilingual Education Since 1974

Early Care & Education Program

PARENT HANDBOOK

Sunset (Main Office)

1400 Judah Street
San Francisco, CA 94122
(415) 665-4212
ece.sunset@wahmei.org

Civic Center

90 7th Street
San Francisco, CA 94103
(415) 554-8100
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Financial District

75 Hawthorne Street
San Francisco, CA 94105
(415) 744-6751
ece.fidi@wahmei.org

Website: www.wahmei.org
General Inquiry/Enrollment E-mail: preschool@wahmei.org



Wah Mei School
Bilingual Education Since 1974

WELCOME

Welcome to the Wah Mei community! We are honored to have your child and family join us. Our mission is to provide a safe and nurturing, high-quality Chinese-English bilingual/bicultural environment that promotes children's development while also building a supportive community for their families.

This handbook is designed to help your family understand our program policies and procedures. To ensure that your child and family have a rewarding and safe experience, our program is compliant with California Community Care Licensing, California Department of Education (CDE), City of San Francisco Early Learning Scholarship System, (ELS) and First 5 San Francisco's Preschool For All (PFA) regulations and standards.

We believe family partnerships are vital in creating a successful learning environment for children. We welcome any comments, suggestions, questions or concerns about the program. Please review and follow the policies and procedures outlined. You will be notified of any policy changes during the year.

Thank you for choosing Wah Mei. We look forward to providing your child with a caring and enriching environment. Please feel free to reach out if there are any questions to: preschool@wahmei.org.

Board & Staff of Wah Mei



TABLE OF CONTENTS

ABOUT US

Mission and Vision	1
Core Values	1

LICENSE	2
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HOLIDAYS & PROGRAM CLOSURE	3
---------------------------------------	----------

EDUCATION AND CURRICULUM

Education Philosophy	4
Curriculum	5
Convergent Learning Materials	6
Inclusion	7
Developmental Screening and Assessment	7
Mental Health Consultation	7

YOUR CHILD AT SCHOOL

Daily Schedule	8
Clothing	8
Diapering (For Infant & Toddler Program)	9
Toilet Learning (For Toddler Program)	9
Toys from Home	9
Rest Time	10
Daily Summary Report via Learning Genie	10
Communication	10
Parent-Teacher Conferences	11
Celebrations & Birthdays	11
Field Trips	12
Transitions	12

DROP-OFF/PICK-UP PROCEDURE

Drop-Off Procedure	13
Pick-Up Procedure	13
Sign-in/Sign-Out Procedures	13

PROGRAM OPTIONS AND ENROLLMENT

Waitlist & Enrollment Priority	14
Full Tuition & Tuition Assistance Program Options	14
• General Child Care and Development Program (CCTR)	15
• California State Preschool Program (CSPP)	16
• Preschool For All Tuition Credit Program (PFA)	17



- Center-MRA Program 17
- Early Learning Scholarship Voucher 17
- Child Care Aware of America (CCAoA) 18

ATTENDANCE

Excused Absence	19
Family Emergency Absences	19
Vacation or Best Interest of the Child (BIC) Days	19
Single Day Absences	20
Multiple Day Absences	20
Late Arrival	20
Late Pick Up	20

TUITION AND FEES

Tuition / Family Fees Determination	21
Payment	21
Delinquent Payments	21
Returned Checks	21
Absences/ Agency Holidays/ <i>Closure</i>	22
Withdrawals and Changes	22
Late Pick Up	22

HEALTH AND SAFETY

Immunizations	23
Physician's Report & Preadmission Health History	23
Health Screenings	23
Illness Policy	23
Contagious Conditions	24
Administration of Medication	25
Good Hygiene & Handwashing	26
Nut-Free Facility	26
Toddler & Preschool Food Program	26
Toddler & Preschool Food Program Schedule	27
Dietary Restrictions	27
Meal Menu (Toddler & Preschool Program)	27
Infant Food Policy	28
Outside Food Policy	28
Injuries	29
Biting Policy	29
Earthquake, Fire and Emergency Events Preparedness and Response	31

FAMILY PARTNERSHIPS AND PARTICIPATION

Parent Workshops	33
Community Activities	33



Fundraising	33
Donations	34
Board of Directors/Board Committees	35

POLICIES

Confidentiality	37
Dangerous Weapons	37
Discipline	37
Harassment Policy	38
Mandated Reporting for Suspected Child Abuse and Neglect	38
Non-Discrimination Policy	39
Non-Religious Affiliation	39
Open Door Policy	39
Parent Rights	39
Prohibited Substances	39
Publicity/Photo Release	40
Respectful Behavior	40
Sexual Harassment Policy	40
Smoking	40

CONCERNS OR COMPLAINTS PROCEDURE

UNIFORM COMPLAINT PROCEDURES

PARENT HANDBOOK ACKNOWLEDGEMENT



ABOUT US

Mission and Vision

The mission of Wah Mei is to provide a safe and nurturing, high-quality Chinese-English bilingual/bicultural environment that promotes children's development while also building a supportive community for their families.

Our vision is to be an outstanding agency with a professional, caring staff within a well-equipped facility which provides a positive and happy early childhood experience.

Core Values

1. Chinese Culture and School Readiness are Intertwined

Our teaching style and curriculum emphasizes our rich Chinese heritage, culture, and traditions, bolstered daily with our core Trilingual and Bilingual programs. We prepare children to be school-ready global citizens, in a fun and developmentally appropriate environment.

2. We Support, Nurture, and Value the Uniqueness of Our Children

We are child centered: The children always come first. We are supportive, nurturing, and health conscious in our planning and preparing for the activities and the food offered. We provide a safe, open environment for every child.

We value, appreciate, and foster the unique attributes and experiences of each child and his/her family. Caring for each child and providing guidance and activities to help realize each child's potential is important to us. We actively attend to his/her physical, social, emotional, and intellectual needs.

3. Play Based Activities Enhance Learning

We believe that children learn through structured and unstructured play. We encourage them to creatively explore through our play-based curriculum activities, including music, songs, art, movement, and more.

4. Diversity Matters to Us

We believe in maintaining a diversity of cultures and socio-economic situations at our agency and encourage any family to apply. We are proud of our inclusive programs, supporting all families with economic and/or special needs.

5. Our Relationships in the Community are Deep and Collaborative

We commit to maintaining trusting and collaborative relationships within the center as well as with the larger Wah Mei community. We have a strong network of partners and supporters who believe in the value we bring to our community.



LICENSE

State of California Department of Social Services
License to operate and maintain a “Day Care Center”

<p><u>Sunset (Main Office)</u> 1400 Judah Street San Francisco, CA 94122 (415) 665-4212</p>	<p><u>Civic Center</u> 90 7th Street San Francisco, CA 94103 (415) 554-8100</p>	<p><u>Financial District</u> 75 Hawthorne Street San Francisco, CA 94105 (415) 744-6751</p>
<p>-- -- --</p> <p><u>Facility Number</u> Preschool 380504314</p> <p><u>Ages</u> 2 years 9 months to Entry into First Grade</p> <p><u>Maximum Capacity</u> 65</p>	<p><u>Facility Number</u> Infant 384004236</p> <p><u>Ages</u> Birth to 2 years</p> <p><u>Maximum Capacity</u> 42</p> <p>-- -- --</p> <p><u>Facility Number</u> Preschool 384004237</p> <p><u>Ages</u> 2 years to Entry into First Grade</p> <p><u>Maximum Capacity</u> 70</p>	<p><u>Facility Number</u> Infant 384004234</p> <p><u>Ages</u> Birth to 2 years</p> <p><u>Maximum Capacity</u> 24</p> <p>-- -- --</p> <p><u>Facility Number</u> Preschool 384004235</p> <p><u>Ages</u> 2 years to Entry into First Grade</p> <p><u>Maximum Capacity</u> 30</p>
<p>Hours of Operation*</p>		
<p>Monday to Friday 7:30am to 6:00pm</p>	<p>Monday to Friday 7:00am to 6:00pm</p>	<p>Monday to Friday 7:00am to 6:00pm</p>
<p>*Hours of operation may differ from the “hours of service” families receive. Hours of service are determined by program option and certification. See <i>Program Options and Enrolment</i> for details</p>		
<p>Note: Hours of Operation may be modified due to COVID-19</p>		



HOLIDAYS & PROGRAM CLOSURE

Wah Mei School ECE Program operates on a minimum of 246 days per year, and will be closed on the following days.

- Independence Day
- Labor Day
- Indigenous People's Day
- Veteran's Day
- Thanksgiving
- Day after Thanksgiving
- Christmas
- New Year's Day
- Martin Luther King Jr. Day
- Presidents' Day
- Lunar New Year
- Memorial Day
- Juneteenth
- Additional closure for Staff In-Service, Professional Development or WMS' agency activities



EDUCATION AND CURRICULUM

Education Philosophy

We believe that bilingual and multicultural experiences are part of the development of the "whole" child and that both Chinese and English should be given equal weight in the educational program. Wah Mei is committed to considering the needs of children in all areas of development including: thinking and reasoning skills, communication skills, positive social interactions, fine and gross motor skills, emotional well-being, culture (i.e. art, music, and drama), science, and nutrition. We believe that each child's strengths and needs to be recognized, valued, and incorporated into the program. Further, children need a well-planned environment with many developmentally appropriate choices and experiences which encourage them to explore and learn. Wah Mei is also committed to addressing the needs of the whole family and to recognizing family dynamics. Parental input and participation are vital in building a successful early care and education program.

In keeping with this philosophy, Wah Mei has established the following goals:

- To provide an early childhood program which includes realistic, non-stereotyped (e.g. ethnic, gender, or sexual) and sensitive portrayals of the varied cultural backgrounds of the children, their families, and the community.
- To provide good language role models in both Chinese and English, giving equal value to each language.
- To provide a structured, yet flexible program that recognizes the strengths, interests, and needs of each child.
- To provide a curriculum which includes a wide range of age-appropriate activities and experiences which encourage development in all areas: cognitive, receptive and expressive language in both Chinese and English, gross and fine motor skills, social and emotional needs, creativity (art, music, dramatic play), science, and nutrition.
- To provide a healthy, nurturing, supportive, and organized environment which offers many choices using concrete materials relevant to young children, thereby increasing their curiosity and positive feelings about learning.
- To provide children with a nutritious, balanced, and multi-ethnic food program.
- To foster active parent and community participation.
- To provide assistance, when necessary, to children and families in obtaining social service referrals and parent education.
- To incorporate strengths of a diverse staff and to enhance teaching abilities through meaningful and appropriate staff development.



In order to achieve our goals, we believe that:

- Curriculum needs to be processed as well as product oriented.
- Curriculum needs to be suited to each child's maturity and state of development (i.e. developmentally appropriate).
- Curriculum needs to be developed and implemented in a sequential manner, incorporating all areas of development, including social, cognitive, linguistic, emotional, and physical skills.
- Curriculum needs to emphasize cross-culturalism and not contain ethnic stereotyping or gender bias.
- Curriculum needs to be implemented in small groups as well as on an individual or large group basis.
- Curriculum activities need to incorporate the strengths of various staff members, parents, and community people.
- Curriculum needs to use the child's home environment to create learning activities at the center.
- Curriculum needs to be interdisciplinary.

In conclusion, we believe that children should be given varied opportunities to have hands-on experiences, and to interact through learning activities provided both by teachers and families. With a school environment such as this, children will not only be given a solid academic and social foundation, but they will also leave our school with a desire to learn further.

Curriculum

Wah Mei implements a research-based, inquiry-based curriculum. The classroom environment is set up to support children's development through learning areas: Library, Dramatic Play, Blocks, Art, Sensory, Manipulatives, Science and Exploration, Music and Movement, Games, and Writing. These areas are used to build upon the inquiry-based curriculum. Teachers guide children through in-depth projects of real-world topics. These projects and activities begin with children's interests, strengths and needs. Children are given opportunities to ask questions, inquire, make hypotheses, recall past experiences and knowledge, and develop goals. As the project continues to build on those inquiries, children conduct experiments and through their hands-on learning experiences, they are able to answer those questions and make connections. Throughout projects and using the learning environment, Wah Mei supports the development in the following domains:

- **Self and Social Development:** This aspect of the program focuses on the self-image of the child and his/her immediate world-the family, the home, the neighborhood. Wah Mei will present books, stories, toys from other cultures in a non-stereotyped framework. Sharing, playing together, helping one another, working together, etiquette,



and accepting each other's differences will also be emphasized. The children will work on a number of cooperative projects.

- **Language Development:** Identifying common objects in both English and Chinese, finger plays, creative dramatics, rhymes and riddles, puppet plays, listening to stories and folk tales are an integral part of the oral language development program. In addition, we encourage children to articulate their own experiences and create their own stories.
- **Literacy Development:** Becoming familiar with books, print, and letters, writing his/her name, developing good listening habits, learning to sequence and retell details, and classifying objects and pictures are a part of your child's reading readiness.
- **Cognitive and Science Development:** Insects, birds, animals, and plants that we see around our school, community, and city will be the primary focus of the science program. The science program focuses on ecology and hands-on experimentation. Children will explore the weather, space, air, water, etc.
- **Mathematical Development:** Matching, comparing, sequencing, ordering, grouping, counting, recognizing and writing numbers, measurement, weights, shapes, and time (calendar) are some of the concepts covered in the math readiness program.
- **Physical Development:** Wah Mei has a well-designed program to develop the fine motor and gross motor skills as well as train eye-hand coordination. We also offer a variety of games, relays, body movement activities to music, and free play with physical education equipment.
- **Health and Safety:** Wah Mei promotes children's learning in health habits, safety and nutrition by incorporating daily routines of hygiene, oral care, knowledge of wellness and safety practices such as injury prevention.
- **Visual and Performing Arts and Music:** Children will be provided opportunities to explore visual art, music, drama, dance and movement. During those activities, they will experience the joys of creativity, self-expression and develop the appreciation for arts and music. The school teaches a wide variety of songs in both English and Chinese. The children will also be exposed to a wide variety of music: classical, jazz, rock, Chinese folk, and contemporary music, and music from other cultures and countries.

Convergent Learning Materials

Wah Mei creates hands-on learning experiences for our children that foster their divergent thinking, creativity and collaboration. Our teachers provide activities and strategies that encourage children's kindergarten readiness in meaningful ways without using any format or materials such as copybook or worksheets. We ask parents to reserve the use of convergent materials (i.e., coloring book, copybook and worksheet) at home.



Inclusion

Wah Mei believes that children of all ability levels are entitled to the same opportunities for participation, acceptance and belonging in child care. We will make every reasonable accommodation to encourage full and active participation of all children in our program based on his/her individual capabilities and needs.

Developmental Screening and Assessment

Within the first 30 days of enrollment, parents/guardians are required to complete a developmental screening, the *Ages and Stages Questionnaire (ASQ)*. This will help teachers learn about your child and address any concerns you may have. We work with families to develop a plan to support your child in any areas that you may have concerns.

Your child's teacher will complete a *Desired Results Developmental Profile (DRDP)* within the first 60 days of enrollment and every six (6) months thereafter for your child. The DRDP is an observation-based assessment tool developed by the CDE and used by all state-funded child development programs. The DRDP allows us to evaluate your child's progress in all the developmental areas. Teachers use the information to help identify strengths and needs to help plan curriculum and develop individualized goals.

After each DRDP is completed, your child's teacher will arrange a parent-teacher conference with you to discuss your child's progress. Parent-teacher conferences are conducted at least twice a year, but teachers or parents may request conferences at any time.

Mental Health Consultation

At Wah Mei, a Mental Health Consultant (MHC) is provided by the *Early Childhood Mental Health Project* funded by the *San Francisco Department of Public Health Community and Behavioral Health Services for Children, Youth and Family*. The MHC supports teachers through general observation and feedback. The MHC conducts general observations and offer feedback and strategies to teachers to better support the mental-health and well-being of each child. There will be no formal observation or assessment conducted without parent/guardian's written consent. The MHC is also available for consultation with families. If you would like to schedule a meeting with the MHC, please let your teacher know and we can arrange it for you.



YOUR CHILD AT SCHOOL

Daily Schedule

Wah Mei School creates a balance of structured and unstructured learning time for children. While the daily routines for infant are mainly based on their natural rhythm, toddler and preschooler will have their classroom daily rhythm as a class.

Typical daily activities include:

- Morning and Afternoon Circle Time (English/Chinese)
- Small-Group Activity
- Free Choice / Independent Learning
- Outdoor Play
- Meals and Snack
- Nap / Rest Time

Clothing

Wah Mei provides many different learning experiences for children. Appropriate and comfortable clothing and accessories will allow them to participate in all activities offered.

All clothing must be marked with the child's name. Use a permanent marker, laundry pen, or iron-on name labels to identify everything your child brings to school. We are not responsible for lost clothing. We try to teach children to be responsible for their own clothing by having them hang their own coats on designated hooks.

Wah Mei School is not responsible for any missing or damaged accessory items.

For the safety of the children, please consider the following suggestions:

- Velcro sneakers are highly recommended. Shoes must be kept on at all times outdoors and most of the time indoors.
- Pants with elastic waists or warm-up pants are recommended. Jumpsuits and overalls are discouraged because these garments make it difficult for children to go to the bathroom on their own or for diapering.
- San Francisco weather is unpredictable. Please send your child to school with a coat or sweater.

Extra Clothing: Each child must have a complete change of clothing at school at all times (minimum of 3 sets for infant and toddlers). Please check for soiled clothing in/near the children's cubby. If your child does not have an extra change of clothes, the school will provide some. Please wash and return them to school as soon as possible.



Diapering (For Infant & Toddler Program)

Wah Mei School does not provide diapers, wipes and ointment to the children in the infant and toddler programs. Parents are required to bring their own diapers, wipes and/or ointment for their child. If you prefer cloth diapers, arrangements must be made with the teacher and staff cannot rinse soiled cloth diapers or clothing.

Families are required to change their child or have their child use the toilet before leaving them at the center for the day. Teachers will check diapers and remind children to use the toilet every two (2) hours, or as needed. We use a very specific diapering procedure when changing a child's diaper which is designed to protect staff and children's health and safety and proper sanitation. This procedure is posted in the diaper changing areas of the classrooms, and we expect all families to follow them. When changing a child on the changing tables, adults must never leave the child unattended.

Toilet Learning (For Toddler Program)

When and how to help your child learn to use the toilet depends on your child's readiness, as well as parents' beliefs and values about toilet learning. When you feel your child is ready for toilet learning, the first step is to talk with the Lead Teacher to discuss how Wah Mei School supports toilet learning, and to formulate specific plans for your child which will be documented.

Toys from Home

Wah Mei School provides all educational materials and equipment for our children. Occasionally, teachers will invite children to bring toys from home for project-learning or "Sharing Day". All toys, books or games brought from home should be labeled with your child's name. Wah Mei cannot be responsible for lost or damaged items. Please refrain from bringing violence related materials (i.e. gun, samurai sword, etc.).

If your child needs to bring a specific toy to school for a sense of security, please talk to your child's teacher.

Wah Mei welcomes any items of interest from the home which exhibit the culture of the child to be shared in the class, but please let the teacher know that you will be bringing in these items.



Rest Time

California Community Licensing requires rest time to be offered to all children enrolled in our full-day program.

Infant –A INDIVIDUAL INFANT SLEEPING PLAN (LIC9227) must be completed for each child. Rest time varies based on the child’s individual rhythm. Bedsheets will be provided by Wah Mei School.

Toddler/Preschooler – A two-hours rest time will be provided for the children after lunch time each day. Children are not required to sleep and may be given quiet activities after a period of rest. Wah Mei School provides sleeping mat/cot for each child. Parents are responsible for bringing clean beddings (i.e. blanket, pillow, etc.) weekly. Please label your child’s blanket with his/her name. Beddings will be sent home to be washed every Friday/at the end of the week.

Daily Summary Report via Learning Genie

Wah Mei’s teachers use the Learning Genie app to share daily report with parents. Typical daily reports for children are photos, videos or brief observation notes that highlight the special moment of your child’s day. Infant and toddler’s report will include information about diapering, toileting, eating and sleep pattern.

Child’s supervision, interaction and engagement are our priority. Teachers will not check Learning Genie, email or send updates through Learning Genie during class session. Those tasks can only be performed during teacher’s designated preparation time. For all incidents that require teacher’s immediate attention, please contact your child’s center Site Manager via the site’s email or phone.

Communication

We aim to work with you and your family so that you are well aware of Wah Mei news and events. Our numerous outlets utilize bulletin boards, newsletters, emails, and a parent resource area for news pertaining to your child, the class, and/or the agency.

- **Bulletin Boards:** Bulletin boards are located throughout our school. The center provides school news, events, announcements, newsletters, menus, daily school schedule, curriculum, etc.
- **Weekly Curriculum:** Parents will receive weekly curriculum that the teachers have planned for the children.
- **Newsletter:** Monthly parent newsletters provide school and classroom news, events, announcements, etc. The monthly parent newsletters are emailed or



- given to parents who opt out of email. Periodic public newsletters provide school updates, events, and announcements and are emailed out to participants in our database.
- **Email:** We encourage you to provide an email address that you use regularly so that we may send you newsletters, announcements, monthly menus, event invitations, etc.
 - **Learning Genie app:** Daily summary report (i.e. photos, videos or brief notes) will be shared with parents through Learning Genie. Infant and toddler's report include information about diapering, toileting, eating and sleep pattern.
 - **Parent Resource Area:** We have a resource area in our office with a book lending library, local resources, etc.

Parent-Teacher Conferences

Conferences are an essential part of a parent's involvement. A conference is an opportunity for communication between parents and teachers about your child's adjustment to the program, general development, or specific behavior. Conferences are scheduled twice a year after children's assessments (Please see *Developmental Screening and Assessments*).

We urge parents to inform us as soon as possible of events in the family's life which may cause a change in a child's behavior. It will help us respond to his/her new behavior when we understand the context involved.

Celebrations & Birthdays

Our celebration policy encourages an enhanced understanding of and respect for different cultures and beliefs of children, families, staff, and community. Celebrations at Wah Mei School must be meaningful and intentional. Because Wah Mei's curriculum and philosophy are based on Chinese cultures as well as American cultures, we celebrate holidays and traditions that incorporate those cultures. Wah Mei School is culturally diverse and wants to ensure we are respectful of different cultures. We understand that all cultures celebrate different holidays in different ways. We welcome family involvement and the sharing of cultural traditions at any time of the year. Please discuss with your child's Lead Teacher to plan together so we ensure participation is appropriate for everyone. Families have a right to have their child not participate in celebrations.

Birthdays are milestones for children. We agree with the value of birthday celebrations, so we celebrate monthly birthday parties collectively.



Field Trips

The field trips at Wah Mei School is one of the most essential aspects of our curriculum. It is important in the early years to build vocabulary and knowledge of the real world through a child's interaction with his/her environment.

Field trips are scheduled regularly and often aligned to the topic of study, investigation or a project. Children also often visit local parks to allow for outdoor play experiences. In addition to concept building, our field trip program provides change and variety for children.

We often travel on public transportation and need to follow a schedule. Before leaving the center, we need time to brief the children on our destination, put on jackets, put on name tags, and go to the bathroom. For these reasons, the children must be at the center by the time requested by the classroom teachers on field trip days. When in doubt, give us a call and let us know that you are running late. We encourage all families to arrive ON TIME for field trips, as specific accommodations cannot always be honored.

Children should wear appropriate pants, walking shoes, a coat or sweater, and/or cap for San Francisco's variable weather conditions. We suggest and recommend children to wear Wah Mei logo clothing to field trips so that they can be easily identified.

Parents are invited to accompany the children on certain field trips, providing that this does not interrupt into a parent's normal work, school, training or need for service. Parents can be helpful in providing additional supervision to children.

Transitions

Your child is always growing. Wah Mei's staff regularly monitor their emotional, mental, and physical growth. When your child reaches certain developmental milestones, Wah Mei's staff will work with parents to develop a transition plan to ensure a smooth transition from one program option to the next (i.e. infant room to toddler room or toddler room to preschool room), so that your child will flourish in their new environment. At each step, parents will be involved in the process and informed of their program option choices for new placement.



DROP-OFF/PICK-UP PROCEDURE

Drop-Off Procedure

Our staffing patterns are set to ensure the highest level of supervision of children. Children will not be admitted into the classroom before their scheduled/contracted times. At arrival time:

1. Please sign in using your authorized signature and record the time.
2. Take your child to use the bathroom and wash their hands. If your child wears a diaper, please ensure he/she has a clean diaper before your departure.
3. Bring your child into the classroom and **PRESENT HIM/HER DIRECTLY TO A TEACHER**. Make sure a teacher has acknowledged your child's arrival.

Pick-Up Procedure

It is extremely important for children to be picked up on time. At pick up time:

1. Please sign out using your authorized signature and record the time
2. Look in child's cubby and mailbox for child's work and any announcements
3. Please say goodbye to the teachers in the classroom. Make sure a teacher has acknowledged your child's departure.

Sign-in/Sign-Out Procedures

It is a California Community Care Licensing requirement that each parent/adult must sign in each child at drop off and sign out each child at pick up with their full legal signature.

Wah Mei will not be responsible for children who are not signed in/out properly.

Persistent non-compliance with the sign in/sign out procedure will be grounds for dismissal due to lack of adherence to agency policies.

Parents are required to observe the following rules regarding sign in/sign out:

- Parents/adults must sign their full legal signature and the exact time they arrive and depart.
- Wah Mei will **NOT** release children to anyone other than:
 - The legal parent or guardian
 - Persons authorized **IN ADVANCE** in writing or by parent authorization via email or on the emergency and identification card. If you would like to add or drop someone from the authorization list, notify the office. Wah Mei may ask the pick-up person to show their photo identification.
- Wah Mei will **NOT** release children to:
 - Persons under 18 years of age.
 - Persons who appear intoxicated.
 - Persons who appear unable to supervise children safely/pose imminent or future threat to the child's safety and well-being.



PROGRAM OPTIONS AND ENROLLMENT

We accept applications year-round with rolling enrollment. All admission, enrollment forms, and required documentation along with applicable fees paid are to be submitted prior to your child's first day of attendance.

At Wah Mei, equal educational opportunities are available for all children without regard to race, color, creed, national origin, gender, age, ethnicity, religion, disability, parent/provider political beliefs, marital status, sexual orientation, special needs, or any other consideration made unlawful by federal, state or local laws. Educational programs are designed to meet the varying needs of all students.

Wah Mei programs are funded by a combination of public funds, tuition fees, grants, and donations. This allows us to offer different options to a diverse community of different cultural and socio-economic backgrounds. Although all our programs follow the same policies and educational emphasis, enrollment and eligibility requirements differ slightly from program to program.

All program options support:

- Parents who agree with the philosophy of the school and encourage bilingual education
- Parents who agree to observe and abide by all school policies.
- Children who have up-to-date immunization records (some exceptions may apply)

Waitlist & Enrollment Priority

Interested families are placed on our waitlist if immediate openings are not available. Enrollment decisions are determined based on a number of factors (i.e. date of application, sibling attending WMS program, child of WMS staff, etc.) Children of Federal employees have enrollment priority at Kids by the Bay Civic Center and Financial District sites.

Full Tuition & Tuition Assistance Program Options

Full Tuition Program

This program is funded by student tuition and donations. The program hours are:

- **Sunset Preschool Program:** Monday to Friday, 7:30am to 6:00pm
- **Kids by the Bay – Civic Center:** Monday to Friday, 7:00am to 6:00pm
- **Kids by the Bay –Financial District:** Monday to Friday, 7:00am to 6:00pm



General Child Care and Development Program (CCTR)

A subsidized program funded by California Department of Social Services (CDSS) that provides a cost-effective system of child care services for children from infancy to thirteen years of age.

- **Age:** 0 - 3 years old
- **Family Fee:** Based on the family's gross monthly income. *However, family fee is waived from July 1, 2021 to June 30, 2022.*
- **Eligibility:**
 - Residency: State of California
 - Families must provide proof of at least one requirement in **Eligibility AND Need criteria**
 - **Eligibility**
 - Income eligible
 - The parent is receiving CalWORKS cash aid
 - The family is experiencing homelessness
 - The child is receiving Child Protective Services
 - The child is identified as being abused, neglected or exploited or at risk thereof
 - **Need Criteria**
 - The child is receiving Protective Services
 - The child is identified as being abused, neglected or exploited or at risk thereof
 - The family is experiencing homelessness
 - The parent is employed,
 - The parent is seeking employment
 - The parent is enrolled in vocational training
 - The parent is enrolled in education programs
 - The parent is incapacitated
 - The parent is seeking permanent housing for stability
 - Employment, vocational training, or educational program information for the parents
 - Eligibility and need are certified by one or more of the following:
 - Documentation of Income (check stubs, employment verification, etc.)
 - Documentation of Public Assistance
 - Documentation of Family Size (Birth Certificates, court orders, adoption documents, etc.)
 - Documentation of employment, seeking employment, training, parental incapacity, child's exceptional needs, homelessness, seeking permanent housing, referral of child protective services, referral for a child at risk of abuse, neglect or exploitation
- Hours of service is based on the family's certified condition(s). Certify services for 12 or up to 24 months, depending on certification condition(s).
- Must adhere to the program agreement (i.e. attendance, accurate sign in/out, etc.)



California State Preschool Program (CSPP)

The largest state-funded preschool program offered by California Department of Education (CDE) in the nation, serving eligible three- and four-year-old children.

- **Age:** 3 - 4 years old
- **Family Fee:** Based on the family's gross monthly income. *However, family fee is waived from July 1, 2021 to June 30, 2022.*
- **Eligibility:**
 - Residency: State of California
 - Families must meet at least one requirement in **eligibility AND need criteria**
 - **Eligibility**
 - Income eligible
 - The parent is receiving CalWORKS cash aid
 - The family is experiencing homelessness
 - The child is receiving Child Protective Services
 - The child is identified as being abused, neglected or exploited or at risk thereof
 - **Need Criteria**
 - The child is receiving Protective Services
 - The child is identified as being abused, neglected or exploited or at risk thereof
 - The family is experiencing homelessness
 - The parent is employed,
 - The parent is seeking employment
 - The parent is enrolled in vocational training
 - The parent is enrolled in education programs
 - The parent is incapacitated
 - The parent is seeking permanent housing for stability
 - Employment, vocational training, or educational program information for the parents
 - Eligibility and need are certified by one or more of the following:
 - Documentation of Income (check stubs, employment verification, etc.)
 - Documentation of Public Assistance
 - Documentation of Family Size (Birth Certificates, court orders, adoption documents, etc.)
 - Documentation of employment, seeking employment, training, parental incapacity, child's exceptional needs, homelessness, seeking permanent housing, referral of child protective services, referral for a child at risk of abuse, neglect or exploitation
- Hours of service is based on the family's certified condition(s). Certify services for 12 or up to 24 months, depending on certification condition(s).
- Must adhere to the program agreement (i.e. attendance, accurate sign in/out, etc.)



Preschool For All Tuition Credit Program (PFA)

Preschool For All (PFA) is San Francisco's universal preschool system that aims to expand preschool access and improve preschool program quality for all four-year-old children residing within San Francisco County.

- **Age:** Must turn 4 on or before December 2nd of the fiscal year the child is enrolled.
- **Discount:** Monthly tuition credit of \$370, up to \$4,440 annually. Tuition credit varies every year based on funding.
- **Eligibility:**
 - Residency: San Francisco
 - No Income requirement
 - Once approved, participating families will pay the difference between the full cost of tuition and the tuition credit they receive.
 - Certify annually
- Must adhere to the program agreement (i.e. attendance, accurate sign in/out, etc.)
- Families have an option to donate 50% or all of the credit to Wah Mei's scholarship program which would help families who can't afford child care.

Center-MRA Program

SF City funded program provides financial assistance to low-income families for child care services.

- **Age:** 0 - 5 years old
- **Family Fee:** Based on the family's gross monthly income. However, family fee is waived from July 1, 2021 to June 30, 2022.
- **Eligibility:**
 - Residency: San Francisco
 - Income eligible
- **Prioritization categories** are homelessness, domestic violence survivors, immigrant children, children with disabilities, low-income families
- Must adhere to the program agreement (i.e. attendance, accurate sign in/out, etc.)

Early Learning Scholarship Voucher

SF City-funded programs that offer subsidized child care services to low-income families. Families can apply for a voucher through local resource and referral organizations, Children's Council or Wu Yee Children's Services.

- **Age:** 0 - 5 years old
- Certified through **Children's Council** or **Wu Yee Children's Services**
- For more information, contact:
 - Children's Council (415) 276-2900
 - Wu Yee Children's Services: randr@wuyee.org or 884-644-4300



Wah Mei School
Bilingual Education Since 1974

Child Care Aware of America (CCAoA) *For Civic Center and Financial Site Only

Child care assistance for military families through fee assistance and respite child care programs, such as the Navy, Department of the Air Force, Marine Corps, and Army. To apply, contact militaryinfo@childcareaware.org



ATTENDANCE

Good attendance is important so Wah Mei is able to provide your child with a consistent and effective child development program. Parents are asked to call your child's center no later than 9:15 AM if your child is absent. Parents are also asked to inform the school if their child is to be absent for a period of time. Certain absences require documentation. See sections below for recording of your child's absence.

Excused Absence

Wah Mei allows for excused absences for the following circumstances:

- Child's illness, doctor's appointment or injury (a physician's note is required if the absence is three (3) or more consecutive days)
- Parent's illness
- Quarantine (infectious illness of child or parent)
- Court ordered visitation
- Family Emergency (see below)

Family Emergency Absences

Wah Mei School recognizes that unexpected family emergencies occasionally occur. In accordance to State, Local or other subsidized programs and within Wah Mei policy, documented family emergencies absences are defined by:

- Death in the family
- Court appointments
- Eviction or loss of housing
- Incarceration of parent
- Serious illness of close family relative
- Disaster (fire, flood, robbery, etc.)
- Emergencies at the discretion of the Director (within reasonable of State guidelines)

Vacation or Best Interest of the Child (BIC) Days

The CDE and CDSS subsidized programs and Preschool For All Tuition Credit Program require regular attendance. For families who participate in those programs, your child is allowed **10** vacation or best interest of child days from July 1st through June 30th of the following year. Absences past the 10 vacation days or best interest days are considered unexcused absences. Your child's enrollment will be subject to termination after 3 unexcused absences. Vacation or BIC days include:

- Close relative visiting
- Time spent together with parent
- Religious or cultural holidays
- Family vacations
- Special functions



Single Day Absences

Parents are asked to call your child's center no later than 9:15 AM if your child is absent.

Multiple Day Absences

If your child is absent for three (3) or more consecutive days due to illness, parents are required to obtain medical approval for return.

If your child is absent for three (3) or more consecutive days and we do not hear from you, your child's enrollment will be grounds for dismissal due to lack of adherence to agency policies until Wah Mei School has been notified of the reason for absences.

If your child is absent for two (2) consecutive weeks and you fail to notify Wah Mei, your child care services may be terminated pending review of the Director.

Persistent non-compliance with the attendance policy will be grounds for dismissal due to lack of adherence to agency policies.

Late Arrival

It is very important for children to arrive on time so that children are able to participate in all classroom activities. Children thrive on routine; late arrivals can disrupt children's routine and the classes in session. Please arrive on time. For subsidized programs, chronic lateness will result in reducing your contract hours.

Late Pick Up

There is a required per minute late charge (\$2.00 per minute). Our staffing patterns are set to ensure the highest level of supervision of children and late pickups can affect the safety of our children and put us out of compliance with Community Care Licensing. This can also place unnecessary stress on your child. We ask all children to be picked up at a reasonable time to avoid the late pick-up fee. Persistent non-compliance of pick-up policy will be grounds for dismissal due to lack of adherence to agency policies.

Children who are not picked up by 7:00 PM by an authorized person without prior arrangements and after every reasonable effort has been made to contact the parents and/or those authorized by parents, will be turned over to the police at the nearest police station.

Staff records late arrivals and departures. The Director may request a meeting to address the problem if a pattern of late arrival and departure is observed.



TUITION AND FEES

Tuition / Family Fees Determination

Tuition Based (Private Pay) Families: Please read your Tuition Contract carefully at enrollment.

CCTR/CSPP/Center-MRA Families: A fee based on a family's income may be assessed as part of a family's enrollment. Assessed fees will be calculated using the State approved Family Fee Schedule.

Payment

Tuition Based (Private Pay) Families: The first month's tuition plus the required amount of deposit for the school year is due one month prior to enrollment for all newly enrolling children (this applies to Tuition-based families only).

All Families: Tuition is due on the first day of each month. Fees will be considered delinquent after the 7th day of each month.

Delinquent Payments

Tuition Based (Private Pay) Families: Payments received after seven (7) days, may be assessed a \$25.00 late fee. Tuition and the late fee must be paid within one (1) week of receiving a late fee notice. Services may be terminated if payment is not received within two (2) weeks of receiving a late fee notice.

CCTR/CSPP/Center-MRA Families: Non-payments beyond seven (7) days will require parents to submit an acceptable written payment plan within the next three (3) calendar days. A Notice of Action, Recipient of Services will be used to inform the family of the following:

- (1) The total amount of unpaid fees;
- (2) The fee rate;
- (3) The period of delinquency; and
- (4) That services shall be terminated two (2) weeks from the date of the Notice unless all delinquent fees are paid before the end of the two (2)-week period.

Returned Checks

Three (3) returned checks in a school year will place your child's enrollment at risk for termination, at the discretion of the Director. Each returned check(s) will be assessed a \$25.00 service charge.



Absences/ Agency Holidays/Closure

No financial credits are given for vacations, illness, or school holidays. See section(s) above for allowable absences, holidays or other program closure days.

Withdrawals and Changes

Changes in schedule or withdrawal of your child from the program requires forty-five (45) calendar days written notice. NO tuition will be refunded for partial months. Deposits minus any associated fees will be returned within sixty (60) days of the last day's attendance.

Late Pick Up

Late pick-ups are subject to a charge of \$2.00 per late minute. It will be included in your monthly invoice. Please refer to the Late Pick-Up Policy.



HEALTH AND SAFETY

Wah Mei School believes in the importance of providing a safe and healthy environment for the children that we serve. Health records are maintained for each child and are updated periodically.

HEALTH

Immunizations

California State Law requires all children to be fully immunized and up to date to the current immunization schedule before they can enter a child care center. Parents must present an Immunization Record at enrollment which shows the child has received all required immunizations for the child's age level. If your child is not immunized due to medical reasons, a doctor's note indicating the medical reason must be provided.

Physician's Report & Preadmission Health History

Community Care Licensing requires all children enrolled in a child care facility to have their PHYSICIAN'S REPORT (LIC701) and CHILD'S PREADMISSION HEALTH HISTORY (LIC 702) completed by the child's physician, stating that the child is free from communicable disease and is physically able to participate in the program. The documents must be on file within 30 days of enrollment. Children who do not have the completed LIC 701 and LIC 702 forms after 30 days of enrollment will be denied services and subject to immediate termination of enrollment.

Health Screenings

Wah Mei School works with the Child Care Health Project through the San Francisco Department of Public Health to offer free dental, vision and hearing screenings. These screenings are vital in prevention and early intervention. Hearing and vision difficulties that go unidentified and untreated can have detrimental effects on a child's development.

Illness Policy

We understand that it is difficult for a family member to leave or miss work, but to protect other children, you may not bring a sick child to the center. The school has the right to refuse a child who appears ill. You will be called and asked to pick up your child. If the parent cannot be contacted, the emergency contact person will be called and asked to pick up the child. This is not an all-inclusive list. We will try to keep your child comfortable, but



he/she will be excluded from all activities until you arrive. The school will call if your child shows any of the following symptoms. **Parents must pick up your child within 1 hour of notification** or we will contact the person(s) on your emergency contact list to do so.

- Illness that prevents your child from participating in activities.
- Illness that results in greater need for care than we can provide.
- Fever (above 100°F under the arm, above 101°F in the mouth, above 102°F in the ear) accompanied by other symptoms.
- Diarrhea – stools with blood or mucus, and/or uncontrolled, unformed stools that cannot be contained in a diaper/underwear or toilet.
- Vomiting – green or bloody, and/or 2 or more times during the previous 24 hours.
- Mouth sores caused by drooling.
- Rash with fever, unless a physician has determined it is not a communicable disease.
- Pink or red conjunctiva with white or yellow eye discharge, until on antibiotics for 24 hours.
- Impetigo, until 24 hours after treatment.
- Strep throat, until 24 hours after treatment.
- Head lice, until treatment and all nits are removed.
- Scabies, until 24 hours after treatment.
- Chickenpox, until all lesions have dried and crusted.
- Pertussis (Whooping Cough), until 5 days of antibiotics.
- Hepatitis A virus, until one week after immune globulin has been administered.

Children who have been ill may return when:

- They are free of fever, vomiting and diarrhea for 24 hours.
- They have been treated with an antibiotic for 24 hours.
- They are able to participate comfortably in all usual activities.
- They are free of open, oozing skin conditions and drooling (not related to teething) unless:
 - The child's physician signs a note stating that the child's condition is not contagious, and;
 - The involved areas can be covered by a bandage without seepage or drainage through the bandage.
- If a child had a reportable communicable disease, a physician's note stating that the child is no longer contagious and may return to our care is required.

Contagious Conditions

When an enrolled child or an employee of the center has a (suspected) reportable disease, it is our legal responsibility to notify the local Board of Health or Department of Public Health. We will take care to notify families about exposure so children can receive preventive treatments. Included among the reportable illnesses are the following:

- Lice
- Scabies
- Chicken Pox



- Ringworm
- Impetigo
- Measles (including suspect)
- Meningococcal Infection (invasive)
- Conjunctivitis (Pink Eye)
- Rabies (human only)
- Rubella Congenital and Non-congenital (including suspect)
- Tuberculosis
- Hand Foot Mouth Disease
- Any cluster/outbreak of illness

When your child is absent due to an infectious illness, you must notify the school as soon as possible. Children with infectious diseases will not be permitted to return to school until they are completely recovered.

All parents must set up a standby person to call when their child is ill. Please do not list your doctor as your standby person. The standby person should be someone who is available to pick up your child in case of an emergency. Please inform the office when emergency cards need to be updated.

Administration of Medication

Parents must submit a PARENT CONSENT FOR ADMINISTRATION OF MEDICATIONS (LIC 9021) for all prescription and nonprescription medications (i.e. sunscreen, diaper cream, and other over-the-counter medications, etc.).

Medication will not be dispensed at Wah Mei unless the following conditions have been met:

1. Parents must sign a PARENT CONSENT FOR ADMINISTRATION OF MEDICATIONS (LIC 9021) for the day/period that the medicine is to be given to the child. The medication form should be filled out by the parent/guardian and given with the medication to the Program Assistant in the office. Medicine will not be accepted unless the form is filled out properly.
2. We must have the original bottle with prescription, child's name, the amount to be given, the prescription name, time of administration, duration, and any known side effects. If there are any side effects from the medication which require medical attention, parents will be notified, and the child will be taken for emergency care if necessary.



Wah Mei does not provide nursing care. We reserve the right not to administer medication, especially under circumstances in which the purpose of the medication is unclear. We will discuss the matter with you should this situation arise. The staff will not be responsible for making any diagnosis of a child's condition. For example, instructions left by a parent to give medication to a child if he/she begins to cough cannot be followed.

Good Hygiene & Handwashing

Good hygiene practices are important in maintaining a clean, sanitary, safe and healthy environment for everyone. This includes the following: handwashing and dentistry. **Please wash your child's hands when you arrive at the school each day before your departure.** When drying, please be considerate and conserve paper towels.

FOOD PROGRAM

Nut-Free Facility: Wah Mei School is a Nut-Free facility. A list of FDA's defined tree nuts includes but not limit to almond, Brazil nut, cashew, Filbert/hazelnut, Macadamia nut/Bush, pecan, pine nut, pistachio, walnut, beech nut, butternut, chestnut, chinquapin, coconut, Ginko nut, hickory, lichee, pili nut, Shea nut, etc.

Toddler & Preschool Food Program

Wah Mei School serves nutritious meals that are prepared on-site utilizing the freshest possible ingredients. We partner with local vendors to procure fresh, locally grown produce, and pride ourselves on scratch cooking with a wide variety of cultural influences. Our menu is developed on a monthly basis with emphasis on fun to eat foods. WMS reinforces positive eating habits and a healthy curiosity towards new food experiences by encouraging children to actively participate in meals. Meals are served family style to support and promote mealtime learning experiences.

WMS participates in the Child and Adult Care Food Program (CACFP) and prepares and serves all meals in accordance with the CACFP nutrition and portion guidelines. We serve breakfast, lunch, and supplemental snack(s) throughout the day. Meals are offered to each child at designated meal and snack times; however children are not required to eat if they choose not to.

Families are not required to participate in the Wah Mei School meal program. However, unless there is a pre-approved dietary need for outside food, choosing to decline



participation in Wah Mei School meal program requires families to provide ALL meals and snacks for their child.

Toddler & Preschool Food Program Schedule

Meals and snacks will be served during the established classroom schedule. Children who have missed breakfast time can finish his/her food in the classroom or an indoor area under the parent's supervision, before signing in, if they have brought the food with them.

Dietary Restrictions

Accommodations are made for toddler and preschool children with food allergies or acceptable dietary restrictions, as necessary. All children attending WMS with an allergy to food, medication or other substances, or disability that impacts meal service or programming are required to provide a doctor's note. Please include clear information about the allergy or condition, and clear instructions on proper procedure in case of accidental exposure. Restrictions are accepted with a written religious/cultural exemption, or a note from the child's physician that indicates why the restriction is medically necessary. We are happy to provide nutritionally equivalent alternative meal options to children with disabilities, allergies, religious or other approved restrictions.

We serve Whole, and 1% cow's milk and soymilk as an alternative for children who are unable to consume cow's milk. Parents who choose to bring food and/or milk substitution must notify our Teachers or staff about the arrangement. Food containers must be labeled with the child's name and date. Food items should be packed in a ready-to-serve manner. Our staff will not refrigerate or re-heat any food prior to serving it to the child, other than milk which will always be appropriately refrigerated.

We ask parents to prepare healthy options for your child and refrain from bringing items such as juice, and sweets, etc. Our staff will not serve any expired food or milk to children. Any unfinished food must be taken home by the end of the school day, whereas unfinished milk must be taken home by the end of each week. Milk or other items not taken home by the end of the week will be discarded.

Meal Menu (Toddler & Preschool Program)

The monthly menu is posted at each location and sent to parents monthly via email.



Infant Food Policy

Wah Mei School does not provide food for infants. Parents are required to bring all breast milk, prepared formula, jarred baby food, infant cereal, and snacks. If bottles is the preferred form of feeding, the infant must be able to drink from a bottle before their first day of school. Our staff will work with the parents to develop an Infant Toddler Need and Service Plan at the time of initial enrollment and update it every 3 months thereafter.

Infant food must be brought to the center **each day already prepared**. Our staff cannot mix formula bottles and cannot add cereal to bottles. Items must be properly packaged, and clearly labeled with the date, child's first and last name, and contents. Parents will need to provide clean infant bottles for use at school daily. Please take bottles and unconsumed food home daily. Milk or other items not taken home by the end of the week will be discarded.

Wah Mei School understands that food and feeding practices are very personal, and families have a variety of preferences. We support parents who decide to breastfeed, weaning a child is not a requirement for moving into the next classroom or age level. A comfortable and nurturing environment will be provided at each site for parents who want to breastfeed throughout the day. For breastfed infants, parents should arrange a schedule to nurse the child according to the established Infant Toddler Needs and Service Plan. We will contact the parent if the feeding time has passed. In such case, **parent must arrive to nurse the child within 1 hour of notification** or we will contact the person(s) on your emergency contact list.

When the child is developmentally ready and with permission from parents, center staff will work on a transition plan to serve children nutritious family style meals provided by Wah Mei School.

Outside Food Policy

We ask parents to speak with the Stie Manager or Food Service Manger for pre-approval before brining outside food. Wah Mei School is happy to accommodate birthdays and special events with prior approval.



SAFETY

Injuries

Staff will administer first aid to children who receive minor scrapes and cuts. The Lead Teacher, Site Manager or Director will review the extent of any injury, including dental emergencies, to determine if a child needs additional medical attention. For minor accidents at school, a “WMS Incident Report” (stating the nature of the injury and action taken) is placed in the child's mailbox. More serious bumps, cuts, or accidents which may require a doctor's care are reported immediately by phone to the parents.

Biting Policy

Biting is a very common behavior among children from birth to around three years-old., especially for those who have not developed self-control and/or the language to express their needs, emotions and thoughts. Children might bite because of teething, exploration of cause and effect, needs oral-motor stimulation, express frustration, get attention, act in self-defense, etc.

Despite a normal developmental child behavior, and usually a passing problem that adults cannot completely prevent, we understand it can be an upsetting situation that might provoke strong emotions for the child who bit, bitten and the families of both parties. At Wah Mei School, we believe the importance of teachers working with the children and families to understand the child's individual needs therefore, we can proactively alleviate some of the triggers for biting rather than focusing on any punishment for the child who bites.

Response to Biting – Action Plan

Before biting occurs:

1. Upon initial enrollment, the parents will receive a copy of The Biting Policy.
2. Staff will create an environment and activities that meet the children's developmental needs.
3. Teachers will monitor and supervise all children at all times and redirect children when potential biting incident may occur.

When biting occurs:

- **For the biting child:**
 1. The child will be removed from the situation immediately. Our staff will avoid other immediate response to the biting child that reinforce the call for attention. Caring attention will be focused on the child who was bitten.



2. Teaching staff will work with the biting child to help him/her understand the situation, on a level which the child can understand.
 3. The biting child will be redirected to other work/play.
 4. Teaching staff will complete an Incident Report for the family of the biting child, and notify the parent(s) when the child is picked up for the day.
- **For the child who was bitten:**
 1. Teaching staff will separate the child from the biting child immediately.
 2. Special attention will be given to comfort the child.
 3. Staff will administer appropriate first aid. If the wound requires immediate medical attention, appropriate action will be taken and parents will be notified immediately.
 4. Teaching staff will complete an Incident Report to notify the family of the child who has been bitten.
 5. Teacher staff will report to the Site Manager about the incident, he/she will assess whether adequate supervision was present, any reasons that modification of the environment, activities or other strategies are warranted, then will ensure the changes will be implemented.

When biting persists:

1. After three (3) biting incidents, teaching staff will notify the Site Manager for advice, support and next step planning.
2. Teaching staff will record every biting occurrence including attempted bites, and information on location, time, participants, behaviors, staff present and circumstances, etc.
3. Teaching staff will begin to “shadow” the child who indicates the tendency to bite in order to head off biting before it occurs; to teach non-biting responses; and reinforce appropriate behaviors.
4. Teaching staff will work with parents of the biting child, and the frequent biting victim (separately) to keep all parties informed about the progress, and develop strategies.
5. Teaching staff will hold a meeting with the parent(s) of the biting child to develop a written plan of action. Follow-up meetings will be scheduled as need.
6. Wah Mei School may consider transition of a child who exhibits repeated biting behavior pattern if developmentally appropriate.
7. Parent(s) of the biting child must work with our staff to address the situation. Wah Mei School will explain the consequences of the family’s continued non-compliance, uncooperating, failure to follow through with the intervention or action plan and/or the child’s ongoing exhibition of behavior difficulties may result in Wah Mei School decision to adjust hours or days of attendance or dismiss the child from the program.



Confidentiality – In compliance with Wah Mei School confidentiality policy, our staff will maintain complete confidentiality of all children involved when notifying parents about the biting incidents.

Earthquake, Fire, and Emergency Events Preparedness and Response

Wah Mei has a well-delineated emergency plan to cover fires, earthquakes, explosions, and floods. If you wish to review the plan, please ask the Director or Site Managers. Wah Mei’s emergency plans are designed to minimize injuries and loss of life among children and staff in cases of disasters during program operational hours.

Fire and earthquake drills are held once a month to allow children to be accustomed to the procedures for exiting the facility to a safe location. Wah Mei School has emergency food and water supplies to last 72 hours for all children and staff. First Aid supplies are located in all classrooms, classroom emergency backpacks, outdoor playground and in the center’s office. Our staff are CPR and First Aid certified.

If an earthquake, fire or crisis does not cause serious damage or destruction, the children will remain at school until parents or other authorized persons pick them up. If an earthquake causes damage or destruction to buildings, power, communications systems, roads, or freeways one of the following options will take place:

- If possible, parents or other authorized persons are to pick up their children.
- Children will remain at Wah Mei if it is safe to do so.
- If it is necessary to evacuate the building, the children will walk to:

<u>Sunset (Main Office)</u> 1400 Judah Street San Francisco, CA 94122 (415) 665-4212	<u>Civic Center</u> 90 7th Street San Francisco, CA 94103 (415) 554-8100	<u>Financial District</u> 75 Hawthorne Street San Francisco, CA 94105 (415) 744-6751
<i>*A sign will be posted at the school to let you know where the children have been relocated</i>		
<u>Primary Evacuation Site</u>		
JEFFERSON SCHOOL YARD 1725 Irving St and 19 th Ave San Francisco, CA 94122	SOMA GRAND CONDOMINIUM 1160 Mission Street San Francisco, CA 94103	TBD
<u>Secondary Evacuation Site</u>		
MOTHER’S MEADOW in GOLDEN GATE PARK 501-599 Martin Luther King Jr Dr (Off 19 th Ave and Lincoln Way) SF, CA 94118	FEDERAL COURTHOUSE 95 7 th St San Francisco, CA 94103	TBD
<u>Mass Care Facility</u>		
ABRAHAM LINCOLN HIGH SCHOOL 2162-24 th Ave at Quintara St San Francisco, CA 94116	TBD	TBD



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Bilingual Education Since 1974

In the event of a severe earthquake, disaster or emergency event during non-school hours, parents should not send the children to school on that day or the next school day unless parents can confirm by telephone or through the media, e.g. television and/or radio (KCBS 740 AM) that Wah Mei is open.



FAMILY PARTNERSHIPS AND PARTICIPATION

Wah Mei values parent participation and believes family partnerships are important in creating a successful environment for children. We encourage parents and support families in engaging in the program in ways that work for them, providing that this does not interrupt into a parent's normal work, school, training or need for service.

Parents may participate and support the center and/or agency through:

- working with teachers in aiding children in the classroom
- using professional skills, like IT or arts to assist with school projects
- chaperoning children during special events and field trip
- assisting with parent meetings/workshops
- supporting our fundraising efforts and events
- serving on various committees (i.e.: picnic, Winter Festival, Spring Gala, etc.)
- serving on the Parent Advisory and or Board of Directors

Parent Workshops

Parents are encouraged to attend parent workshops on a variety of issues. Workshop topics may include the following: child development, parental stress, educational choices, discipline, effective communication, dental care, nutrition, health and safety, etc.

Community Activities

- **Back-to-School Open House (September):** Families will learn about school program, events, activities and policy.
- **Meet & Greet Picnic (September):** Meet and engage with staff and other families.
- **Kindergarten Enrollment Night (October/November):** Families will learn about kindergarten enrollment process from speakers such as SFUSD school principal, director of admission, alumni parent and representative from Parent for Public Schools.
- **Winter Festival (December):** Families can sign-up to enjoy activities such as gingerbread house decorating, holiday crafts, or a photo with Santa.
- **Lunar New Year Celebration (February):** Families gather to welcome prosperity with New Year traditions, delicious food and activities.
- **Graduation (June):** Celebrate children's learning journey and accomplishment at Wah Mei School.

Fundraising

Wah Mei organizes several events during the school year to assist in raising funds to meet the operational needs of the school and to maintain its high-quality programs. It is a great



opportunity for students, teachers, parents, and supporters to have fun while strengthening our community bond and helping our school. We hold a primary fundraiser each year:

Annual Spring Gala – this annual gala is held in the spring. The festivities have included a delicious Cantonese dinner, children’s performance, silent auction, raffle, door prizes, and children’s slide show. Thanks to the generosity of the Wah Mei community, the Spring Gala is the largest fundraising effort for the year. These funds directly contribute to the success and growth of Wah Mei in providing a high-quality bilingual and bicultural education for our students.

Donations

Wah Mei School counts on the support of its families, alumni, and friends who give their time and energy to maintain our vision of providing a safe and nurturing learning environment that merges the best of both Chinese and American cultures. Wah Mei strives to provide a quality education within the economical means of its community. Wah Mei and the staff need your help in sustaining this goal.

Families and friends have been very generous through their gifts of donations, whether it is money or equipment to Wah Mei. Donations enable Wah Mei to provide a variety of experiences for our children and contribute overall to a more stimulating educational environment. Donations have been used to:

- Purchase indoor equipment and educational supplies.
- Maintain the day-to-day operational expenses of the school.
- Finance special projects in early childhood education such as songbooks, song tapes, picture books, research, etc.
- Teacher Appreciation Day (annually in February)

The tuition at Wah Mei only covers a part of the costs of providing students with an outstanding bilingual/bicultural education. Wah Mei depends on parents, alumni, and friends to contribute at a level commensurate with their financial ability. All gifts are welcomed.

As a 501(c) (3) non-profit corporation, Wah Mei provides receipts to all donors making qualified unrestricted and/or restricted gifts. Please consult your tax advisor for more information.

PFA Tuition Donation: You may donate your PFA tuition credit back to Wah Mei to be used in our scholarship fund for needy children. You may do this by selecting this option on your PFA enrollment form.

United Way: You may donate to WAH MEI via United Way. Please designate “Wah Mei” to be the recipient of your donations from work. No code or number is required.

Matching Donations: Some corporations (for example, Kaiser, Genentech, and Charles Schwab) offer matching grants if their employees donate to a charitable cause, so check with your employer to see if you can double the value of your donation to our school.

eScrip: Wah Mei participates in the eScrip program. Our group ID is 500000955. You may register your credit cards, debit cards, Safeway Card, or Macy’s card with eScrip. A percentage of your purchases at certain vendors (i.e. Andronico’s, Mollie Stones, Food 4 Less) will be donated to the agency at no cost to you.

Donating Classroom Items: At the beginning of each month, parents may check the monthly newsletter to see if their classroom teachers have anything on their wish lists. The lists contain items teachers believe would contribute to the enrichment and success of our children in the classroom. Please speak to your child’s teacher about donating needed items at the start of the month, or any time during the school year.

For questions or comments regarding Wah Mei fundraising, please contact our Development Manager at development@wahmei.org.

Board of Directors/Board Committees

The Board of Directors have a fiduciary responsibility to ensure Wah Mei continues to strive towards the fulfillment of our mission and vision. Joining Wah Mei’s Board of Directors allows participants to be a critical part of our strategic thinking and policy development. Board members develop, support, and actively contribute toward the agency’s goals, participate in financial decisions, and provide overall governance of the organization. The agency currently has four (4) standing committees:

- Executive / Personnel
- Finance
- Program
- Development



In addition, there is occasion for the board to appoint an ad hoc committee to accomplish certain tasks and goals. Examples of Ad Hoc committees include:

- Audit
- Site / Facilities
- Spring Gala

If you are interested in applying to be part of the Board of Directors or join a Board Committee, please contact our Executive Director or Board Chair.



POLICIES

Confidentiality

Wah Mei's staff is committed to maintaining the confidentiality of children's records. We will not disclose personal, financial, or other information concerning your child or family without your written consent. The use or disclosure of personal information shall be limited to purposes directly connected with the implementation and administration of the preschool program and as required by our regulatory and partnering agencies.

Dangerous Weapons

A dangerous weapon is a gun, knife, razor, or any other object, which by the manner it is used or intended to be used, is capable of inflicting bodily harm. Families, children, staff or guests (other than law enforcement officers) possessing a dangerous weapon will not be permitted onto the premises.

In cases that clearly involve a gun, or any other weapon on our premises, the police will be called, and the individual(s) involved will be immediately removed from the premises. This policy applies to visible or concealed weapons.

Discipline

Wah Mei School manages children's behavior in a non-punitive and age-appropriate manner. Staff uses positive reinforcement to promote self-regulation, self-control and socially acceptable behaviors. Children are encouraged to cooperate, problem-solve and resolve conflicts or they will be redirected to participate in an alternate activity if their behavior continues to be inappropriate. Wah Mei School policy does not allow corporal or unusual punishment, timeout, shame, humiliation, or any punitive interference of eating, toileting or rest. Teachers receive on-going training on supporting children's learning and behavior management and apply strategies that are clear, consistent, fair and sensitive to individual's needs.

Our policy is intended to protect the safety and wellbeing of all children and staff in the program. The behavior of any child must not interfere with the safety of his/herself, other children or adults. We will partner with the parents/guardians to implement appropriate intervention when a child continues to exhibit inappropriate behaviors that threaten the safety and/or wellbeing of themselves, other children, staff or property. Interventions may include parent conferences, referrals to outside agencies, an action plan developed with the input from the parents/guardians, etc.



Wah Mei School will explain the consequences of the family's continued non-compliance, uncooperating, failure to follow through with the intervention or action plan and/or the child's ongoing exhibition of behavior difficulties may result in Wah Mei School's decision to adjust hours or days of attendance or dismiss the child from the program. Extreme or violent behavior that violates the personal rights of self, other children or staff enlisted per California Community Care Licensing may result in immediate termination of enrollment. Wah Mei School reserves the right to suspend or dismiss any child for disciplinary reasons. In such cases, tuition will not be refunded.

Harassment Policy

Wah Mei strives to provide a work and school environment free of harassment. Wah Mei prohibits harassment based on an individual's race, religion, color, creed, sex, pregnancy, age, national origin, ancestry, marital status, medical condition, sexual orientation, physical or mental disability, or any other characteristic protected by federal, state, or local law. The policy applies to and protects all persons involved with Wah Mei and prohibits harassment by or toward any employee or manager of Wah Mei, as well as clients, vendors, and other persons doing business with the agency. Prohibited harassment may include, but is not limited to, epithets, slurs, derogatory comments or jokes, intimidation, negative stereotyping, threats, assault or any physical interference with another's normal work or movement, whether directed at an individual or the individual's relatives, friends, or associates. Harassment may also include written or graphic material placed on walls, bulletin boards or elsewhere in the school's premises or circulated in the workplace, which denigrates, or shows hostility or aversion toward an individual or group because of the characterizes identified above. Whether or not the offending person meant to give offense or believed his or her comments or conduct were welcomed, is not the determining factor. More important is whether the recipients or mere observers are in fact offended by the comments or conduct that are based on religion, race, color, sex, pregnancy, age, national origin, ancestry, marital status, medical condition, sexual orientation, or disability.

Mandated Reporting for Suspected Child Abuse and Neglect

Wah Mei School staff are required by law to report all observations of suspected child abuse or neglect cases to the appropriate local and state authorities if we have reasonable cause to believe or suspect a child is suffering from abuse or neglect or is in danger of abuse or neglect, no matter where the abuse might have occurred. The Child Protective Services agency will determine appropriate action and may conduct an investigation. It becomes the role of Child Protective Services to determine if the report is substantiated and to work with the family to ensure the child's needs are met. Our agency will cooperate



fully with any investigation and will maintain confidentiality within the limits of our authority concerning any report of child abuse or neglect.

Non-Discrimination Policy

Wah Mei operates on a non-discriminatory basis, according to equal treatment and access to services without regard to actual or perceived sex, sexual orientation, gender, ethnic group, identification, race, ancestry, national origin, religion, color, mental or physical disability, or age or on the basis of a person's association with a person or group with one or more of these actual or perceived characteristics.

Non-Religious Affiliation

In accordance to Title 5, California Code of Regulations, Wah Mei School refrains from religious instruction and worship.

Open Door Policy

We value family participation in our program. Parents/Guardians are welcome to visit the program any time during regular program hours. We ask that you schedule these visits with your teacher or program staff, so we know to expect you. Although our teaching staff will always try to communicate with you, teachers are devoted to supervising children. It is usually not feasible to have a long discussion during regular program hours. If you or the teacher requires a longer discussion, a meeting can be arranged.

Parent Rights

Child Development/State Preschool Programs: All families may appeal any Notice of Action that changes their status of eligibility (i.e. termination, change in hours, change in fees, etc.). If you wish to appeal, you must file a written request for a hearing within ten (10) calendar days of your receipt of the Notice of Action (using the back of the Notice of Action form).

Prohibited Substances

The use of alcohol or illegal drugs is prohibited on the agency's premises. Possession of illegal substances or unauthorized potentially toxic substances is prohibited.

Any adult who appears to be inebriated, intoxicated, or otherwise under the influence of mind-altering or polluting substances will be required to leave the premises immediately.



Publicity/Photo Release

At Wah Mei School, we occasionally take photos of children engaged in activities to document children's learning experience to share with parents and family. Photos are posted on the walls, so children are able to reflect and enjoy their experiences. We may also use photos for monthly classroom newsletters as well as our periodic community newsletters, postings, eblasts, and other publications used to promote Wah Mei School. You will be given a Photo Release form at enrollment. You can specify your preference on that form regarding the use of your child's photo for promotional purposes. You may update the Photo Release form at any time during your child's enrollment.

Respectful Behavior

All children and families will be treated with respect and dignity. In return, we expect the same from all of our families. We will not tolerate hostile or aggressive behavior. If this occurs, we reserve the right to ask you to control your behavior or to remove your children from our care.

Sexual Harassment Policy

Wah Mei prohibits sexual harassment at the agency. Sexual harassment in any form is strictly prohibited. Sexual harassment includes the harassment of women by men, men by women, and same-sex gender-based harassment.

Smoking

The poisons in secondhand smoke are especially harmful to young children's developing bodies, therefore the indoor and outdoor center environment and vehicles used by the center are non-smoking areas at all times. The use of tobacco in any form is prohibited on the agency's premises.



CONCERNS OR COMPLAINTS PROCEDURE

We understand that concerns may arise. We would like to recommend procedures for handling these problems:

- **CONCERNS ABOUT YOUR CHILD:** We strongly urge you to discuss the issue with the teacher as soon as possible. Just as we encourage open and direct expression among the children, we also encourage open communication between parents and teachers. If the problem is not settled to your satisfaction, please contact the Site Supervisor or Early Care & Education Program Director as soon as possible. If the problem is not resolved, you may progressively contact the Executive Director and then engage the Board of Directors in writing, as needed. Wah Mei School strives to work collaboratively with you to solve the problem to all parties' satisfaction.
- **OTHER CONCERNS:** Contact the Site Supervisor, Early Care & Education Program Director or Executive Director. The agency prefers that you contact us before the problem is magnified. If you have been unable to reach the Site Supervisor, Early Care & Education Program Director by phone or email, leave a note in the office. We prefer to keep communications verbal and direct. The Executive Director and Board of Directors is available for agency related issues and concerns. Specially arranged conferences could be made available as necessary.



UNIFORM COMPLAINT PROCEDURES

統一申訴程序說明

It is the intent of Wah Mei to fully comply with all applicable state and federal laws and regulations.

Individuals, agencies, organizations, students and interested third parties have the right to file a complaint regarding Wah Mei School's alleged violation of federal and/or state laws. This includes allegations of unlawful discrimination (Ed Code sections 200 and 220 and Government Code section 11135) in any program or activity funded directly by the State or receiving federal or state financial assistance. Complaints must be signed and filed in writing with the State Department of Education:

Child Development Division

Complaint Coordinator

1430 N Street, Suite 3410

Sacramento, CA 95814

If the complainant is not satisfied with the final written decision of the California Department of Education, remedies may be available in federal or state court. The complainant should seek the advice of an attorney of his/her choosing in this event.

A complainant filing a written complaint alleging violations of prohibited discrimination may also pursue civil law remedies, including, but not limited to, injunctions, restraining orders, or other remedies or orders.

華美學校願遵守一切州政府和聯邦政府法規。個人、機構、團體、學生及有關第三者有權提出申訴。若華美學校有違反州政府和聯邦政府法規。此項申訴包括任何由州政府和聯邦政府資助的活動。若有非法歧視行為。投訴人應簽名向州教育廳〔地址如上〕提出書面申訴。若投訴人對州教育廳最後的決定不滿，可至州或聯邦法院尋求補救。投訴人應自尋律師解決。



PARENT HANDBOOK ACKNOWLEDGEMENT

I acknowledge that I received an online copy of the Wah Mei School Early Care & Education Program Parent Handbook (www.wahmei.org/our-programs/parent-handbook/) as it pertains to our policies and procedures.

I understand it is my responsibility to familiarize myself with the materials and I agree to follow the provisions and other policies/rules of the agency.

I further understand and acknowledge that the agency may change, add, or delete any policies or provisions in this handbook as it sees fit in its sole judgment and discretion.

I acknowledge and understand that this Parent Handbook supersedes and replaces any and all other handbooks or materials previously distributed.

You are required to read the handbook its entirety. By initialing next to each of the bullet points below, you signify that you have specifically paid close attention to the following sections of the Parent Handbook that are of particular importance.

- Initial:** _____ DROP-OFF/PICK-UP PROCEDURE
- _____ ATTENDANCE
- _____ TUITION AND FEES
- _____ HEALTH AND SAFETY
- _____ FAMILY PARTNERSHIP AND PARTICIPATION
- _____ POLICIES

Child's Full Name

Parent/Guardian's Signature Date

Wah Mei School Representative Signature Date