



## Westminster Presbyterian Church Preschool Parent Handbook

### Whose Child is This?

"Whose child is this?" I asked one day  
Seeing a little one out at play.

"Mine" said the parent with a tender smile

"Mine to keep for a little while;

To bathe his hands and comb his hair

To tell her what to wear;

To prepare for him his daily food,

To teach her that she may always be good."

"Whose child is this?" I asked again.

As the door opened and someone came in.

"Mine" said the teacher with the same tender smile;

"Mine to keep for a little while.

To teach him how to be gentle and kind,

To guide and direct her little mind,

To help him live by every rule.

And get the best she can from school."

"Whose child is this?" I asked once more

Just as the little one entered the door.

"Ours," said the parent and teacher as they smiled

And each took a hand of the dear little child.

"Ours to love and guide together.

Ours, this blessed task forever."

Author unknown

Revised April 2025

Welcome to Westminster Presbyterian Church Preschool!

Our play-based developmentally appropriate preschool program is growing and changing, but our foundation is steady and true. Being part of the community since 1971, WPCP is a ministry to children based on the Christian faith that provides all children an opportunity to grow spiritually, emotionally, socially, intellectually and physically. We believe in the value of a play-based learning curriculum that fosters a creative environment where innovation and exploration inspire children's learning in their first 5 years of life.

Our program sets the stage for a child's life-long learning and we are happy you have considered us to be a part of your child's journey. WPCP has long been a leader in early childhood education; our philosophy insures a well supervised, safe environment allowing your child to grow and create new friendships while helping to build their individual social and emotional competency.

Some of our goals will also include establishing a strong foundation for reading/writing and problem solving which sets the tone for academic achievement. We will provide opportunities for your child to spend time outside in God's creation as we connect with nature through our outdoor learning classroom. As these windows of opportunity present themselves, we are proud to be a part of your child's exploration of growth and discovery at WPCP.

I encourage you to explore this Parent Handbook to become familiar with all we can offer you. Feel free to ask questions.

On behalf of the administrative team and our many talented staff I wish to express how excited we are to be with you during this part of your family's wondrous journey!

Sincerely,

Julie-Ann Bruskrud  
Director of Preschool

## Philosophy and Mission

Westminster Presbyterian Church Preschool is a ministry to children based on the Christian faith that provides all children an opportunity to grow spiritually, emotionally, socially, intellectually and physically. This is done in an environment which is nurturing and child centered, providing a developmentally appropriate curriculum. Based on the theory children learn through play, classroom routines encourage active involvement, meaningful experimentation and reinforcement through repetition. Schedules are designed to balance teacher directed activity and free choice, as well as active and quiet times.

## Developmentally Appropriate Curriculum

Recognizing that children grow on an individual basis; we teach a love of learning by allowing children to fully experience their own stage of development without pressure. Both our indoor and outdoor environments are carefully planned to encourage independence and choices. A wide variety of activities are offered in the areas of creative art, math, science, cooking, tactile play, music and movement, large motor, practical life, dramatic play, language arts, fine motor and manipulatives. Our goal is to offer appropriate academic readiness opportunities to prepare them for their future education.

## Goals

The goals of WPCP are achieved through maintaining small groups of children, usually no greater than 14 children, who are warmly directed by two fully-qualified teachers. The goals established are developmentally appropriate with extensive observation and documentation in the following areas to ensure a child's readiness for elementary school:

- Social and emotional competency
- Cognitive thought process
- Self-awareness
- Academics
- Gross and fine motor skills
- Independent skills

Age specific guidelines are located at the end of the handbook as well as displayed on WPCP's website.

## Programs

WPCP offers half-day morning programs for children ages 2 years to 6 years. The children are grouped by age into small classes with fully-qualified teachers.

**Adventurers:** The Adventurers Program is for two-year olds and their parent/caregiver. This 2-hour class meets one day a week in the morning offering appropriate indoor and outdoor play experiences in a supportive environment. A parent discussion takes place under the leadership of an experienced child development specialist while the toddlers experience a separation transition under the careful supervision of another teacher. The Adventurers program is structured as a condensed version of a typical preschool day.

**Discoverers:** The Discoverers Program is available three days a week, Monday/Wednesday/Friday, for children who do not meet the three-year old Pioneer program age cutoff. Children do NOT need to be potty-trained by the start of school to attend this program.

**Pioneers:** The Pioneers program is available two, three, or five days per week. Children must be 3 years old and potty-trained by the start of the school year for admittance into the program.

**Explorers:** The Explorers program is a five day a week program. This program is designed for the older, or more mature, four-year old who can transition through the schedule and expectations of the school day.

**Trailblazers:** This private Transitional Kindergarten (TK) program is available five days per week. Contact the Preschool Office for current qualifications.

**Lunch Bunch:** Contact the preschool office for current lunch bunch opportunities. This is a daily opportunity for your child to eat, play and socialize with schoolmates in the outdoor classroom, after regular school hours. Children need to be picked up by their respected dismissal time, either 1 pm or 1:30pm. There is an additional charge for this program. Those attending lunch bunch on Wednesdays or Thursdays will receive 2 slices of pizza included in the lunch bunch fee.

**Summer Camp:** This camp is regularly offered during summer. A separate enrollment process takes place with fees and tuition set each year.

## **Meet and Greet for Parents and Children**

We offer the opportunity for a short visit in the classroom as well as the outdoor classroom a week before school begins. It is designed to help your child get acquainted with the school environment and meet the teachers before the first day of school. Teachers often share classroom handouts as well as answering any general questions about what to anticipate during the first few days of school.

## Parent Orientation Meeting

The first Friday of school, after drop-off time, there is a Parent Orientation Meeting. This meeting will provide information about what to expect throughout the school year. This will include important dates, school events, Parents Advisory Board information, and what you can expect being a part of our WPCP family. We do require at least one parent/caregiver attend this meeting each school year.

## Teacher and Parent Conferences

Formal conference appointments will be held two times in the calendar school year, Fall and Spring, to discuss your child's growth and development. An appointment schedule will be available by the teachers closer to the conference dates. This is your best opportunity to understand how your child is learning and growing at preschool. We cannot overemphasize the importance of attending these conferences. Please make this one of your top priorities for this school year.

Conferences to discuss a child's development or any school concern can be arranged at the request of parent or teacher. A meeting will be set by the teacher at a mutually agreeable time. It is inappropriate, however, to discuss your child during drop-off and pick-up. Try to limit your conversations to classroom news, gathering belongings and hugging your child. In depth questions about your child's day are often uncomfortable for your child, unfair to the teacher who is not prepared to thoughtfully respond, and to parents and children who are not interested in your discussion. Please allow your teacher to indicate when it is appropriate to talk with her/him.

## Health Policy

**Immunizations are required by the State of California for all children. All immunization records must be current and on file before your child may attend preschool.**

The Preschool is only licensed to care for children who are well. All children entering the preschool are required by law to have a pre-entrance physical examination and a completed Department of Social Services Physician's Report. Immunizations are required for attendance in a licensed child care center and requirements change from year to year. Please consult with the Director or office personnel if there are questions.

The teacher will give a visual health check to each child before admittance to school each day. In the event your child's symptoms worsen during the school day, you may be called to pick up.

For the protection of all children, please keep your child home if any symptoms of illness are present:

- fever
- diarrhea
- sore throat or swollen neck glands
- upset stomach and vomiting
- head cold or any other communicable disease
- bronchial infection
- conjunctivitis (pink eye)
- contagious rash or skin eruptions
- acting listless, drowsy, headachy, flushed face, lack of appetite or any behavior out of the ordinary
- difficulty breathing
- green mucus

*Please note: Your child must be free of fever and diarrhea for at least 24 hours before attending class. There may be instances where a doctor's note is required prior to returning.*

Children are not considered ill in the following cases:

- runny nose due to allergy
- clear mucous discharge due to allergy or the final stage of an upper respiratory infection
- coughing due to allergy or as a result of a lingering upper respiratory condition
- rashes that are not contagious
- sprains, stitches or broken bones

Medications will be administered in special cases and only with the written permission of the parents and doctor. Special cases should be discussed with the Director.

**Please report to the preschool discovery of the following health conditions:**

COVID-19	Impetigo	Chicken Pox	RSV
Ringworm	Fifth Disease	Monkey Pox	
Lice	Conjunctivitis	Hand, Foot & Mouth Disease	

The presence of these conditions in a classroom, by law, need to be reported to all parents as a means to controlling an epidemic or spreading throughout the class and school.

## Allergies and Asthma

Parents must inform the Director and teacher of any allergies suffered by the child. Food allergies are posted in each classroom as a precaution for all staff members or substitutes who may be facilitating snack time. Allergies to insect bites or pollen should also be mentioned to the teacher. Medications for severe allergic reactions and inhalers for asthma attacks can be kept at school. Follow licensing requirements for permission to use medications.

## Hand Washing Procedures

In order to maintain as healthy an environment as possible, the teachers carefully teach and supervise proper hand washing procedures. Regular hand washing has been proven to be the MOST EFFECTIVE method for preventing the spread of mild illnesses. The preschool will never be a sterile environment but the spread of much illness is controlled by washing properly.

We teach the children to wash after toileting, coming in from the outdoor yard, coming in contact with mucous (nose picking, sneezing, or wiping a runny nose) or when hands seem extra dirty. Children always wash before eating, especially since most snacks are finger foods. Lathering with soap and water for at least ten seconds is encouraged, followed by thorough rinsing in running water and drying with a paper towel. We appreciate any efforts parents make at home to reinforce these procedures.

## Potty Training

With the exception of the Adventurers and Discoverers program, children must be potty-trained by the start of the school year for admittance.

Teachers will periodically ask the children throughout the day as well as look for signs that the child needs to use the restroom. Please communicate with the teachers if there are potty-training issues that need to be addressed, they are more than willing to work with you through the process. In the event that your child has a bowel movement in their pants, a phone call will be made to the parents instructing them to return to campus promptly to change them.

## Arrival and Departure Procedures

At WPCP, arrival and departure are taken very seriously to ensure your child's safety from the parking lot to the classroom. We have very specific procedures for dropping off and picking up children. We encourage prompt, even early, arrival as it allows you and your child to be relaxed.

- 1) If you must arrive late and the class is on the outdoor classroom, **it is imperative you send a message through the Procure app or contact the office.**

- 2) Prompt retrieval of your child is very important if you are to build trust in your child. Children fear abandonment when all the other children are picked up and they do not see their parent.
- 3) If for any reason you find that you will be late picking up your child, it is **imperative** you message on Procure or call the school. Repeated late pick up of your child could result in a fee and dismissal from the program. If your child has not been picked up within ten minutes of dismissal time, he/she will be brought to the office where school personnel will attempt to locate you.
- 4) Electronic sign-in/out is done each day at drop-off and pick-up via the Procure App. The electronic sign-in/out are legal documents. Your signature indicates the transferring of responsibilities for your child to the preschool. **The California Code of Regulations requires all students must be signed in and out by an authorized adult 18 years or older.**  
*Please note: children are not allowed to sign-in/out.*

**Arrival:** Each child will be greeted upon arrival. The teacher will do a visual assessment observing any physical or emotional ailments that would impair a successful day at school.

**Departure:** If you have designated an Authorized Representative to pick up your child, this individual must be listed as an additional authorized pick-up on the Procure app before the teacher or director will release your child to this individual. You are required to have your ID. There are no exceptions.

## Separation

Leaving your child at school for the first time may be more uncomfortable for you as a parent than your child. Your child may go off happily to play with the others from the first day. On the other hand, your child may cling to your leg, cry or verbally refuse to be left at school. We see both scenarios, and understand that every child's personality, temperament, and life experience is at a different stage of psychological development. Therefore, the teachers and staff will always work with families to address an individualized separation process, when needed. All children, at some point, will go through a separation process. When and to what degree depends on the child. Please do not worry that your child is not ready for preschool or that you have done something wrong in your parenting. We suggest the following tips to help your child pass through the separation anxiety.

- Do not discuss preschool excessively before starting in Fall.
- Do not try to talk your child out of his or her feelings. Acknowledge them and accept them. But do not change your course of action.
- Arrive on time or early if possible.
- We strongly recommend developing a good-bye routine in which your child is an active participant. Never leave your child without saying goodbye. Even if your child is

engrossed in an activity, you must let them know you are leaving and will return at the end of the preschool day. Always saying goodbye establishes a routine of trust and security with the new environment your child is learning to navigate, even if it triggers upset. Let the teacher comfort your child while you leave.

- Be the first one at pick up time.
- Children may cry upon seeing you even if they have not cried during school. Children often hold in their emotions as part of the adaptation to this new expectation. They are not at home and we often see their best behavior until mom or dad appears. We see these as tears of joy and relief.
- If your child has extended periods of crying and no amount of comforting helps, we suggest a transition routine of short stays at school that are gradually lengthened each day. You will be called to pick up your child and work with the teachers on the transition routine that will benefit your child's learning experience.
- WPCP staff and teachers will always be in contact and willing to work with families during the transition.

It is common for children to experience separation anxiety even months after the beginning of school, even if they seemed very happy to that point. This again is part of typical development. Acknowledge your child's fears and concerns but reassure them you know they are safe and the teacher will take care of their needs.

## **Children's Birthdays, Holidays and Celebrations**

The children's birthdays have traditionally been celebrated in the classroom with a birthday crown, made by the teacher, and recognition in the circle time. Parents can bring their child's favorite book or the child may bring a favorite game. Birthday party invitations may be distributed in the classroom cubbies only if all children are invited. Please indicate to the teacher your interest in celebrating your child's birthday during school and arrange a date.

Many holidays are recognized and celebrated at WPCP. Parties may be a part of the celebration, such as Halloween, Thanksgiving, Christmas, Valentine's Day, St. Patrick's Day, and Easter. Room Parents help coordinate the details with the teachers. Please remember that the meaning of holiday celebrations is most significant to young children after they have experienced the entire event. For example, handing out Valentines and receiving them from friends makes sense on the day it is done.

Many holidays celebrated by our families may not be familiar to our teaching staff. This gives parents the wonderful opportunity to share their families' traditions with others in their child's class. This is encouraged as a reinforcement of the home-school connection and a validation of the child's personally meaningful experiences at home. Please talk to your child's teacher to make arrangements to share during class time.

You will have many opportunities to get to know the teachers, the other children and their parents in his or her child's class. This is an important bridge between your child's home life and school experience.

## **What to Bring to School Each Day: Clothing and Shoes**

A child's backpack is REQUIRED to have a snack and water bottle. At the end of each day, check your child's backpack for art work and/or paperwork being sent home. A big component of the preschool involves teaching your child independent skills which includes learning how to take items in and out of their backpacks. We kindly ask that your child bring a **full-size backpack** to school, it helps them out tremendously when learning these essential independent skills.

### **Play clothes**

Learning can be messy and children need to feel free to explore with mud, water and paints. Therefore, your child should wear clothing that is washable and encourages independence both in play and toileting. The following clothing guidelines are suggested:

- Elastic waist pants for children new to toileting.
- T-shirts, sweatshirts, loose tops and "everyday" dresses are great
- No overalls, jumpsuits, or one-piece outfits
- No jewelry, chains, cords or dangling accessories because they often get in the way and are not durable for preschool activities. (They can be interesting "share" items, however.)
- No "party dresses" or "Sunday Best" because it often inhibits your child's freedom to participate.

**Please label every item with your child's name.** Misplaced clothing items may be located in our Lost and Found box. One or two sets of extra clothes (underpants, shirt, long or short pants and socks) need to be brought to school the first day in a plastic bag marked with your child's name on the outside. These clothes will be used in case of toileting or spilling accidents. Teachers will let you know when they need replenishing.

### **Shoes**

Although we do allow bare feet at times, we insist on safe shoes for certain play activities, such as bike riding. We also insist on shoes that you would not mind getting wet as water play is a part of the Outdoor Classroom.

Preschool clothes should allow for maximum freedom with minimum concern.

## **“Share Time” and Personal Belongings**

The teachers at WPCP realize that part of the adjusting process for a two, three, or four-year old in a new environment may include bringing something special from home to class. While items of value should remain at home, one item brought to school can be incorporated into the class “share time”. In addition to helping the transition from home to school, share time also promotes language development, helps to expand vocabulary and encourages social interactions among the children. Please do not send fragile toys, toy weapons of any kind, or toys with small parts. (The child’s excitement and anticipation of sharing something with other children can soon turn to disappointment if parts of that share item are lost!) Each classroom will have its own “share time” procedure and your child’s teacher will inform you about this at the appropriate time.

Your child has her own cubby/hook specifically to hold backpacks, snack, jackets, artwork, or special “transitional” objects such as a small blanket or favorite possession. Transitional objects are often comforting for your child while they are at school. We welcome them if they are needed. The cubby is a clean, safe place to house transitional objects where it can be found when your child needs it. Children will learn to only touch the items in their own cubby/hook.

Personal belongings left at school will either be stored in your child’s cubby/hook or in the Lost and Found box in the teacher’s office.

## **Assessments of Children**

Assessing your child’s development is an important component of teaching preschool. Our teachers are trained in recognizing the developmental milestones of young children. These are tracked through observation, documentation and samples of the children’s work. In some cases, written assessments are shared with parents as a basis for discussing and planning for a child’s individual needs and development. Written assessments and documentation are kept in the children’s files during their enrollment at WPCP and for the subsequent three years.

Occasionally it becomes necessary to express concern about a possible delay in child’s development. In most cases, these situations are corrected in time. On the rare occasion when this does not happen, the teacher or director may suggest the child be evaluated by another professional. It is in the best interest of the child to follow through with such an evaluation because early detection and intervention of most developmental delays or disorders can make a substantial impact on the child’s opportunity for improvement.

In the event that WPCP does not have the capacity to enlist the necessary resources for a child in the classroom, recommendations will be made to ensure the child receives an optimal learning environment for growth and development.

## Emergency Procedures

Safety drills are practiced regularly so that children and teachers know exactly how to respond in the given situation. Teachers are trained in CPR, First Aid, and emergency procedures, which include fire, earthquake, and lockdown protocols.

Since we live in earthquake country, minor tremblors can be commonplace and may not upset our daily routines. Chances are, in the event of a minor earthquake, your child will carry on in a normal fashion. It is up to the parent to determine if the circumstances warrant picking up their child from school. Obviously, in the case of a severe earthquake, you would need to pick up your child as soon as conditions allowed.

Emergency Procedures are outlined and posted in every classroom. In case of a fire, earthquake, or other emergencies; children can be picked up in the area designated by our local fire department, typically in the grassy lot on the corner of Lakeview Canyon Road and Watergate Road. The preschool has emergency supplies available and procedures are in place should a severe earthquake occur. Your child will be comforted and cared for while waiting for you or your emergency contact to retrieve her from school. Please note, ID's will be checked at pick-up. Compliance with Title 22 of the Department of Social Services, we have established St. Jude The Apostle on 32036 Lindero Canyon Road, Westlake Village, CA 91361 as our secondary offsite evacuation center.

## Discipline

The Preschool practices a very positive form of discipline. Children are never punished, isolated, spanked, scolded or treated harshly in any way. It is our belief that children misbehave as an attempt to communicate a need in a way that doesn't work. Our job is to help them learn a way that does work.

The process for this includes teaching words that describe feelings, needs and desires. Children are guided in identifying their feelings or needs and are taught words and ways in which to get those needs met. Although this process takes time, in the long run, it is the most successful because children eventually internalize the value of appropriate behavior.

Time out is not used because we view it as punitive. There may be occasions when a child needs to be isolated from the other children but a teacher will sit with the child during those times. In the event an incident occurs in the classroom, the teacher will address the behavior with the child's parents.

WPCP makes every effort to provide a safe, nurturing, and developmentally appropriate learning environment for each student. When situations continue to arise that are inappropriate and disruptive to classroom learning and growth, this may be cause for the dismissal of a student(s).

## Cell Phone Use

Cell phones provide important functions in our society, especially in cases of emergency. However, they can interfere with parent-child relationships, safety and teacher communication when used at the preschool. Therefore, we request that parents refrain from talking on their phones at pick-up and drop-off, attending a preschool function with your child, or while driving through the parking lot.

WPCP's communication hub with staff, teachers, and families is through the Procure app. Teachers will communicate with parents through Procure for **emergency purposes only** during school hours. Any questions or comments submitted during school hours by parents will be answered at the end of the school day by teachers.

## State Licensed

Our school is fully licensed by the State of California and our license is displayed at all times in our main office. We are inspected annually by regulatory agencies in the areas of health, fire, safety and child and family services. Please see the board outside our main office for state mandated postings.

## Parent Involvement

Parents often want to know what they can do in the way of volunteering or helping their child's class or the school. There are several ways parents can participate in the life of the preschool.

- **Join the Parent Advisory Board (P.A.B):** Members of this group seek ways to support and involve parents in the extracurricular activities that come up during the year, and manage some fundraising events. New board members are always welcomed. P.A.B. typically meets once a month on campus.
- **Room Parents:** These parents work directly with their child's teacher as liaisons to the Parent Advisory Board or the Director. Jobs are usually not time difficult or time consuming but are very helpful to the teacher.

We appreciate our volunteers and recognize our job is made lighter and more meaningful when we have the support of our parents.

## Snacks and Good Nutrition

Parents will provide a snack and water bottle for their child each school day. We always encourage healthy choices and will teach your child to eat snack before any treats. Good nutrition is reinforced. Snack time is a valuable part of our curriculum for many reasons:

- Cleanliness is encouraged. Hands must be washed just before eating.
- Awareness of God is demonstrated. Children say a blessing before eating.
- Self-control is encouraged. Nobody starts eating until all are seated and the blessing has been said.
- Good manners are demonstrated. Children learn how to ask politely for servings.
- Responsibility is taught. Spills are cleaned up by the child. Trash is thrown away by the child.
- Language is developed. Much conversation takes place with everyone sitting together.
- New tastes are acquired. Teachers encourage children to explore new foods (even if it means just talking about the smell, taste, shape, or color of the new food.)
- Community is built. Eating together is a strong reinforcement of relationships.
- Help children understand how families eat different foods.

Additionally, teachers occasionally bake, cook or prepare snack with the children as a creative experience.

## Field Trips

Occasionally, special field trips are offered to interesting places away from the school. Parent participation is required for transportation and supervision of the children. If automobiles are used to transport the children, there must be a seat belt for each child. Car seats are required for all children under the age of six years.

## Campus Safety

Please abide by the following guidelines when coming and going from the campus:

- NEVER leave any child unattended on campus.
- An adult should ALWAYS be present with a child.
- Children are prohibited from going up the stairs to the second floor.
- An adult should ALWAYS be present when a child is playing on campus before or after school hours.

## Parking Lot Safety

The dangerous location on our campus is the parking lot. Please abide by the following guidelines:

- Drive slowly and cautiously
- NEVER leave any child unattended in the car no matter how quickly you think you will return or how inclement the weather.
- Keep children close as you walk them through the lot.
- Please refrain from using cell phones in our parking lot.
- Park in the designated spots only. *Please adhere to handicap or red zone parking regulations.* This is a ticketable offense.

## Tuition Policies

### Tuition

Tuition is due in accordance with the Admissions Agreement. Please note, the first month's **non-refundable** tuition payment will be charged prior to the beginning of the new school year. A late fee of \$25 will be assessed after the 10<sup>th</sup> day of the month in which the basic services are to be provided.

### Scholarships

Scholarships may be available at Westminster Presbyterian Church Preschool. The Preschool Director and Board of Directors reviews all written requests which are confidential and reviewed several times a year.

### Discounts

- **Family registration discount:** A single registration fee is charged per family regardless of how many siblings are enrolled.

## Safety and Accidents

The preschool staff uses its best efforts to supervise children, prevent accidents and avoid aggressive conduct between children. Nevertheless, it is reasonably foreseeable that accidents may occur due to the inherent nature of the program and the young age of the children. Falls or minor injuries, as well as other incidents such as scratching and biting may occur during the school year. If the severity of the injury warrants parental notification, information will be communicated via Procure app, phone call, or at the end of the day at pick-up time.

Because the State of California forbids the use of any medication for children in our program, the staff will only wash injuries with soap and water and apply a bandage for cleanliness. Ice

packs may be applied in cases of potential swelling. Parents can take other medical measures once the child is back in their care.

In case of serious injury (head trauma, deep cuts, severe bleeding, sprained limbs, broken bones or other serious conditions) parents or emergency contacts will be notified immediately. Paramedics may also be called in these cases. Teachers are re-trained regularly in CPR and children's first aid procedures.

## Director's Open Door

It is not necessary to wait for the end of the school year to discuss any aspect of the program or share concerns about your child's experience. Issues need to be discussed first with the person most likely to solve your concern. We ask parents to follow a simple formula:

**Step One:** Issues related to interactions in the classroom or outdoor classroom need to be addressed to your child's teacher.

**Step Two:** If the prior communications are unsatisfactory, the office staff or Preschool Director welcomes the opportunity to help by hearing your concerns over the telephone or in person.

**Step Three:** If the issues remain unresolved, grievances can be voiced to the Board of Directors.

Teachers deserve the opportunity to respond to your concerns because they are the most informed about your child's experiences at school. Likewise, teachers will consult with parents regarding decisions and interactions affecting their child. It is this teamwork that makes the difference between a good experience for your child and a wonderful relationship for your family.

Administrative issues should be discussed with office personnel.

## Confidentiality

Trust is an important part of the family-school relationship. In order to develop trust the teachers and staff maintain the practice of respecting confidentiality and anonymity when it comes to sensitive information about a child. Therefore, teachers share details about a child's behavior, development or interactions only with his/her parents. All children's privacy is respected. We recognize children's development is emerging and our responsibility is to nurture and protect that growing and changing child.

**Westminster Presbyterian Church Preschool**

32111 Watergate Road

Westlake Village, CA 91361

818-889-1493 [www.wpcwestlake.org](http://www.wpcwestlake.org)