

PARENT HANDBOOK

City of La Habra Child Development Programs State Funded Programs (CCTR & CSPP Contracts)



August, 2015

SUB-BOARD (COMMISSION) APPROVED DATE: _____ September 9, 2015 _____

PARENT INFORMATION

Parent's Name: _____

Address: _____

My Child: _____
(Name of Child)

Is enrolled in _____
(Name of Site)

Located at: _____
(Site Address)

Class Hours are From: _____ To: _____

The Teachers are: _____

The Program Specialist is: _____

HELP LINE NUMBERS

ORANGE COUNTY (LA HABRA) EMERGENCY NUMBERS

Police Department	911
Police – General Information	(562)383-4300
Fire Department	911
Fire – General Information	(562)691-4692
Fire & Police TTD (for deaf)	(562)697-4378
Paramedics/Ambulance	911

CHILDREN SERVICES

Child Abuse Hotline	(800) 540-4000
Orange County Social Services	(714)541-7700

FAMILY SERVICES

Domestic Violence Hotline	(800) 978-3600
Suicide Prevention	(877) 381-5111
We-Tip	(800) 472-7766

**CITY OF LA HABRA
CHILD DEVELOPMENT DIVISION
STATE FUNDED PROGRAMS**

Table of Contents

Welcome	5
Our Mission	5
Non-Discrimination Statement	5
City of La Habra Staff Information	5
<u>Our Program</u>	7
Regulations and Policies	7
Programs Offered	7
Days of Operation	8
Holidays	8
Open Door Policy	9
Religious Instruction	9
<u>Program Philosophy, Goals and Objectives</u>	9
Curriculum	9
Desired Results (DRDP)	10
Parent Involvement & Education	11
Communication	12
Parent Advisory Committee (PAC)	13
Community Involvement	13
Nutrition	13
Health and Social Services	15
Staff Development	15
<u>How to Qualify for the Program</u>	16
Eligibility (Criteria and Required Documentation)	16
Need (Criteria and Required Documentation)	16
Verification of Income	17
Family Size and Required Documentation	17
<u>How Families are Selected</u>	18
Admission Priorities; Waiting List; and Displacement	18
<u>Enrollment Process</u>	19
Notification Process	19
Documentation for Enrollment Appointment	19
Certification Process	20
Notice of Action (NOA)	20

<u>How to Continue in the Program</u>	20
Recertification	20
Family Fee	21
Exceptions for Family Fee	21
Subsidized Child Care Payment Policy	21
Notification of Changes	22
Abiding by Agency Policies, Procedures and Requirements	22
Changes in Contract Information (Emergency Cards)	22
Confidentiality	23
<u>Program Policies</u>	24
Attendance Sign In/Out	24
Absence Policy	25
Limited Term Service Leave	26
Health and Safety	27
Daily Health Inspection	29
Illness	30
Isolation for Illness or Injury	30
Accidents	30
Medications	30
Special Needs	30
Physicals	31
Immunizations	31
TB Testing	31
Health Screening	32
Hand Washing	32
<u>General Policies</u>	32
Field Trips	32
Confidentiality of Records	33
Rest Time	33
Change of Clothes	33
Child Abuse	34
Behavior Guidelines	34
Disaster Safety Plan	35
Emergency Cards	36
First Aid	36
Uniform Complaint Procedure	36
Termination Policies	37
Parent's Rights & Personal Rights	37
Parent Handbook Receipt Signature Page	39

Welcome



Welcome to the City of La Habra Child Development Programs, State Preschool. Our staff is here to serve your child and your family. In order to familiarize yourself with our program, we have provided you with this handbook. Once you have read it, keep it in a safe place so that you can refer to it throughout the school year.

Please feel free to speak to your program lead person if you have any questions, concerns or needs. We look forward to working together in providing a successful year for your child.

Our Mission

The Purpose of the City of La Habra Child Development Programs is to provide a positive and nurturing experience in a safe, supportive and active learning environment. The needs of the children are met with regard to their level of development, their individuality, and the cultural diversity among them. Children are encouraged to make choices. They learn to solve problems, and to be responsible.

Non-Discrimination Statement

City of La Habra Child Development/ State Preschool Program does not discriminate on the basis of sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color or mental or physical disability in determining which children are served. All children are welcome to enroll in the Program, including children with disabilities. The Agency understands the requirements of the Americans with Disabilities Act (ADA) and will make reasonable accommodations and implementation for such children, whenever feasible.

All State Funded Programs and activities operated by the City of La Habra Child Development Division are made available to all qualified persons without regard to sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, mental or physical disability. As each child's situation is unique, all students will be addressed on an individual basis. Parents are encouraged to work together with the Program Specialist and/or Lead Teacher and staff to determine the least restrictive and supportive environment for their child.

City of La Habra Staff Information

Administration

Jim Sadro, City Manager

Sal Failla, Director of Community Services

Catherine A. Villanueva, Child Development Manager
Donna Linn, Program Specialist Family Child Care Homes & Food Program
Angela Marceau, Program Specialist, School-Age Program
Danette Mejico, Program Specialist, State Preschool Program
Johanna Perez, Lead Teacher, State Preschool Full-Day
Minerva Alvarez, Lead Teacher, State Preschool Part-Day
Nancy Vasquez, Lead Teacher, School-Age
Diana Rodriguez, Family Service Coordinator
Genyfer Biscos, Jr. Administrative Aide Family Child Care Homes & Food Program
Valerie Moreno, Sr. Clerk
Cynthia Hernandez, Accounts Clerk III/ Billing

Office Information

MAIN OFFICE

215 N. Euclid Street, La Habra, CA 90631
(562) 383-4270
(562) 383-4484 fax
Office Hours: 7:30 AM – 4:30 PM



General Child Care (CCTR)

Family Child Care Home

215 N. Euclid Street, La Habra, CA 90631
(562) 383-4285
Office Hours: 7:30AM – 4:30PM
Contact:
Donna Linn, Program Specialist
Genyfer Biscos, Jr. Admin Aide
Sylvia Castillo, Clerk

School-Age Program

Claire Brown Site (Euclid)
305 S. Euclid Street La Habra, CA 90631
(562) 383- 4250
Hours of Operation: 6:15AM – 6:00PM
Contact:
Angela Marceau, Program Specialist
Nancy Vasquez, Lead Teacher
Diana Arreola, Family Services Coordinator

State Preschool Programs (CSPP)

Part-Day Program

401 S. Euclid Street, La Habra, CA 90631
(562) 383-4262
Hours of Operation: 7:30 AM – 4:00PM
Contact:
Danette Mejico, Program Specialist
Minerva Alvarez, Lead Teacher
Alexis Luna, Clerk

Full-Day Program

1440 Whittier Blvd, La Habra, CA 90631
(562) 697-1471
Hours of Operation: 6:15AM – 5:30PM
Contact:
Danette Mejico, Program Specialist
Johanna Perez, Lead Teacher

I. OUR PROGRAM

A. Regulation & Policy

City of La Habra Child Development/ State Preschool Programs operate under the guidelines of the Federal and State Governments - California Department of Education, our funding source, the California Education Code (Title 5) and the California Department of Social Services, Community Care Licensing (Title 22).

Staffs from the California Department of Education and Community Care Licensing have the right to review child/ family files when visits to the program occur.

B. Programs Offered:

The City of La Habra offers the following programs under the Child Development Division that is funded by California Department of Education (CDE):

School-Age Program:



The La Habra Child Development Division incorporated the “School-Age Program” with the express purpose of providing quality daycare service to working parents. The School-Age Program exists for the purpose of promoting, supporting and enhancing children’s development. We collaborate with the La Habra City School District as they provide transportation to and from our sites. The sites open at 6:15 a.m. and close promptly at 6:00 p.m. The program runs year-round with “full-day” service during winter, spring, and summer as well as teacher in-service and operates a minimum of 246 days to a maximum of 250 days per fiscal school year.

Family Child Care Homes:



A subsidized family child care system is a network of family child care homes that receives funding from an umbrella agency. These family child care homes (FCCH) receive technical assistance, access to materials, resources and support services from their agency. This partnership between agencies, caregivers and families offer an option for children to be cared for in a family home environment.

The purpose of the City of La Habra Family Child Care Program is to provide quality child care in a home setting to children ages six weeks to 10 years while their parents are working, in training or meeting some other need for services as approved by the California Department of Education. Each child receives individual attention, encouragement, support and guidance in an effort to provide the necessary experiences and opportunities for the development of his/her fullest potential. Sensitivity to each

child's needs, abilities, and cultural background is at the core of our program. Because of this high respect and commitment to individuality, the program provides developmental, cultural and linguistic experiences appropriate to all ages served. Operating hours are based on need and each Family Child Care Provider's individual schedule and operates a minimum of minimum of 246 days to a maximum of 250 days per fiscal school year.

State Preschool Program:



A variety of experiences for the development of the child's fullest potential are provided through this program which has a strong commitment to the community. This involvement has been at the core of the development of many social service programs offered through this agency. The part-day program has two sessions that are offered for 3 hours each day and operates a minimum of 210 days per fiscal school year.

Some full-day spaces are available for families who meet eligibility and need requirements, as mandated by the CDE. The program runs year-round and operates a minimum of 246 days to a maximum of 250 days per fiscal school year. The site opens at 6:15 a.m. and close promptly at 5:30p.m.

C. Days of Operation:

School-Age Program: Monday - Friday, 6:15 a.m. - 6:00 p.m. and before and after school; program duration is a minimum of 246 days to a maximum of 250 days of service

Family Child Care Homes: The hours vary according to the provider's schedule; program duration is a minimum of 246 days to a maximum of 250 days of service

State Preschool Full-Day: Monday - Friday, 6:15 a.m. – 5:30 p.m.; program duration is a minimum of 246 days to a maximum of 250 days of service

State Preschool Part-Day: Monday - Friday, AM Session hours are 7:50 a.m. – 11:00 a.m. and the PM Session is from 11:50 a.m. - 3:00 p.m.; program duration is 210 days of service.

D. Holidays:



Services are not available on the following Holidays:

-  New Year's Day
-  President's Day
-  Memorial Day

- ✚ Independence Day
- ✚ Labor Day
- ✚ Veteran's Day
- ✚ Thanksgiving (2 Days)
- ✚ Christmas (2 Days)
- ✚ Staff Development Days (up to 4 days)
 - Parents will be notified of Staff Development Days at least 2 weeks prior to school closure.

E. Open Door Policy:



You may visit the program at any time during the normal hours of operation. While there are many advantages of calling ahead, particularly if you want to discuss something privately with the lead teacher, you have a right to drop in as often as you like.

We welcome parents to come and visit and observe their child's class as often as you would like.

F. Religious Instruction:

Program refrains from any religious instruction.

II. PROGRAM PHILOSOPHY, GOALS & OBJECTIVES

We believe that each child should receive individual attention, encouragement, support, and guidance. The program offers a variety of experiences to assist in the development towards the child's full potential.

A. Curriculum:



The most important goal of our early childhood curriculum is to help children become enthusiastic learners. This means encouraging children to be active and creative explorers who are not afraid to try out their ideas and to think their own thoughts. Our goal is to help children become independent, self-confident, inquisitive learners. We're teaching them *how* to learn, not just in preschool, but all through their lives. We're allowing them to learn at their own pace and in the ways that are best for them. We're giving those good habits and attitudes, particularly a positive sense of themselves, which will make a difference throughout their lives.

Our curriculum identifies goals in all areas of development:

- **Social:** To help children feel comfortable in school, trust their new environment, make friends, and feel they are a part of the group.

- ***Emotional:*** To help children experience pride and self-confidence, develops independence and self-control, and have a positive attitude toward life.
- ***Cognitive:*** To help children become confident learners by letting them try out their own ideas and experience success, and by helping them acquire learning skills such as the ability to solve problems, ask questions, and use words to describe their ideas, observations, and feelings.
- ***Physical:*** To help children increase their large and small muscle skills and feel confident about what their bodies can do.

The activities we plan for children, the way we organize the environment, select toys and materials, plan the daily schedule, and talk with children, are all designed to accomplish the goals of our curriculum and give your child a successful start in school.

Curriculum Models:

- High/Scope Curriculum
- Bright Smiles/Bright Futures-dental education
- GLAD
- PE4ME - physical education
- Harvest of the Month - nutrition education
- Safety First - safety and emergency education

B. Desired Results (DRDP):



The goal of the program is to ensure that all children are making progress in the domains of physical, cognitive, and social-emotional development. We use the DRDP, a tool developed by the CDE, CDD to assess the development of children. Children are assessed within 60 days of enrollment and every six months thereafter. Parents' input is a necessary component of this assessment. The assessment is also used to plan and conduct age and developmentally appropriate activities for the children. DRDP required for each child enrolled in a program at least 10 hours per week.

The Desired Results for Children and Families is used in the Program.

The goals of the Desired Results for children are as follows:

- 1) Children are personally and socially competent
- 2) Children are effective learners
- 3) Children show physical and motor competency
- 4) Children are Safe and Healthy

We utilize the Desired Results Developmental Profile (2015) for Pre-School as the

assessment tool.

SKILLS ACQUIRED

At the end of the school year, you can expect that your child(ren) to have acquired, but not limited to, the following skills:

1. Social/ Emotional Skills:

- a. Enjoys being with other children and adults
- b. Has increased drive for independence and self- control
- c. Begins taking turns
- d. Has pride in personal accomplishments

2. Physical/ Motor

- a. Hops on one foot, skips, and jumps
- b. Can catch a ball/bean bags with both hands
- c. Dresses and undresses him/herself
- d. Uses scissors to cut a straight line
- e. Can copy a simple design



3. Cognitive

- a. Can complete a 6-8 piece puzzle
- b. Begins to understand time and simple math concepts
- c. Recalls main detail of a story
- d. Understands special concepts (front/back, high/low, etc.)
- e. Counts to 10 by rote

4. Language

- a. Follows up to two-step directions that are sequential
- b. Participated in rhymes, games, songs and stories
- c. Listens to and understands English
- d. Identifies at least 10 letters of the alphabet, especially those in his/her own name

On a yearly basis, the program conducts an annual self-assessment which is comprised of observations, documentation reviews, surveys, and analysis. The tools that are utilized for the self-assessment are the Environment Rating Scale, Desired Results for Children, Desired Results Parent Surveys, and the Contract Monitoring Review Tool. Results of all the tools used to plan for the next program year to ensure continuous improvement for the program. Copies of the Self-Evaluation Report is provided to California Department of Education and shared with staff and other stake holders.

C. Parent Involvement and Education

The parent involvement and education include the following:



- ❖ An orientation that would include topics such as program philosophy, program goals, and objectives.
- ❖ Two (2) individual parent/teacher conferences per year (to be scheduled with each parent).
- ❖ Parent meetings with program staff.
- ❖ Parents are encouraged to participate in activities whenever possible.
- ❖ Participate in Parent Advisory Committee (PAC).
- ❖ Parents must have a current TB test in order to participate in any classroom activities.

Communication



Parents and staff are partners in caring for each child. Two-way communication is essential. Let us know if there are things happening at home which may affect your child at the Center.

Please keep us informed!

The Benefits of Communicating

To receive the maximum benefits of the Program for your child, you are strongly encouraged to:

- ✚ Read and follow the rules of this Parent Handbook.
- ✚ Look for special notices or newsletters which may be found in the classrooms or any of the following places: Parent Bulletin Board, Parent Mailbox, Classroom door, Entry Gate to children's yard and the Sign-in / Sign-out Sheet.
- ✚ Attend at least one PAC (Parent Advisory Committee) meeting each month. You will have an opportunity to meet other parents and develop a better understanding of the Program.
- ✚ Please plan to attend your child's Parent-Teacher Conferences and, when applicable, Home Visits. The focus on your child's growth and development, twice a year or as needed.
- ✚ Ask your child's teacher for ways in which you can participate in the Program. If you are unable to volunteer in the classroom, perhaps a grandparent can help read a book or cook a snack or participate in the children's play. (TB tests and Fingerprints are required for people who regularly work in the classroom.)



When parents and family members are involved in their child's program, the children are more successful in school and life. You are involved when you:

- Know what's going on in your child's life, at the Center. Talk with the teachers regularly.
- Talk with your child each day about the world around you.
- Read books and/ or tell stories from your childhood or family history.
- Be courteous to all children, family and staff members.

D. Parent Advisory Committee (PAC)



The goal of the Parent Advisory Committee (PAC) is to establish an attitude of acceptance and support for a successful partnership between the parent and the program with a strong commitment to the community. This involvement has been at the core in the development of many social service programs offered through this agency.

The purpose of the Parent Advisory Committee to have the opportunity to be involved in the program by assisting in the program decisions.

- The Parent Advisory Committee meets quarterly (time and day to be established by PAC)
- The committee will become more aware of the needs of the children in the program.
- The committee will assist in planning activities for the program year.
- The committee will help in reviewing the program.

E. Community Involvement



The City of La Habra shall solicit support from the community including the solicitation for donated goods and services. We currently work directly with various businesses of La Habra in turn they adopt families during the holidays and provide them with materials. We work with local businesses who donate materials as well. We have collaborated with the local Boy Scouts who have constructed various projects for the centers.

F. Nutrition



All children enrolled in the Program will participate in the Child Adult Care Food Program (CACFP) sponsored by the United States Department of Agriculture at no cost to the parent. The Nutrition Program will provide 1/2 to 2/3 of each child's daily nutritional

requirements and promote physical growth and development; meals are served to all children according to the time in attendance, and during planned field trips.

The Children will either receive, breakfast and snack or lunch and snack depending on the session. In the Full-Day Program, the children will receive all meals served. Monthly menus are posted on parent boards and in classrooms. Parents are encouraged to review the menu and provide suggestions of meals to be served to the children.

Meals are served Family Style with the teacher, parent or volunteer providing supervision. Children are encouraged to try what is served and are not forced to finish their food. Meal times are pleasant for the children and teachers.

Meals and snacks are culturally and developmentally appropriate for the children being served and will meet the nutritional requirements. New foods are introduced during mealtime and conversations foster socialization.

Menus are planned following the CACFP Menu Pattern and in accordance with the National Dietary Guidelines, Nutrition Education and food activity for the children are included in the Daily Lesson Plan.

All meals are prepared in at each site. Orange County Health Services Department Regulations for safe food handling and production are followed. Included in the regulations are:

- 1) All food served to the children must be commercially prepared or prepared in our Agency facilities.
- 2) Food cannot be taken from the Centers.

Nutrition Philosophy



The preschool child is impressionable and enjoys imitating his/her peers and adult caretakers. Parents, teachers, and other adults play an important role in shaping the child's attitude toward the acceptance of nutritious foods. Adults in the classroom are expected to reinforce positive food attitudes by eating and socializing with the children at mealtimes, therefore meals are served family style.

Nutrition Goal

Provide learning and decision-making experiences through participation in mealtime activities such as setting the table, preparing food, serving food, sampling unfamiliar food, pouring milk, nutrition curriculum, cooking experiences and cleaning up.

Food Allergy and Dietary Restrictions



There will be a plan to accommodate and ensure the safety of children who have food allergies and other dietary restrictions. If a child requires a special diet due to a medical reason, the staff member will have the parent fill out and sign the "Special Diet Request" form. If an entire food group will have to be substituted (I.e. diabetic diet, PKU, gluten free diet) then the "Medical Statement to Request Special Meals and or Accommodations" will be utilized. They will assure that the required medical authority's signature is collected.

The medical statement must specify:

- The participant's disability or medical condition
- The foods to be omitted and
- Suggested substitutions and or accommodations

The medical statement must be signed by:

- A licensed physician, physician's assistant, nurse practitioner or registered nurse.

G. Health and Social Services

The City of La Habra includes a health and social service component that:

- 1) Identifies the needs of the child and the family for health or social services;
- 2) Refers a child and/or family to appropriate agencies in the community based on the health or social service needs; and
- 3) Follow-up with the parent to ensure that the needs have been met.

H. Staff Development



The La Habra Child Development is committed to quality. All staff holds the appropriate credential/permit required by the state of California.

- ✓ New employees are provided an orientation to guide them to understand how agency policies relate to their respective job description.
- ✓ We support continuous staff growth by assessing the needs of staff and providing professional development activities to enhance their growth.
- ✓ Full-Time Staff are evaluated annually and Part-Time Staff are evaluated at the discretion of the Program Specialist and/or Child Development Manager

- ✓ We have sound internal communication mechanisms which include email, phone, and newsletter to provide staff with information necessary to carry out their respective duties.

III. HOW TO QUALIFY FOR THE PROGRAM

A. Eligibility

Eligibility (Criteria and Required Documentation) is based on documentation and verification of at least one of the following:

- ✓ Income
- ✓ Current Aid Recipient
- ✓ Homelessness
- ✓ Child Protective Services (CPS)
- ✓ At Risk of Abuse, or Neglect



If the child is under Child Protective Services (CPS) or “at risk”, the program needs a written referral and dated within six (6) months of your application for services that includes:

- ✓ A statement from the local county welfare department, child welfare service worker, certifying that the child is receiving Child Protective Services (CPS) and that the child care and development services are a necessary component of the CPS service plan.
- ✓ Probable duration of the CPS service plan.
- ✓ Name, address, phone number and signature of the county child welfare staff.

B. Verification of Need (for CCTR and CSPP Full-Day Programs)



All children enrolled in the State Program must have a need for child care as defined by the CA Department of Education. Child Care may be provided to a child when (1) subsidized care is only available to the eligible families or (2) There is no parent, adult, school, another person, or entity that can be responsible for providing care during the time that care is being requested. The specific days, times and hours

of need must be recorded and documented.

After verifying that the family is eligible for services, parents must have one of the following as need:

- Child Protective Services/At Risk
- Employment
- Training towards Vocational Goals
- Seeking Employment (depending on the program requirements)
- Parental Incapacity
- Seeking Permanent Housing



C. Verification of Income

Total countable income means all income on the adults counted in the family size, which are:

- ❖ Gross Wages or Salaries (Veterans Pension, SSI, Survivors Benefits, Unemployment, Disability Workers Compensation)
- ❖ Overtime
- ❖ Tips or additional compensation (bonus, commission)
- ❖ Cash Aid (TANF/Food Stamps)
- ❖ Child Support / Alimony
- ❖ Portion of Student Grants or Scholarships not identified for educational purposes as tuition, books, or supplies



Examples for Income Documentation - Income is for the month preceding certification, or recertification. Current and on-going income documentation may be requested.

Employed:

- Release authorization and payroll check stub
- Release authorization and letter from employer
- Other record of wages issued by the employer

Other record of total countable income

- Copies of the documentation of all non-wage income
- Self-certification of any income for which no documentation is possible
- If in cash, client list or any form that can be used for verification

Self-Employed (As many of the following types of documentation as necessary to determine income)

- Letter from source of income
- Copy of the most recent signed and completed tax return
- Other business records, such as ledgers, receipts, or business logs

La Habra Child Development reserves the right to ask for as many additional documents to verify income.

D. Family Size and Required Documentation



Verification and Family Size Documentation - Parent must provide supporting documentation regarding the number of children and parents in the family. Supporting documentation for the number of children shall be at least one of the following:

- ✓ Birth Certificate for all children
- ✓ Child Custody Court Order

- ✓ Adoption Documents
- ✓ Foster Care Placement Records
- ✓ School or Medical Records
- ✓ County Welfare Department Records
- ✓ Other reliable documentation indicating the relationship of the child to the parent

When only one parent has signed (one parent on the Eligibility Application) the Application for Service and the information provided indicates the child in the family has another parent whose name does not appear on the application, then the presence or absence of that parent shall be documented.

Supporting documentation of the presence or absence of the other parent must be any one of the following:

- Records of marriage, divorce, domestic partnership or legal separation
- Court ordered child support arrangement
- Evidence that the parent signing the application receives child support payment
- Rental receipts or agreement contract, utility bills or other documents for the residence of the family indicating that the parent is the responsible party
- Any other documentation, *excluding a self-declaration* to confirm the presence or absence of the parent of the child in the family
- Residency Documentation of the other parent as proof he/she is not living with the child.

IV. HOW FAMILIES ARE SELECTED



City of La Habra State Preschool program will keep a list of children waiting to enroll. Waiting lists are common to subsidized child care and development programs, to Head Start Programs, and to Alternative Payment Programs. The term "eligibility" is used because families are ranked by eligibility factors for subsidized care (income, size, and need), not just time on the list.

Priority for enrollment shall be as follows:

A. Admission Priorities; Waiting List; and Displacement

- 1) Within the first priority for services are children receiving protective services through the local county welfare department shall be enrolled before children identified as at risk of being neglected or abused.
- 2) Except for situations where not all of the children in a family are certified based on child protective services, or the child's special need, a family that has a child

or children enrolled in a program shall be allowed to enroll additional children provided there exists an appropriate program opening such as infant care or services to school-age care children in which to enroll the child.

- 3) When not all of the children in a family are certified based on child protective services, or the child's special need, the other children or the parents in the family must meet both eligibility and need criteria.
- 4) City of La Habra State Programs shall not deny service to nor assign a lower priority to a family that needs less than full-time services.
- 5) City of La Habra State Programs shall maintain a current waiting list in accordance with admission priorities. The program will contact applicants in order of priority from the waiting list as vacancies occur.
- 6) If it is necessary to displace families, families shall be displaced in reverse order of admission priorities.

V. ENROLLMENT PROCESS

A. Notification Process

The enrollment process is as follows:



- Completion of the Eligibility Questionnaire by the parent. At this time parent will be given the Enrollment Cover Letter. This letter provides a list of documents required for enrollment.
- Parent will be notified either by phone or mail, when there is an opening for your child.
- Parent will be given a date and time to return for the second phase of paperwork.
- Parents will have to attend a mandatory Parent Orientation prior to the child starting in the program. Orientation will include the daily operations of program.

B. Documentation for Enrollment Appointment

Each parent must provide the following information when completing the enrollment:

- ✓ Documentation for Eligibility and Need
- ✓ Immunization Record (for enrolling child in CSPP or Home Site)
- ✓ Verification of Residence
- ✓ Medical or Insurance Card

C. Certification Process

Prior to initial enrollment and at the time of update or recertification, a staff from the City of La Habra State Program will:

- Certify each family's/child's eligibility and/or need for child care and development services after reviewing the completed application and documentation contained in the family data file.
- Issue a Notice of Action for Services

NOTE: When a child's residence alternates between the homes of separated or divorced parents, eligibility, need and fees should be determined separately for each household in which the child is residing during the time child development services are needed (i.e., separate certifications and service agreements). For example, a child may be certified during part of the week with specific hours and fee and specific hours and fee for the remainder of the days.

D. Notice of Action (NOA)



The decision to approve or deny services shall be communicated to the parent through a written statement referred to as a Notice of Action (NOA), Application for Services. The City of La Habra State Program staff will complete a Notice of Action, Recipient of Services when changes are made to the service agreement.

The NOA is issued when:

- Certification is completed
- Recertification is completed
- Changes that affect need, fees and eligibility occur
- The family is terminated from the program
- Family fee is delinquent

Parents may appeal decisions that were written in the Notice of Action by reporting their concern to California Department of Education. Directions regarding the appeal procedure are written in the back of every Notice of Action issued to parents/families.

VI. HOW TO CONTINUE IN THE PROGRAM

A. Recertification

- All families shall be recertified at intervals not to exceed twelve months. For recertification, families shall be required to provide documentation to support continued eligibility and need for service. Families shall be notified in advance of recertification date.

- For eligibility and or need based on "At Risk", recertification shall be within three (3) months and need shall be on any other need criterion not "At Risk".

B. Fees



- Assessment is based on income and family size. No adjustment for excused or unexcused absences.
- Credit for Fee paid to other service providers when not able to meet all the family's need for child care. Receipt or cancelled check is required and credit is for subsequent billing period.
- Payment paid in advance of service by (cash, check, etc)
- **Delinquent Fees:** After 7 calendar days of due date. Services shall be terminated within 2 weeks unless paid within the two weeks. A reasonable repayment plan will be accepted and the parent must comply with the repayment plan for continued services.
- If the family has more than one child in any child care and development program, the fee shall be assessed and collected based on the child who is enrolled for the longest period.

C. Exceptions for Family Fees

- ✓ No fee for part-day California State Preschool Program.
- ✓ No fee for CSP or At Risk if waived in a written referral by a legally qualified professional or CPS worker.
- ✓ No fee if family income is below 40% State Median Income

D. Subsidized Child Care Payment Policy

- Billings are issued once a month, at the beginning of each month.
- Payment is due immediately upon receipt of the billing
- Payment is considered overdue if not received by: the 10th of the month.

Teachers and staff are not allowed to accept your payments. Payments may be:

- 1) Paid in person at the City Hall Office. Pay at the counter marked "Financial Services". City Hall Hours are Monday – Thursday, 7:30 a.m. - 5:30 p.m. and every other Friday 7:30 a.m. - 4:30 p.m.
- 2) Mailed to the address on the bill:
Municipal Billing Service
P. O. Box 337
La Habra, CA 90631

3) Sealed in an envelope and dropped in the mail slot at City Hall any time after business hours (evenings or weekends). NO CASH

4) Credit Card

NOTE: If you are not paying in person, please write the receipt number (the red number in the bill) on your check or money order for tracking purposes.



Three notices of overdue payments will result in termination of child care services.

There is no credit given for days of absenteeism due to illness or vacation. However, you are not billed for holidays when the center is closed.

To receive credit for outside child care, follow these steps:

- 1) Receipts must be submitted during the current billing period. Credit will not be given once the next bill has been issued.
- 2) To receive credit, the child care must also be provided during the same dates as the center billing dates.
- 3) No outside credit will be given if the program can provide services in one of our other programs or facilities.

E. Notification of Changes



Any changes in family income, employment, family size, marital status, or need for services must be reported within five (5) calendar days to the Program Specialist. This includes changes in work schedule, home address, work address, or telephone numbers. Failure to report these changes may result in termination.

F. Abide by Agency Policy

Parents and/or authorized representative is required to abide by The City of La Habra State Program Policies, Procedures and Program Requirements in order to maintain services.

G. Changes in Contact Information (EMERGENCY CARDS)

Parents need to report any changes on the Emergency Card to the Program Specialists, Lead Teacher, or Family Services Associates of your child's Center, as soon as possible.

- ❖ Please be sure to keep your local number and your emergency numbers current.

- ❖ Please provide the name, addresses and telephone numbers of **three (3) adults** (persons 18 years or older) who are aware of their responsibility to pick up your child from the Center in case of illness or emergency.
- ❖ **Your child can be released only to people named on the Emergency Card. (See paragraphs above). Picture identification will be required.**
- ❖ If your child has an emergency, we must be able to reach you, or someone listed in the Emergency Information, immediately (See above).
- ❖ **If no one on the emergency card can be reached, your child may be released to the local Law Enforcement Agency or Child Protective Services.**

H. Confidentiality



Maintaining confidentiality is a significant issue in managing the Record- Keeping Systems. In order to be useful to Human Service Workers, individual children and families, children's records may contain much information which is confidential. Such information should be released only to those people who need it in their work with the child or to monitor/evaluate the Program.

However, because of the significant amount of parent involvement and communication among various staff members and professionals, it is very important for each Program to develop procedures to ensure that information collected is stored, released and transferred in such a way that the child and the family's privacy is protected.

The City of La Habra Child Development Program shall specify in writing:

- Who will have access to confidential information
- How the information shall be collected
- The conditions under which such information shall be stored
- How information is made available to parents, appropriate staff, professional consultants, and collateral providers.

A Child's record shall be open to parental review upon request. Agency staff, has access to confidential information and receives training in methods which ensures Confidentiality of children/family's information. Parents shall be given orientation to their Rights regarding access to their child's records. Confidential information will not be released to any individual or Agency without the Written Consent of the parent. All Confidential Records will be kept for a period, not to exceed, three (3) years, and when

such Records are discarded, they shall be shredded to maintain confidentiality.

VII. PROGRAM POLICIES

A. Attendance

Sign In and Out Procedures



Children must be in attendance daily. If your child is going to be absent, you must notify the office immediately. Complete and accurate sign in/out sheets are required by our program to accurately report our attendance claims to the State

All Parents Must:

1. Daily sign your child IN upon arrival and OUT upon departure. This includes the exact time and full signature of the parent or any other adult authorized by the parent to drop off/pick up a child. In addition, the parent's full signature is required on the "parent signature line" at the bottom of each sheet, at the end of each month.
 - a. **Failure to sign your child in/out on a daily basis may result into termination from the program.**
2. On the first day of the month, enter the telephone number where you can be reached during the day. If there is a change, please leave the telephone number where you can be reached that day.
3. State the specific reason for your child's absence from the program, i.e., vacation, illness. For long term illness or a contagious disease, a doctor's release is required for re-admittance.

Pick-up Procedures

The release of a child to an individual, other than a parent, requires written authorization by a note or as indicated on the child's Emergency Card and must be at least 18 years of age. Identification will be requested for the release of the child; i.e., driver's license or ID. No child will be allowed to leave the site alone under any circumstances.

YOUR CHILD MAY NOT BE DROPPED OFF AT THE PARKING LOT, CURB, GATE OR OTHER LOCATIONS.

Contract Hours

Children are expected to be in attendance during the hours approved for care. If the program is not used as agreed, services are subject to termination. All changes to schedule must be reported to office personnel within 5 days and a new Notice of Action form must be completed.

Days of Operation

The La Habra Child Development Programs operate under a fiscal year July 1-June 30.

- ❖ CSPP Part Day- serves a minimum of 210 days per school year
- ❖ CSPP Full Day-serves 246-250 days per school year
- ❖ CCTR- Home Site/School Age 246-250 per school year

Late Pick-Up

Children are required to be picked up according to their contracted hours established at the time of enrollment. A \$1.00 late fee will be charged for every minute you are late in picking up your child 15 minutes after the center has been closed for the day. If a child is consistently picked up late, services can be terminated. Children are expected to be in attendance during the hours approved for care.

B. Absence Policy

Excused Absences

- Child Illness (clearly state the illness) in order for absence to be excused, the absence must be reported first thing in the morning on the day of the absence. A doctor's note is required after 5 consecutive days of absence.
 - Dental Appointment
 - Doctor Appointment
 - Mental Health
 - Therapy appointment
 - Quarantine (Doctor note required)
- Parent Illness (clearly state the illness)
 - Dental Appointment
 - Doctor Appointment
 - Mental Health
 - Therapy appointment
 - Quarantine (Doctor note required)
- Family Emergency (Family emergency is a sudden situation that makes it difficult for the child to attend.)
 - Hospitalization of family member (after 3 days documentation required)
 - Death or funeral (after 3 days documentation required)

- Natural Disaster (Fire, Flood, Earthquake)
- Weather conditions
- Car Accident, car problem, transportation (after 2 days documentation required)
- Sibling Illness
- Court Ordered/ Visitation
 - Documentation required (court order must be current and on file)
- Best Interest - Definition of Best Interest of the child 10 days maximum per year
 - Family Vacation
 - Stayed home with grandparent, extended family, or non-custodial parent
 - Out of town
 - Religious holidays
 - Family service appointment (court, immigration, and Social Service appointment that is usually for a day)
 - Child's birthday

Unexcused (5 Unexcused absences subject for termination)

- Child didn't feel like getting up
- Child/parent over slept
- Out of town- no reason or call

When a child is absent, parents must call the center to informing them of the child's absence that particular day and when the child will be expected to return to school. Once the child returns to school, parents must complete the Absence Form.

C. Limited Term Leave Request



The program has the right to limit the number of Limited Term Leaves granted in a contract year. Parents must apply and be approved for Limited Term Leave prior to taking the leave. The Program Specialist and/or Child Development Manager are the authorized staff who may approve or disapprove the Limited Term Leave Request.

All families shall have equal access to limited term leaves. They must submit a reason for request and provide documentation of incapacity. LTL may be granted for the following reasons:

- ✓ Medical or Family Leave
- ✓ Birth or care of newborn child of parent
- ✓ Placement of adoption/or foster care
- ✓ Care for health condition of parent's child, spouse, or parent
- ✓ Break in employment

- ✓ School Break (Spring, Fall, Winter, Summer session)
- ✓ Non-custodial parent- not ordered by court
- ✓ Family vacation in excess of best interest days

A limited term leave shall not exceed twelve (12) consecutive weeks in duration except when the parent is on a maternity or medical-related leave of absence from their employment or training. Maternity or medical limited term service leaves shall not exceed sixteen (16) consecutive weeks in duration.

D. Health and Safety



Your child's health is important to his/her educational growth. Being healthy and happy makes learning easier. Health screenings are provided to ensure your child's growth and development is on track. If a concern arises you may be contacted by one of the following, the Health Consultant, District School Readiness Nurse, or program staff.

If your child is sick at the program, we will call you to pick-up your child.

Watch for these signs before sending your child to school:

- ✓ Oral temperature over 100
- ✓ A painful red throat, even if no fever is present
- ✓ A deep hacking cough
- ✓ Severe congestion
- ✓ Difficulty breathing, wheezing
- ✓ An unexplained rash
- ✓ Vomiting (within 24 hours)
- ✓ Diarrhea
- ✓ Yellow discharge from the eyes
- ✓ Thick, green drainage from the nose along with fever or tiredness

The Child Development staff is committed to a partnership with parents to accomplish the goal of a safe and healthy environment.

For Preschool Children: Prior to enrollment, each child must have a complete physical. The child's dental Screening/Examination must be completed within 30 calendar days following enrollment. Certain procedures, which were not a part of the initial physical Examination, may be conducted after the child is enrolled.

Upon entering the Program, each child must have received the following immunizations:

- a) DPT (4)
- b) Polio (3)
- c) MMR (1) [measles, Mumps and Rubella must be received on or after the child's

- 1st birthday]
- d) Hepatitis B (3)
 - e) Hib (1) [At least one (1) Hib on/or after 1st birthday regardless any dose given before then]
 - f) Varicella (Chicken Pox) (1)



Mantoux (TB Skin Test) is required for enrollment. The child has 30 days from the beginning of the school year to complete the TB skin test. The most recent test result must be negative. Only one (1) negative test is required for admittance. If the child's TB Skin Test results are positive, an X-Ray is required.

A Daily Health Check will be performed upon the child's arrival in school. For the protection of your child and the other children, you must keep your child at home, if there are any signs of illness.

Children who are absent for more than 5 days are required to bring a doctor's note in order to return to school. All Doctor's notes must be the original, signed by the Doctor.

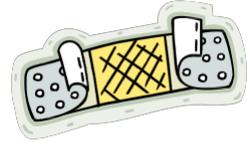
Children should not be brought to the center if he/she has any of these symptoms:

- Vomiting
- Fever (100 ° or above) for at least 24 hours. Fever cannot be controlled by medication.
- Inability to eat.
- Inability to participate in regular daily routine.
- Excessive wheezing
- Undiagnosed rash/thrush
- Persistent cough
- Drainage from or red eyes
- Mouth sores with drooling
- Dark or Green Mucous/Consistent Runny Nose
- Severe Diaper Rash
- Chicken Pox, Measles, Mumps
- Ring Worm
- Drainage from Ears
- Any other communicable illness

The following illnesses must accompany a doctor's release before the child is allowed to come back to the center:

- Chicken Pox/ Varicella
- Diarrhea from E-coli
- Fever and Rash
- German measles, Rubella, and 3-Day Measles
- Impetigo
- Measles, Red Measles and 10 Day-Measles

- Mumps/ Scarlet Fever
- Pink Eye/Conjunctivitis
- Ringworm
- Scabies, Shingles, Strep Throat
- Stitches
- Any other contagious illness



If a child becomes ill while at the Center, the parent and/or responsible guardian will be contacted to pick up the child.

Staff will care for minor injuries. Soap, water, bandages, antiseptic wipes, and ice will be the extent of the first aid treatments.

The parent will be notified in case of more severe bumps or cuts and asked to come to the Center if necessary. An Incident Report will be completed for parent information.

Medical Emergency Procedure



IN THE CASE OF AN EMERGENCY, every effort will be made to contact the parent, doctor, or another adult authorized on the Emergency Information Form.

The parent(s) must sign a form authorizing the staff to secure emergency medical treatment in the event the parent cannot be reached. This form is signed upon enrollment.

City of La Habra Child Development Program staff is NOT AUTHORIZED to transport children to the hospital. Staff will contact Emergency 911 for immediate assistance. If necessary, children may be transported by an ambulance.

Administering Medication



Medication will only be administered with the written permission of the parent or authorized guardian with written instruction from the doctor giving the dosage directions. Verification that the child may attend classes center while taking this medication.

Over the counter medication will not be administered by any Staff.

The Medication Release Form should be completed before any medication is administered.

E. Daily Health Inspection

This is to be completed prior to parent leaving facility. Teachers shall be responsible for ensuring that children with obvious symptoms of illness including, but not limited to,

fever or vomiting, are not accepted. Additional attention shall be paid to children who have been absent because of illness, or have been exposed to a contagious disease. No child shall be accepted without contact between center staff and the person bringing the child to the center.

F. Illness

NO child is allowed at the program with a fever, severe cough or contagious disease. A 24 hour waiting period is required before a child can return to the program. We can administer prescription medication if they have a written doctor's order.

G. Isolation for Illness or Injury



When it is determined that the child must be sent home for either illness or injury, the parent or guardian will be notified. Until the child is picked up from the facility, the child will remain in isolation supervised by a staff member. If the child is being sent home due to a contagious illness, the child will be isolated in the office and the parent notified. A written notice will be given to all families to inform them of exposure. Prior to returning from illness, parent must supply the program with a doctor's release indicating the child may return with no restrictions.

H. Accidents

When an injury has occurred an Accident Report will be completed by a staff member. The Accident Report will be signed by the staff member, parent and Program Specialist. The parent will receive a copy of this report. If, in the opinion of the staff, a child needs immediate medical attention, emergency responders will be called. The parent will also be notified.

I. Medication



The center will only administer medication that is a prescription drug, prescribed by a doctor. The child's name, current date, amount to be administered, and the time must appear on the label. We cannot and will not administer over the counter drugs such as aspirin, or cough syrup. Parents must fill out the "Medication Administration" form daily. The information should include medication being taken, the current dosage, and the time schedule by which the medication is to be taken. Medication must be in pharmacy's original container and properly labeled.

J. Special Needs (Medicine, Allergies, and Physical Disabilities)

If a child has any allergies, seizures, or other special health problems, the staff and

office personnel must be notified so that staff will be aware and can act quickly in case of need.

K. Physicals (required for CSPP)

Each child in the program is required to have a physical within 30 days of enrollment. During enrollment each parent will be asked to complete a health history for their child. A health check will be done daily by a staff member as each child enters the classroom to ensure there are no signs of illness.

L. Immunization Requirements



The program will assure that every child is up to date with immunizations according to California School Immunization Law. **NOTE:** Beginning 2016, California School Immunization Law no longer allows exception from immunization.

The following process will be maintained:

1. At time of enrollment the student's California Immunization Record or other official Immunization Record will be carefully reviewed for compliance with the California School Immunization Law
2. If the student is up to date with immunizations at time of enrollment but further doses are needed, parent will be given date of next immunization due. A reminder letter with dated immunizations due will be sent to parent.
3. Families who fail to immunize their child by specified due date will be issued a letter. The student will be dropped from the program if he/she does not receive the required immunizations.
4. Families who have difficulty obtaining required immunizations for their child will be given community resources.

M. TB Testing



Children entering a preschool facility are required to have a Mantoux TB skin test or identified by a physician to have no TB risk factors. If your child has not been tested and a TB test is required, please do so prior to the beginning of the upcoming school year.

N. Health Screening (Services provided to CSPP children)



Vision and Hearing Height and Weight Dental

Parents will receive results of all screenings provided. If follow up care is indicated, it is the responsibility of the parent to provide the school with the outcome.

O. Hand Washing



Policy

The staff and all other adults working in the classroom will teach and model appropriate hand washing practices in order to lower the risk of spreading communicable diseases.

Procedure

- a) Staff and children shall wash their hands whenever hands come in contact with body fluids and the following times:
 - a. Before food preparation, handling, or serving. (including setting the table).
 - b. After toileting or changing diapers.
 - c. After assisting a child with toilet use.
 - d. Before and after eating meals or snacks.
 - e. After handling pets or other animals.
 - f. Before and after using disposable gloves.
 - g. After coughing or sneezing.
 - h. After inspecting hair for lice.
 - i. Before and after giving medications.
- b) Clear, simple hand washing procedures will be posted in all classrooms, including these steps.
 - Step 1** Wet hands with water and then add soap.
 - Step 2** Use friction to work up lather and wash hands for at least 10-20 seconds.
 - Step 3** Rinse well under a stream of water.
 - Step 4** Dry hands thoroughly, with a single use paper towel.
 - Step 5** Turn off faucet with a paper towel

VIII. GENERAL POLICIES

A. Field Trips



There are many benefits of children participating in field trips. Throughout the year your child may participate in walking trips or trips by other means of transportation.

- a) The staff will ensure that safety is the first priority on all field trips and outings away from the site.
- b) Emergency cards and properly stocked First Aid Kits will be taken on all field trips and other outings.
- c) Teachers will ensure that medication or equipment needed to ensure the safety of a child with special medical needs (asthma, diabetes, or other potentially life threatening conditions) is taken on the field trip.
- d) Children will be counted and names recorded on an attendance sheet prior to leaving and before returning.

B. Confidentiality of Records



Maintaining confidentiality is a significant issue in managing the Record-Keeping Systems. Children's records may contain much information which is confidential. Such information should be released only to those people who need it in their work with the child or to monitor/evaluate the Program. However, because of the significant amount of parent involvement and communication among various staff members and professionals, it is very important for each Program to develop procedures to ensure that information collected is stored, released and transferred in such a way that the child and the family's privacy is protected.

A Child's record shall be open to parental review upon request. Staff have access to confidential information and receives training in methods which ensures Confidentiality of children/family's information. Parents shall be given an orientation to their Rights regarding access to their child's records. Confidential information will not be released to any individual or other Agencies without the Written Consent of the parent. All Confidential Records will be kept for a period, not to exceed, five (5) years, and when such Records are discarded, they shall be shredded to maintain confidentiality.

C. Rest Time (For Full-day State Preschool ONLY)



Each child is provided with a cot/mat with sheets and blanket for nap time. These items are marked with the child's name. The sheets and blankets are washed weekly. During rest periods children are not required to sleep; however, children are encouraged to lay quietly during rest time.

D. Change of Clothes (For Full-day State Preschool ONLY)



We need a change of clothes at all times. Please include socks and underwear. Label all clothing, particularly sweaters and jackets with your child's name. We are not responsible for lost items.

E. Child Abuse



All staff members are required to report any signs and or actions which may indicate that a child is being abused or neglected. The staff is required by strictly enforced laws, to report such findings immediately. In sure cases, a written report is made by the reporting staff member and Child Protective Services (CPS) is called to investigate the findings.

REPORTING OF CHILD ABUSE, CHILD NEGLECT, CHILD ABANDONMENT

Section 11166 of the Penal Code requires any child care custodian, teacher, licensed day care worker, foster parents, social worker, medical practitioner, public health employee, counselors, religious practitioner who treats children, employee of a child protective agency, Sheriff Probation Officer, county Welfare Department employee who has knowledge of or observes a child in his/her employment, who he/she knows or reasonably suspects has been the victim of child abuse, to report the known or suspected instance of child abuse to Child Protective Agency immediately or as soon as practically possible by telephone and to prepare and send a written report within thirty-six (36) hours of receiving the information concerning the incident. Failure to report can result in a \$1,000.00 fine and/or jail sentence.

F. Behavior Guidelines

As a program, we have established the following expectations and guidelines in order to ensure the safety and protection of your child and others, as well as our staff.

1. Children are encouraged to participate in activities that are safe and protect their wellbeing.
 - a. Any type of play fighting is not allowed.
 - b. Children must walk in the building at all times.
 - c. Children are expected to use equipment and materials (both inside and out) properly, and treat all other property with respect.
 - d. Absolutely no throwing or picking up of rocks, sticks, or other harmful objects to be used as weapons.
2. It is the responsibility of each child, with the guidance of the teacher, to remain with the group. This includes staying in assigned areas and boundaries of the center.
 - a. When the children arrive from school on the bus, they must walk with the teacher to the building.
3. Children are encouraged to express their feelings in an appropriate manner, which is neither harmful nor threatening to self or others. They are expected to treat all staff members and other children with respect.

4. Personal toys or belongings must be left at home and may not be brought to the program. On specific days, the teachers will provide guidelines for sharing. The program does not assume responsibility for any lost or damaged items.
5. Inappropriate or disrespectful acts, gestures, or language will not be tolerated

Failure to comply with the above guidelines will result in the following consequences:

1. Documentation of the Incident, parent will be contacted
2. After three (3) Incident Reports, child will be placed on a contract. The next infraction of this contract will result in a one (1) day suspension of the program.
3. Suspension from the program (Required conference with child, parent and program staff prior to returning)
4. Continued Infractions will result in termination of services (with prior approval from the Child Development Manager).

G. Disaster Safety Plan



This plan is designed to provide a framework for protecting students, staff and site facilities, as well as to describe the responsibilities of staff members, for a wide range of emergency and disaster situations that may occur. In the event of a widespread emergency, such as an earthquake, it is recognized that available government resources will be overtaxed and may be unable to respond to all requests for assistance. This plan assumes that the site must be self-sufficient for a time and may be required to provide shelter to the immediate community.

The following drills are conducted on a monthly basis. All students are to be taught what their actions are when the following Emergency Actions are implemented.

- Fire drills
- Earthquake
- Lock Down/ Community Violence

H. Emergency Cards



An Emergency Card for each child will be maintained in the classroom and will be taken by the individual classroom teacher whenever the site is evacuated.

I. First Aid

All teaching staff members are required to hold a First Aid and CPR certification.

J. Uniform Complaint Procedure

The La Habra Child Development Program has adopted a uniform complaint procedure to ensure that in most cases all complaints are resolved as soon as possible. The procedure for all complaints provide for mediation (optional) or investigation of complaint as soon as possible. Parents are encouraged to make contact as follows:

- Lead Teacher
- Child Development Program Specialist
- Child Development Program Manager
- Community Services Director

It is the intent of the City of La Habra Child Development Programs 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 the City of La Habra's Child Development Program'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 1135) 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 to the State Department of Education.

Child Development Division
Complaint Coordinator
1430 N Street, Suite 3410
Sacramento, CA 95814

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

A person 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.

K. Termination Policies

The following are grounds for termination.

- ❖ Knowingly using incorrect or inaccurate information to obtain a benefit that

they would otherwise not be entitled to receive.

- ❖ Failing to comply with Programs Policies and Procedures
- ❖ Failure to meet subsidy requirements
- ❖ Person whose behavior presents a risk to children or staff such as, profane language, threats, destroying property

Please treat the staff or provider with the courtesy and the respect you expect from others.

L. Parent's Rights & Personal Rights

City of La Habra Child Development Program shall insure that each parent whose child is enrolled in the program is accorded the following rights:

- The family may choose the type of care that best meets their cultural and family values
- The family may change their child care setting (transfer from one child care provider to another, if possible)
- The family has the right of Confidentiality. The use or disclosure of individual family information will be limited to purposes directly connected with the administration of City of La Habra Child Development Program with the exception of a court order, subpoena, or in the investigation of a crime. We may contact employers, training institutions, County Welfare Department, doctors, or other qualified professional to verify information to determine eligibility to receive subsidized child care services.
- The family has the right to request an Appeal Hearing for any action reflected in the Notice of Action. The parent must file a written request for hearing within 14 calendar days of receipt of the Notice of Action. Complete directions for requesting an appeal hearing are listed on the back of the Notice of Action.
- If the family is dissatisfied with the result of the local Agency Appeal Hearing, the family has the right to file a written appeal to the California Department of Education, Child Development Division within 14 calendar days of receipt of the local agency's decision letter.
- The family has the right to review their eligibility file. Requests for copies of records must be made in writing by the parent.

RECEIPT OF PARENT HANDBOOK (CENTER COPY)

Child(ren)'s Name: _____

I have received and have read a copy of the Parent Handbook. I understand and will accept my responsibilities as described in the Handbook, which include but are not limited to:

- ❖ Meeting the conditions for subsidized care and letting the Program know when my work or education situation changes;
- ❖ Paying all family fees in advance, if applicable
- ❖ Keeping my child's Emergency Card current with names, addresses and phone numbers of three (3) adults who can pick up my child if I am not available;
- ❖ Informing the Center staff when there is a change in our family's address, telephone number, custody arrangements, etc.
- ❖ Attending Parent/Teacher Conferences and Parent Advisory Committee meetings.
- ❖ Following the agreed upon Contract hours;
- ❖ Following Health and Safety Guidelines.

If I have questions about the information in this Handbook, I understand I can ask the Program Specialist or administration.

Parent Name: _____

Parent Signature _____ Date _____