



DREW CDC

Every Child's Success
Strengthens Community



PARENT HANDBOOK

Subsidized Early Childhood
STEAM Education Centers

Table of Contents

| | |
|----------------------------------------------------------|----|
| Welcome..... | 6 |
| Our Program | 6 |
| Early Childhood STEAM Education Center Locations..... | 7 |
| Group Sizes: Staff-To-Child Ratios | 8 |
| Drew Funding Source..... | 8 |
| Open Door Policy..... | 8 |
| Religious Instruction | 8 |
| Equal Access/Non-Discrimination | 8 |
| School Holidays Observed | 9 |
| Daily Schedule..... | 9 |
| Program Philosophy..... | 9 |
| Child Development Program | 9 |
| Trauma Informed Care Agency | 10 |
| Child Assessments..... | 11 |
| Program Assessment and Environmental Rating Process..... | 11 |
| Special Needs Services | 12 |
| Meal Services/Nutrition..... | 12 |
| No Outside Food / Peanut / Nut Policy..... | 13 |
| Wellness Policy | 13 |
| USDA Non-Discrimination Statement..... | 13 |
| Birthday Celebrations | 14 |
| Parent and Community Engagement..... | 14 |
| Parent Meetings..... | 15 |
| Parent/Teacher Conferences..... | 15 |

| | |
|--------------------------------------------------------------------|----|
| Community Involvement | 15 |
| Requirements for Volunteers in the Classrooms | 16 |
| Parent Information Boards | 16 |
| Parent & Family Support Services | 16 |
| Annual Program Self-Evaluation Process | 16 |
| Program Staff | 17 |
| Professional Qualified Teaching Staff | 17 |
| Professional Development | 17 |
| Enrollment and Eligibility | 18 |
| Enrollment Process | 18 |
| Notice of Action: | 18 |
| Your Right to Appeal the Notice of Action: | 18 |
| Family Eligibility Requirements | 19 |
| Eligibility for Children with Disabilities for CSPP: | 19 |
| Immigration Status: | 19 |
| Cash-Aid Eligibility Requirements | 19 |
| Income Eligibility Requirements | 19 |
| Homelessness Eligibility Requirements | 20 |
| Means-Tested Government Program Eligibility Requirements | 20 |
| Child Protective Services At-Risk Eligibility Requirements | 20 |
| Children With Disabilities | 21 |
| Family Size | 21 |
| Family Need Requirements | 21 |
| CPS At-Risk Need Requirements | 21 |
| Employment Need Requirements | 22 |
| Seeking Employment Need Requirements | 22 |
| Homelessness Need Requirements | 22 |
| Vocational Training Need Requirements | 23 |
| Seeking Permanent Housing Need Requirements | 23 |

| | |
|---------------------------------------------------|----|
| Educational Program Need Requirements | 24 |
| Parental Incapacitation Need Requirements | 24 |
| CSPP: No Established Need | 25 |
| Travel Time | 25 |
| Study Time | 25 |
| Sleep Time | 25 |
| Family Fees | 25 |
| Exceptions to Family Fees | 26 |
| Delinquent Fees | 27 |
| Enrollment Priorities | 27 |
| California State Preschool Programs (CSPP): | 27 |
| General Child Care (CCTR) Programs:..... | 28 |
| Recertification..... | 28 |
| Continuity of Care | 29 |
| Transferring from CCTR to CSPP | 29 |
| Notification of Changes | 30 |
| Disenrollment | 30 |
| Program Policies | 31 |
| Photographs & Video Taping | 31 |
| Emergency Card/Contacts..... | 31 |
| Orientation | 31 |
| Confidentiality of Records | 31 |
| Verbal Agreements | 32 |
| No Gift Policy..... | 32 |
| Child Abuse Reporting | 32 |
| Building Security and Access | 32 |
| Field Trips..... | 32 |

| | |
|---------------------------------------------------------------------------------------|----|
| Attendance Policies | 33 |
| Attendance/ Signing In & Out | 33 |
| Late Pick-Up Policy:..... | 33 |
| Absences | 34 |
| Health and Safety | 35 |
| Daily Health Checks | 36 |
| Tooth Brushing..... | 36 |
| Allergies | 37 |
| Medications | 37 |
| Personal Belongings/Extra Clothing | 38 |
| First Aid: When a Child Becomes Ill or Injured..... | 38 |
| Inclement Weather | 39 |
| Napping and Blankets..... | 39 |
| Diapering & Toileting | 39 |
| Pedestrian Safety | 40 |
| Parking Safety..... | 40 |
| Car Seat Safety | 41 |
| Disaster Preparedness | 41 |
| Expectations of Children’s Conduct & Persistent Behaviors Support & Safety Plan | 41 |
| Biting..... | 43 |
| General Policies | 43 |
| Parents’ Rights | 44 |
| Personal Rights..... | 44 |
| Sexual Harassment..... | 45 |
| Grievance Procedures & Guidelines Uniform Complaint Policy | 47 |

Welcome

Dear Parents/Guardians:

Welcome to Drew Child Development Corporation (Drew CDC) Child Development Services. Drew CDC is committed to providing a quality, child-wide early educational experience and provides support services that address the needs of all of our families, including school readiness, mental health counseling, and services for special needs Children.

We look forward to working with you and your family during this exciting start or continuation of your child's educational journey. The Family Handbook will provide you with important information about your child's class, our educational/learning philosophy, and other policies and procedures for the center. Please review the contents of this manual and save it for your reference. We strive to make your child's time at Drew Child Development Corporation an educational and enjoyable experience. If you have any questions, please feel free to contact your site supervisor at your facility.

Parents are encouraged to participate actively in their children's early education experience by attending parent/teacher meetings and home activities with their children and keeping open communication with Early Education staff. The Family Handbook has valuable information regarding our program, including opportunities for parental involvement, an explanation of the roles and responsibilities of both parents and staff, along with detailed information on the regulations governing our programs.

We sincerely hope you enjoy your experience with us, and that you will find the services at Drew CDC both useful and beneficial for your family.



Our Program

GUIDING PRINCIPLES

The agency's guiding principles inform the work and management of Drew Child Development Corporation. The vision represents the ideal future that Drew CDC strives to create. The mission describes what the agency does in pursuit of its vision.

VISION

All children and families in South Central Los Angeles will be safe, emotionally and physically healthy and educated. We will improve their opportunities to contribute positively to society.

MISSION

Drew Child Development Corporation prepares the children of Watts-Willowbrook, Compton, and South Los Angeles to succeed in strengthening our community.

Funding for this printing provided by the California Department of Education, Early Learning and Care Division and the California Department of Social Services

Early Childhood STEAM Education Center Locations

92nd & Maie Center - Facility # 198001351

9200 South Maie Ave., Los Angeles, California
90002

Phone: (323) 249-0621

Children: 18 months – 5 years

Days/ Hours of Operation:

M-F; 6:00am - 6:00pm

Immanuel Center - Facility # 197418470

506 East Laurel St., Compton, California 90221

Phone: (310) 635-3543

Children: 18 months – 5 years

Day/Hours of Operation:

M-F; 6:30am – 6:00pm

Harriette Shields Center - Facility # 198017157

224 East 126th St.,
Los Angeles, California 90061

Phone: (323) 779-6196

Children: 18 months - 5 years

Days/Hours of Operation: M-F; 6:30am-6:00pm

New Liberty Center - Facility # 198013102

5328 South Central Ave., Los Angeles, California
90011

Phone: (323) 234-3167

Children: 18 months – 5 years Days/Hours of
Operation:

M-F; 6:00am – 6:00pm

Rainbow Center - Facility # 198400569

11817 Wilmington Ave., Los Angeles, CA 90059

Phone: (310) 608-3481

Children: 18 months - 5 years

Days/Hours of Operation: M-F; 6:30am – 6:00pm

Ella Fitzgerald Center - Facility # 198017158

2950 Industry Way,
Lynwood, California 90262

Phone: (310) 669-9440

Children: 3 - 5 years

Days/Hours of Operation: M-F; 6:30am-6:00pm



Group Sizes: Staff-To-Child Ratios

| | |
|-------------------------------------|------------------------------------|
| Toddler (18 Months to 36 Months) | Preschool (36 Months to Kinder) |
| 1 adult for every 4 toddlers | 1 adult for every 8 preschoolers |

Drew Funding Source

The CDC Subsidized Early Childhood STEAM Education Centers preschool program is funded by the California Department of Education, Early Education Support Division (CDE/EESD) while the California Department of Social Services (CDSS) funds our toddler program. These programs provide full-day subsidized services for eligible children ages 18 months up to five years old with a STEAM curriculum that is developmentally, culturally and linguistically appropriate for the children served. The programs also provide free meals and snacks to children, parent education, referrals to social and health services for families, staff development opportunities, and ongoing employee training.

Open Door Policy

Drew CDC Early Childhood STEAM Centers maintain an open-door policy. We welcome parents to visit our classrooms, unannounced to observe their child at any time during program hours. Our programs are based upon a partnership with the parents of the children enrolled. Therefore, parents are encouraged to participate in our programs. **All visitors are supervised by program staff.**

Religious Instruction

We believe it is important to model and teach values such as concern and respect for all people. We feel that it is the parents'/guardians' responsibility to provide religious instruction of their choice. Therefore, Drew CDC refrains from religious instruction or worship, and complies with the regulations which stipulate that religious instruction or worship is prohibited.

Equal Access/Non-Discrimination

Drew CDC 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 and families are served. Our program understands and implements the requirements of the Americans with Disabilities Act (ADA) to make reasonable accommodations for children with disabilities. ADA-Title II: Drew CDC complies with Americans with Disabilities Act of 1990, Public Law 101-336 and 42 U.S.C. 12101 et seq. These regulations prohibit discrimination on the basis of disability and require that no qualified individual with a disability be denied the benefit of Drew CDC services, programs, or activities.

School Holidays Observed

Drew CDC observes and is closed on the following holidays:

- New Year's Day
 - Martin Luther King Jr. Day
 - Presidents' Day
 - Cesar Chavez Day
 - Memorial Day
 - Juneteenth
 - Independence Day
 - Labor Day
 - Veterans Day
 - Thanksgiving Day
 - Day after Thanksgiving
 - Christmas Day
- **Winter Break – closed 2 weeks in Dec. Dates may vary each year.**

Daily Schedule

Classroom daily schedules may vary from classroom to classroom. The daily schedule is posted on the parent bulletin board in each classroom.

Program Philosophy

Our philosophy takes a holistic approach to improving early educational outcomes for children that is family focused, and strength based. Program strategies include working with parents to support children's social and emotional well-being, ensuring teachers receive targeted, ongoing professional development specific to Early Childhood Education competencies, collaboration with community partners that are supportive of our families' needs, and maintenance of a safe, healthy learning environment for our children that promotes lifelong learning.

This philosophy is the foundation of our vision and serves as the focal point for unifying program staff, parents, community partners, and other supporters of our early education efforts. Our vision...**Children are healthy and thriving, living in environments that are supportive of their educational needs.**



Child Development Program

NAEYC ACCREDITATION: You have chosen a program for your child that is accredited by the National Association for the Education of Young Children (NAEYC). For over 30 years, families have relied on NAEYC Accreditation to ensure that high quality education and care are provided in programs for young children. In 2024, Drew Child Development Centers earned accreditation from NAEYC, which is the nation's leading organization of early childhood education standards. NAEYC Early Learning Program Accreditation is widely recognized as a mark of the highest quality for early childhood education. Drew CDC is committed to maintaining the highest standards in early care and education.

The standards for Drew CDC's child development program component include, but are not limited to, the following:

1. **Relationships:** Build strong, trusting relationships between children and caregivers to support emotional security and learning.
2. **Curriculum:** Provide a developmentally appropriate curriculum that supports all areas of children's growth and learning.
3. **Teaching:** Use intentional, responsive teaching strategies to engage children and meet their individual needs.
4. **Assessment of Child Progress:** Continuously assess children's development to guide teaching and ensure appropriate support.
5. **Health:** Prioritize children's health and well-being through safety, nutrition, and hygiene practices.
6. **Teachers:** Ensure teachers have the proper qualifications and engage in ongoing professional development.
7. **Families:** Foster collaborative relationships with families to support children's learning and development.
8. **Community Relationships:** Build connections with the community to enrich children's learning experiences.
9. **Physical Environment:** Create a safe, accessible, and engaging environment that encourages exploration and learning.
10. **Leadership and Management:** Implement strong leadership and management practices to maintain program quality and support continuous improvement.

Trauma Informed Care Agency

Drew CDC is taking steps to become a TIC Organization. This means that we adhere to SAMHSA's Six Key Principles of a Trauma-Informed Approach to ensure that our staff and the community we serve are physically and psychologically safe.

Our goal is to create a TIC space where all employees, clients, and partners feel safe and engage in trustworthy and transparent relationships that promote healing and avoid re-traumatization.

Everyone's voices and needs will help to shape Drew CDC's services as delivered through a trauma-informed care lens and aimed at addressing historical trauma.



Child Assessments

Drew CDC utilizes two developmental assessment tools, *The Desired Results Developmental Profile (DRDP 2015)* and the *Ages and Stages Questionnaire (ASQ)*.

The *DRDP 2015* is a tool developed by the State of California to assess children's development and to guide the planning of curriculum that meets the needs of individual children in all areas of development (cognitive, social emotional, physical, etc.) The *DRDP 2015* is aligned to the *California Preschool Learning and Development Foundations and the Elementary Common Core State Standards*.

This assessment instrument was designed to measure developmental outcomes for the individual child and to provide teaching staff with information needed to support the development of children in their care and to improve their classrooms and programs as a whole. Parent input is a necessary component of this assessment. Through regular communication with your child's teacher and at conference time you will be asked what skills and abilities your child has at home, and together you will set learning goals that reflect your child's needs and strengths.

A *DRDP with your consent* will be completed within 60 days of your child's enrollment and again every six months thereafter.

The **Ages and Stages Questionnaire (ASQ)** is a parent completed screening tool that is completed within the first 90 days of a child's enrollment and 2-6 months thereafter, this allows the child to practice skills, especially those where lack of opportunity may have had an impact. The ASQ questionnaire is used to assess a child's general development. The results help determine if a child's development is on track in the areas of communication, gross motor, fine motor, problem solving and personal-social skills. If needed teaching staff will make referrals to outside agencies to help children in areas of need. Most areas of concern are improved by regular attendance and individualized curriculum to support the child's individual needs.



Dual Language Learners

The Family Language Instrument identifies dual language learners in CSPP, for each child, no later than upon enrollment, and upon toddlers transferring to CSPP.

When a student is determined a Dual Language learner (DLL), the parent completes the Family Language and Interest Interview with the teacher or designated staff within 30 days. Staff share the benefits of multilingualism and support of home language development in the classroom.

When a teacher identifies a previously determined non-DLL student speaking or understanding a language other than English within 30 days of enrollment, he/she discusses the findings with parent/caregiver to update the instrument.

A family may opt-out of both the instrument and/or interview.

Program Assessment and Environmental Rating Process

The program classroom environment is assessed as part of the Desired Results System with the parent surveys, for Infant/Toddler and Preschool classrooms.

We use the California Assessment Scoring System (CLASS). CLASS is an observational instrument that captures the quality of the teachers-child interactions in a classroom.

In addition, we also use the CLASS/ITERS Environment tool, which focuses on whether specific items in the learning setting are present. It looks at the classroom arrangements, displays and materials. The assessment can be used by caregiving staff for self-assessment of the quality of their classrooms, and to determine the areas of high quality and areas that may need additional attention. It may also be used by directors and supervisors to determine action plans for working with programs, or to examine the quality of programs over time.

Special Needs Services

Children showing a need for possible speech and language services, motor skill help, behavior concerns, and appear to be developmentally delayed as a result of the teaching team's assessment may be referred to other resources. If a concern arises, staff will follow these procedures:

- Staff will confer with parent/guardian
- If a referral is necessary, the parent will sign a referral form and be referred to an appropriate resource
- A staff from the referral resource will come to the center and assess the child
 - If a concern seems to exist, a conference with the referral staff, the teaching team, and the parents will be held. At that conference the parent will be asked to sign forms allowing for more extensive testing of the child
 - When the testing is completed, another conference will be held to review the results of the testing and arrange for any special needs assistance

Often, based on the referral, the extra help that is needed is provided at Drew Child Development Corporation during the child's regular school day. A child may be referred at any time by either the child's parents or a staff member.

- If your child currently has an Individual Education Program (IEP) or Individual Family Service Plan (IFSP) provide this document to your Drew CDC Case Manager and Teacher.
- Note: Families with children with an IFSP or an IEP are obligated to provide up-to-date copies at least annually to the center/enrollment specialist.

Meal Services/Nutrition

Drew CDC participates in the Child and Adult Food Program (CACFP) and provides breakfast, a hot lunch, and afternoon snacks daily, at no charge. The nutritious meals and snacks served are culturally and developmentally appropriate for the children enrolled and meet or exceed the nutritional requirements specified by the CACFP program. The weekly menu is posted on the classroom parent bulletin board or near the attendance sheets. Copies are available upon request from the Site Supervisor. **Please be sure to advise the center staff of any food allergies your child has.** Substitutions can be made to accommodate your child's special dietary needs. At meal time children and teachers sit down together in a family style and children serve themselves with guidance.



Family style meal service is an integral part of our food program; children are encouraged to serve themselves and try all foods but are never forced to eat. Food is never used as a reward or punishment in the program.

No Outside Food / Peanut / Nut Policy

Due to the increasing number of children who have life threatening allergies to peanuts/nut products, the following policy must be enforced for all classrooms: Parents, guardians or family members may not bring any food items into the classrooms. Meal service is provided by the program, and children will only be served the food items listed on the menu.

There is no guarantee that peanut/nut oil/tree nut product is not an ingredient.

- **Due to CACFP regulations, food served at the centers:**
 - Cannot be taken outside of the classroom or school grounds
 - Cannot be offered to children who are not enrolled in our program.
 - Food cannot be brought in from outside (McDonald's etc.).

Wellness Policy

Drew CDC recognizes that sound nutrition, optimal physical fitness, emotional well-being and the adoption of life-long healthy habits correlate with learning readiness, academic achievement and decreased discipline problems. Life-long healthy habits include the daily consumption of fruits and vegetables and daily physical fitness activities. Such habits can prevent Type 2 Diabetes, some Cancers, Cardiovascular Disease, Obesity and Osteoporosis.

As part of this policy and consistent with California state law, Drew CDC has established policies regarding the types of foods served to children who attend our child care centers. Children may receive up to three nutritious meals daily- breakfast, lunch, and an afternoon snack-in accordance with the Child Care Food Program guidelines. Substitutions will be made for children with medical restrictions or food allergies documented by their physician. Vegetarian or religious practices may be accommodated within the parameters of the regular food preparation. Individual circumstances should be discussed with the Director of Education at the time of enrollment. Menus are posted monthly for parents to review.



USDA Non-Discrimination Statement

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating based on race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from

any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

- | | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| <p>1. mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW</p> | <p>Washington, D.C. 20250-9410; or</p> <p>2. fax: (833) 256-1665 or (202) 690- 7442; or</p> | <p>3. email: Program.Intake@usda.gov</p> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|

This institution is an equal opportunity provider.

Birthday Celebrations

We enjoy celebrating children's birthdays and welcome you to come and join the party! Please talk to your child's teacher at least a week in advance if you would like to provide special *healthy/nutritious* snacks for your child's classroom which must be approved by the Site Supervisor and comply to the same nutritional guidelines followed by the programs for meals served.

Because a child's body is still growing and developing, proper nutrition is of the utmost importance in all of the celebrations we have at the center. We apply the same healthy food policies to all of our events to promote a healthy lifestyle and role model for children and families. We sometimes have children enrolled who have serious food allergies. Please consult your child's teacher when making food choices.

Birthday celebrations also require staff to be sensitive to the philosophical/religious traditions represented by the families in our program and staff. All birthday celebrations must give the children and staff the privilege of excuse from participation because of personal conviction.

Only store purchased items may be brought to the center.

This may be whole fruits or commercially prepared packed foods in factory-sealed containers only.

No home baked goods are permitted. All celebrations must be held in the afternoon.



Parent and Community Engagement

To work as partners in the care and development of the child, parents are encouraged to become involved in the Center's program. There are many ways that parents can be involved in the program. All parents are welcome to visit the program at any time. Spending even a short amount of time with your child during the day makes them feel really special.

Parents are encouraged to volunteer at least one hour a month. Parents are encouraged to participate in the class program by:

- Helping with a special project, helping with the daily activities of the program, collecting materials for class projects, minor repairs.
- Lending objects for units of study
- Helping your child at home with the topics we are learning about at the center.
- Reading stories to children
- Volunteering to help with projects or events (Holiday celebrations, special events, graduation, etc.)
- Special Talent – if you have a hobby (carpentry, sewing, artist, pottery, music, etc.)
- Family Traditions, Cultures or Customs – We welcome having parents share family traditions, cultures or customs with classmates. Activities could include (but are not limited to) storytelling, music and celebrations.

Parent Meetings

Parents are encouraged to attend Parent Meetings that are held every other month, which give parents the opportunity to meet one another and to support their child's program by fundraising and bringing in items for special events. Periodically, parent workshops are scheduled during the meeting times to give parents information on topics of interests, i.e., discipline, healthy eating for young children, toys that teach, earthquake , and what children should be learning, etc.



Each Center has an established Parent Advisory Committee and one group to represent all the centers. The parent volunteers serve as officers, president, vice president, secretary, and treasurer. The committee advises the Site Supervisor and Director of the parent's interests, concerns, fundraising opportunities, and community activities. It is recommended that the committee meet quarterly. The committee officers are recruited/selected usually between July- September to give all parents an opportunity to participate on the committee.

Parents are encouraged to interact daily with teachers and cooperatively share information about the child's growth and development as well as share any concerns they may have about the center or at home. It is very important parents share any changes in the child's out of school experiences that may affect the child's behavior in the program.

Parent/Teacher Conferences

Three times per year, Parent/Teacher conferences are scheduled, the first conference serves as an orientation during which parents share information on their child(s) development and home experiences before beginning the program. The second and third conferences focus on children(s) developmental assessment using the Desired Results Developmental Profile assessment tool.

Community Involvement

Drew CDC engages the community by developing partnerships with agencies and organizations that would also serve as resources to the families enrolled in our programs. Our community partners provide information and resources for families with the services they offer. In some cases, our partners work together with Drew CDC staff to coordinate services for families. In addition, our partners also support Drew CDC by donating goods and services to support the program.

Requirements for Volunteers in the Classrooms

We encourage parents/volunteers at any time that is reasonable and convenient for families. All volunteers must be 18 years of age or older, must meet all current immunizations requirements. Parents volunteering in the center must have a recent tuberculosis clearance, immunization & background clearance on file.

Parent Information Boards

Each center maintains a bulletin board where information for parents is posted. It is important to check the board often for announcements, notices, special events, administrative memos, community activities and resources.

Parent & Family Support Services

Upon enrollment parents are given a Family Assessment form to identify the family needs and interests. The most important aspect of working with families is our ability to develop trusting relationships that allow each family to determine what they want to accomplish, how our staff can assist, and to what extent other community agencies will be involved. Each center also has information about resources and services available in the community families can access.

Annual Program Self-Evaluation Process

Drew Child Development develops and implements an annual plan for its program self-evaluation process involving the board members, program staff and parents. A summary of the assessment and any findings is provided submitted to the Drew CDC Board of Directors and the California Department of Education and California Department of Social Services. The report also includes a plan of correction for any findings. Parent Satisfaction Surveys are conducted once a year to obtain information from parents about the services provided. This process also allows parents to provide input for areas of improvement and change that would strengthen the program. Independent of the department surveys, our Quality Assurance Department conducts quarterly Satisfaction Surveys.

The process includes:

1. Assessment of the program by parents using the Desired Results Parent Survey
2. Assessment of the program by staff and board members using the Program Monitoring Instrument, Desired Results Developmental Profile, Environmental Rating Scale tools, and California's Quality and Improvement System
3. Based on the results goals and action steps are developed and implemented.

Program Staff

Professional Qualified Teaching Staff

Drew CDC hires qualified staff to be a part of our team. All staff members hold appropriate permits required by the state of California. Drew CDC teachers must possess a Child Development Teacher Permit and Associate Teachers must possess an Associate Teacher Permit issued by the California Commission on Teacher Credentialing, authorizing them to teach in state- funded early care and education programs. A comprehensive background check conducted by the California Department of Justice (DOJ) and The Child Abuse Central Index (CACI) and must possess all required immunizations. All Drew CDC teachers have either an associate's degree, Bachelor's Degree or higher degree and a minimum of 24 units in Early Childhood Education. Drew CDC staff is diverse in terms of age and personal background. Staff members are culturally diverse to reflect the rich background of the children in our programs. *Staff changes may occur at the discretion of Drew CDC due to staffing needs or the best interest of the children.

Professional Development

Drew CDC supports continuous growth by assessing the needs of staff members and providing professional development & development trainings. Drew CDC has a professional development plan to meet the individual needs of staff. Staff are required to do a minimum of 21 hours per year of professional development to maintain their Child Development permits.

The California Department of Education requires staff to be trained annually on the Desired Results Developmental Profile (DRDP) to be able to assess the outcomes for children and are following the state standards for preschool programs.

Through our partnership with Quality Start Los Angeles (QSLA), staff attend workshops that help to raise the quality of their classroom environments and interactions with children and families. Staff also participate in community workshops that are offered to keep current in the field of early care and education. We have good internal communication mechanisms which include email, phone, and newsletter to provide staff with information necessary to carry out their respective duties.

Early dismissal may occur to provide the staff with professional development. You will be notified prior to the early dismissal day.



Enrollment and Eligibility

Enrollment Process

NOTIFICATION PROCESS: When there is a waitlist and childcare openings are available, the Client Services Associates will refer to the waiting list and contact the next family with the lowest ranking number. Ranking is based on family size and total countable income. The date that the Pre-Enrollment Application Form is received is only considered when two families have the same ranking. The family that turned in the form earlier will be offered the space first. Parent(s) are contacted by telephone to pick up a packet at the center or enrollment office. After the packet is completed and you have all your requested documents, please call the enrollment office to schedule an appointment for enrollment to be conducted at the center or enrollment office, whichever is most convenient for the family.

Notice of Action:

You will receive a Notice of Action (NOA) at:

- Initial certification to approve or deny services
- Recertification
- When your family fee payment is delinquent
- Disenrollment from the program
- Each time you voluntarily request a change

The NOA will provide the details of the action, and the instructions on how to appeal.

Your Right to Appeal the Notice of Action:

When an agency changes child care services, it must notify the parent with a Notice of Action (NOA), detailing the action, reasons, and effective date. If you disagree with the written decision of the agency, you have 14 calendar days in which to appeal. You must follow the instructions and timeline for the appeal process at the local level (program first) and may pursue an appeal review with CDE or CDSS levels. At the local level, parents may request for a hearing with the agency. The intended action shall be suspended until the review process has been completed. The parent will be notified of the time and place of the hearing within 10 calendar days and can request for an interpreter at no cost, if needed. During the hearing, the parent is given the opportunity to explain the reasons they believe the agency was incorrect and can present any supporting documentation. A written decision is mail or deliver to the parent within 10 calendar days after the local hearing.

If the parent disagrees with the program's decision, the parent may appeal within 14 calendar days at the CDE or CDSS levels. Your appeal must include: (1) a written statement specifying the reasons you believe the agency's decision was incorrect, (2) a copy of the agency's decision letter, and (3) a copy of both sides of this notice. You may use the contact information below:

CCTR Programs:

California Department of Social Services (CDSS)

Child Care and Development Division

Attn: Appeals Coordinator

744 P Street, MS 9-7-354

Sacramento, CA 95814

Phone: 1(833) 559-2417

Fax: (916) 654-1048

Email: CCDDAppeals@dss.ca.gov

CSPP Programs:
California Department of Education (CDE)
Early Education Division
Attn: Appeals Coordinator

1430 N Street, Suite 3410
Sacramento, CA 95814-5901
Phone: 916-322-6233
Fax: 916-323-6853
Email: ELCDAppeals@cde.ca.gov

Family Eligibility Requirements

A family may be approved to receive child care services with one of the following Eligibility Types:

| | | | | | |
|--------------------|--------------------|--------------|-------------------------------|-------------------------|---------------------------------|
| Cash-Aid Recipient | Income Eligibility | Homelessness | Government Program Assistance | CPS At-Risk Eligibility | Income Eligible (Up to 85% SMI) |
|--------------------|--------------------|--------------|-------------------------------|-------------------------|---------------------------------|

Eligibility for Children with Disabilities for CSPP: Only the child(ren) in the family who have disabilities may be enrolled under this eligibility criteria. Any other child in the family without disabilities must meet one of the other Eligibility criteria. To qualify, the parent must submit:

1. Self-Certification of Income AND
2. Individual Family Services Plan (IFSP) OR
3. Individualized Education Program (IEP)

Eligibility is based on documentation and verification of at least one of the following: income, current aid recipient, experiencing homelessness, child has a disability, *families over income threshold up to 15%, categorical household member receives other government programs, or children are recipients of child protective services, at risk of abuse, neglect, and/or exploitation and verification of need and California residency.

Immigration Status: Determination of eligibility is without regard to immigration status of the child or child's parent(s), unless the child or parent(s) are under final order of deportation from US Department of Homeland Security.

Cash-Aid Eligibility Requirements

Families currently receiving CalWORKs Cash-Aid benefits or have received them in the past 24 months are eligible for child care services. Drew CDC will verify the family's eligibility on behalf of the family.

Income Eligibility Requirements

To establish Income Eligibility, the parent must provide documentation of the family's Total Countable Income for all individuals counted in the family size. Total countable income means all income of the individuals counted in the family size, for example: gross wages or salaries, overtime, tips, cash aid, child support payment received, portion of student grants or scholarships not identified for educational purposes such as tuition, books, or supplies. Income documentation is for the month preceding certification or recertification. A family's monthly

income must be at or below 85% (toddler program) 100% (for preschool program) of the State Median Income (SMI) adjusted for family size at initial enrollment, *exception families with incomes that are up to 15 percent over the income threshold; this provision is limited to 10 percent of preschool children enrolled in the program's total contract, for full-day enrollment.

Drew CDC reserves the right to ask for additional documentation to verify all income sources.

Homelessness Eligibility Requirements

The McKinney-Vento Homeless Assistance Act identifies homelessness as lacking a fixed, regular, and adequate residence. A family experiencing Homelessness may establish eligibility with the required documentation.

| STATE PROGRAMS | | | |
|------------------------|--------------------------|-----------------------------|-------------------------------|
| Effective July 1, 2024 | | | |
| Family Size | CDSS Programs 85% of SMI | State Preschool 100% of SMI | State Preschool 15% above SMI |
| 1-2 | 6,595 | 7,759 | 8,923 |
| 3 | 7,472 | 8,790 | 10,109 |
| 4 | 8,712 | 10,249 | 11,787 |
| 5 | 10,106 | 11,889 | 13,673 |
| 6 | 11,500 | 13,529 | 15,559 |
| 7 | 11,761 | 13,837 | 15,912 |
| 8 | 12,023 | 14,144 | 16,266 |
| 9 | 12,284 | 14,452 | 16,619 |
| 10 | 12,545 | 14,759 | 16,973 |
| 11 | 12,807 | 15,067 | 17,327 |
| 12 | 13,068 | 15,374 | 17,680 |

Other Qualifying Factors: CPS, At-Risk, Certain Governmental Programs & Homeless. Also, for State Preschool exceptional needs child or reside in approved neighborhood school boundary

You will need to provide a written referral from a legal, medical or social service agency, a written referral from a local educational agency liaison for homeless children and youth, a Head Start Program, or an emergency or a transitional shelter or a written parental declaration that the family is homeless and a statement describing the family's current living situation.

Means-Tested Government Program Eligibility Requirements

Families who have a member of the household, counted in the family size, is certified to receive benefits from any one of the following means-tested government programs:

1. Medi-Cal or CalFresh,
2. The California Food Assistance Program,
3. The California Special Supplemental Nutrition Program for Women, Infants and Children (WIC),
4. The Federal Food Distribution Program on Indian Reservations,
5. Head Start, Early Head Start,
6. CalWORKs, child only cash aid, or
7. Any other designated means-tested government program, as determined by the department.

Child Protective Services | At-Risk Eligibility Requirements

Children receiving **Child Protective Services** (CPS) through the county welfare department, or are **At-Risk** of abuse, neglect, or exploitation, and referred from a legally qualified professional in a legal, medical, or social services agency, a local educational agency liaison for homeless children and youths, a Head Start program, or an emergency shelter may receive child care and development services. The referral letter must be dated within six months preceding the date of application for services and must include specific criteria.

Children With Disabilities

If a child with disabilities is included in the family size, the parent must submit a statement signed by a legally qualified professional that the child requires the special attention of adults in a childcare setting; and includes the name, address, license number, and telephone number of the legally qualified professional who is rendering the opinion. This also includes a copy of the portion of the active individual family service plan (IFSP) or the individualized education program (IEP).



Family Size

The parent may 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 or more of the following:

- Birth certificate,
- 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

Family Need Requirements

In addition to meeting an eligibility requirement, parents must also meet the requirements to establish one of the Child Care Need options below:

| | | | |
|--------------------------------|--------------------------|--------------------------------|---------------------|
| CPS/At-Risk | Employment Need | Seeking Employment Need | Homelessness Need |
| Seeking Permanent Housing Need | Vocational Training Need | Educational Program Enrollment | Incapacitation Need |

CPS | At-Risk Need Requirements

Children receiving **Child Protective Services** (CPS) through the county welfare department, or are At-Risk of abuse, neglect, or exploitation, and referred from a legally qualified professional in a legal, medical, or social services agency, a local educational agency liaison for homeless children and youths, a Head Start program, or an emergency shelter may receive child care and development services.

Employment Need Requirements

Child care services may be used while a parent works. Drew CDC must verify parent's employment, including days/hours parent plans to work. Employment may include any of the following:

- Employed by employer
- Self-Employed
- Employment in the Home
- Employment in a Licensed Family Day Care Home
- Employment as an Assistant in a Licensed Large Family Day Care Home



Seeking Employment Need Requirements

To receive child care services for seeking employment need, the parent must submit a parental declaration signed under the penalty of perjury stating that the parent is seeking employment. The declaration must include the parent's general plan to secure, change, or increase employment. It must also include the days and hours in which child care hours are needed to seek employment.

CSPP: Parents approved for a Seeking employment need may be approved for no more than five (5) days per week and for less than ten (10) hours per day.

CCTR: Parents approved for a Seeking employment need may be approved for no more than five (5) days per week and for less than thirty (30) hours per week.

Homelessness Need Requirements

The McKinney-Cento Homeless Assistance Act identifies homelessness as lacking a fixed, regular, and adequate residence. A family experiencing Homelessness may establish eligibility and need with the child care program.

The written referral from a legal, medical or social service agency, a written referral from a local educational agency liaison for homeless children and youth, a Head Start Program, or an emergency or a transitional shelter used to establish homelessness eligibility can be used to meet the need requirement. If the parent does not have a written referral dated within three months prior to the application for services, they can complete a written declaration and provide documentation to establish a need in accordance with the section, *Family Need Requirements*.

CSPP: Child care services may be approved for no more than five days per week and for less than ten (10) hours per day.

CCTR: Child care services may be approved for no more than five days per week and for less than thirty (30) hours per week.

Vocational Training Need Requirements

Child care services may be approved while the parent is engaged in a Vocational Training Program. Parents must provide documentation of enrollment in educational programs such as English language learner (ELL) or English as a Second Language (ESL) classes or courses to attain a high school diploma, GED, or High School Equivalency (HSE) certificate. Parents must submit details of their class schedule, including the institution's name, class days and times, and registration confirmation. Online classes count as one hour per unit per week.

Vocational Training Limitations: Vocational Training services are limited to:

1. Six years from the initiation of services OR
2. Until parent reaches 24 units after attainment of a bachelor's degree
3. Service limitations are not applicable to parents who are:
 - a. Receiving services from a program operating on a higher educational institution (See Educational Program)
 - b. Participating in rehabilitation services through the California Department of Rehabilitation
 - c. Attending retraining services through the California Employment Department due to business closure or mass layoff



Vocational Training Adequate Progress Requirement: At Recertification, the parent must provide documentation that shows they have made adequate progress or met the requirements of their documented Vocational Training Program.

If at recertification the parent has **not** made adequate progress the parent may be recertified for services for another 24 months on a probationary basis, in which the parent must have made adequate progress. If the parent has not made adequate progress during the probationary certified period, and cannot establish another basis of need for services, the family may be disenrolled from services and will be ineligible to be certified for services based on enrollment in Educational Program for six months from the date of disenrollment.

Adequate progress is defined as:

1. Graded program: Earn a 2.0 grade point average for the last enrolled quarter, semester, or academic enrollment period
2. Non-graded program: Pass the program's requirements in at least 50% of the classes or meet the training institution's standard for making adequate progress

Seeking Permanent Housing Need Requirements

To qualify for the child care services Seeking Permanent Housing Need, the parent must submit a written declaration signed under penalty of perjury that the parent is seeking permanent housing. The written declaration must include the parents' plan to search for and secure a fixed, regular, and adequate residence.

If the family is residing in a shelter, services may also be provided while the parent attends appointments or activities necessary to comply with the shelter participation requirements.

CSPP: Services may be approved for no more than five (5) days per week and for less than ten (10) hours per day

CCTR: Services may be approved for no more than five (5) days per week and for less than thirty (30) hours per week

Educational Program Need Requirements

Child care services may be approved while the parent is engaged in an Educational Program. To qualify for the Educational Program Need, the parent must submit the required documentation of enrollment in educational programs such as English language learner (ELL) or English as a Second Language (ESL) classes or courses to attain a high school diploma, GED, or High School Equivalency (HSE) certificate. Online or televised classes from accredited institutions count as one hour per unit per week. Parents must submit details of their class schedule, including the institution's name, class days and times, and registration confirmation.

Child care approvals for the Educational Program Need is limited to six years from the initiation of services based on enrollment in educational programs.

Adequate Progress for Educational Program Need: At Recertification, the parent must provide documentation that shows they have made adequate progress or met the requirements of their documented Educational Program.

If at recertification the parent has **not** made adequate progress the parent may be recertified for services for another 24 months on a probationary basis, in which the parent must have made adequate progress. If the parent has not made adequate progress during the probationary certified period, and cannot establish another basis of need for services, the family may be disenrolled from services and will be ineligible to be certified for services based on enrollment in Educational Program for six months from the date of disenrollment.

Adequate progress is defined as:

1. Graded program: Earn a 2.0 grade point average for the last enrolled quarter, semester, or academic enrollment period
2. Non-graded program: Pass the program's requirements in at least 50% of the classes or meet the training institution's standard for making adequate progress

Parental Incapacitation Need Requirements

To qualify for the child care services Parental Incapacitation Need, the parent must submit documentation of parental incapacity which includes a release signed by the incapacitated parent authorizing a legally qualified health professional to disclose information necessary to establish that the parent meets the definition of incapacity.

Drew CDC will determine the days and hours of the certified schedule based on the parent's requested days and hours and the recommendation of the health professional. Child care services may be approved for no more than 50 hours per week.

CSPP: No Established Need

For a child enrolled within an admission priority that does not require a parent to have an established need for services. This need qualifies the family for a 10 hour per day limit. There are a few scenarios where a parent is not required to have a need for services which includes:

1. Family resides within approved Neighborhood School Boundary
2. Parent is enrolled in Full-Day CSPP with no need, after other eligible families with a need were enrolled

Travel Time

Parents can request travel time for employment, vocational training and educational program needs. Travel time is determined by the actual distance from the location of the early child care center and the intended location of employment or vocational or education program. For employment needs, travel time cannot exceed half of the daily hours authorized for employment to a maximum of four hours per day. For vocational training and education program needs, travel time cannot exceed a maximum of four hours per day.

Study Time

Parents can request study time for vocational training and educational program needs.

When the classes are based on academic units, study time is determined at two hours per week per academic unit in which the parent is enrolled. Additional time for studying may be approved on a case-by-case basis, if the parent provides a declaration describing the reason the additional time is needed for the specified courses. Additional time, if approved, cannot exceed one hour per week per academic unit for the specified courses in which the parent is enrolled.

When the classes are not based on academic units, the agency can determine the hours approved for study time but cannot exceed the number of class hours per week.

Sleep Time

Parents who need additional child care hours for sleep time due to their work schedule may be eligible for extra authorized hours. Sleep time may be approved for parents who work between 10:00 p.m. and 6:00 a.m. The number of authorized sleep hours cannot exceed the total hours worked and travel time during those hours.

Sleep time will not be granted if another parent in the household is available and capable of caring for the child during that time. Sleep time will also not be provided when the child is already receiving supervision through a public school program for school-age children, a private school where the child is enrolled and attending or another early learning or child care service.

Family Fees

Monthly fees are assessed at certification and recertification. The family fee remains in effect for the duration of the program year. If you have a change in circumstances, a request for re-evaluation of their fee and by submitting supporting documentation.

Your family fee is paid in advance of service. You may pay by personal or certified check, or money order. Fees are due within 7 calendar days. Payments are made payable to **Drew CDC**. Also, payment must include your child's first and last name on the memo line. **Fees are Non-Refundable.**

Credit is given for child care fees paid to other service providers when the assigned provider is not able to meet all the family's certified need for child care. A receipt or cancelled check for the fees paid is required. The credit is applied to the next billing period.

Please note: In the event a personal check is returned, Drew CDC will no longer accept a personal check as payment; fees will need to be paid by money order or certified check. No adjustments are made for absences.

| Family Fee Schedule Up to 115% of SMI Effective July 1, 2024 | | | | | | | | | |
|------------------------------------------------------------------|-----------|------------------------------|----------|----------|----------|----------|----------|----------|------|
| Monthly Fee | | Family Size & Monthly Income | | | | | | | SMI |
| Part-Time | Full-Time | 1 - 2 | 3 | 4 | 5 | 6 | 7 | 8 + | % |
| \$29.05 | \$58.10 | \$5,819 | \$6,593 | \$7,687 | \$8,917 | \$10,147 | \$10,378 | \$10,608 | 75% |
| \$29.45 | \$58.90 | \$5,897 | \$6,681 | \$7,790 | \$9,036 | \$10,282 | \$10,516 | \$10,750 | 76% |
| \$29.85 | \$59.70 | \$5,975 | \$6,768 | \$7,892 | \$9,155 | \$10,417 | \$10,654 | \$10,891 | 77% |
| \$30.25 | \$60.50 | \$6,052 | \$6,856 | \$7,995 | \$9,274 | \$10,553 | \$10,793 | \$11,032 | 78% |
| \$30.60 | \$61.20 | \$6,130 | \$6,944 | \$8,097 | \$9,393 | \$10,688 | \$10,931 | \$11,174 | 79% |
| \$31.00 | \$62.00 | \$6,207 | \$7,032 | \$8,200 | \$9,511 | \$10,823 | \$11,069 | \$11,315 | 80% |
| \$31.40 | \$62.80 | \$6,285 | \$7,120 | \$8,302 | \$9,630 | \$10,959 | \$11,208 | \$11,457 | 81% |
| \$31.80 | \$63.60 | \$6,362 | \$7,208 | \$8,405 | \$9,749 | \$11,094 | \$11,346 | \$11,598 | 82% |
| \$32.20 | \$64.40 | \$6,440 | \$7,296 | \$8,507 | \$9,868 | \$11,229 | \$11,484 | \$11,740 | 83% |
| \$32.55 | \$65.10 | \$6,518 | \$7,384 | \$8,609 | \$9,987 | \$11,365 | \$11,623 | \$11,881 | 84% |
| \$32.95 | \$65.90 | \$6,595 | \$7,472 | \$8,712 | \$10,106 | \$11,500 | \$11,761 | \$12,023 | 85% |
| \$33.35 | \$66.70 | \$6,673 | \$7,560 | \$8,814 | \$10,225 | \$11,635 | \$11,900 | \$12,164 | 86% |
| \$33.75 | \$67.50 | \$6,750 | \$7,647 | \$8,917 | \$10,344 | \$11,770 | \$12,038 | \$12,305 | 87% |
| \$34.10 | \$68.20 | \$6,828 | \$7,735 | \$9,019 | \$10,463 | \$11,906 | \$12,176 | \$12,447 | 88% |
| \$34.50 | \$69.00 | \$6,906 | \$7,823 | \$9,122 | \$10,581 | \$12,041 | \$12,315 | \$12,588 | 89% |
| \$34.90 | \$69.80 | \$6,983 | \$7,911 | \$9,224 | \$10,700 | \$12,176 | \$12,453 | \$12,730 | 90% |
| \$35.30 | \$70.60 | \$7,061 | \$7,999 | \$9,327 | \$10,819 | \$12,312 | \$12,591 | \$12,871 | 91% |
| \$35.65 | \$71.30 | \$7,138 | \$8,087 | \$9,429 | \$10,938 | \$12,447 | \$12,730 | \$13,013 | 92% |
| \$36.05 | \$72.10 | \$7,216 | \$8,175 | \$9,532 | \$11,057 | \$12,582 | \$12,868 | \$13,154 | 93% |
| \$36.45 | \$72.90 | \$7,294 | \$8,263 | \$9,634 | \$11,176 | \$12,717 | \$13,006 | \$13,296 | 94% |
| \$36.85 | \$73.70 | \$7,371 | \$8,351 | \$9,737 | \$11,295 | \$12,853 | \$13,145 | \$13,437 | 95% |
| \$37.20 | \$74.40 | \$7,449 | \$8,439 | \$9,839 | \$11,414 | \$12,988 | \$13,283 | \$13,578 | 96% |
| \$37.60 | \$75.20 | \$7,526 | \$8,526 | \$9,942 | \$11,533 | \$13,123 | \$13,422 | \$13,720 | 97% |
| \$38.00 | \$76.00 | \$7,604 | \$8,614 | \$10,044 | \$11,652 | \$13,259 | \$13,560 | \$13,861 | 98% |
| \$38.40 | \$76.80 | \$7,682 | \$8,702 | \$10,147 | \$11,770 | \$13,394 | \$13,698 | \$14,003 | 99% |
| \$38.75 | \$77.50 | \$7,759 | \$8,790 | \$10,249 | \$11,889 | \$13,529 | \$13,837 | \$14,144 | 100% |
| \$39.15 | \$78.30 | \$7,837 | \$8,878 | \$10,352 | \$12,008 | \$13,664 | \$13,975 | \$14,286 | 101% |
| \$39.55 | \$79.10 | \$7,914 | \$8,966 | \$10,454 | \$12,127 | \$13,800 | \$14,113 | \$14,427 | 102% |
| \$39.95 | \$79.90 | \$7,992 | \$9,054 | \$10,557 | \$12,246 | \$13,935 | \$14,252 | \$14,568 | 103% |
| \$40.30 | \$80.60 | \$8,070 | \$9,142 | \$10,659 | \$12,365 | \$14,070 | \$14,390 | \$14,710 | 104% |
| \$40.70 | \$81.40 | \$8,147 | \$9,230 | \$10,762 | \$12,484 | \$14,206 | \$14,529 | \$14,851 | 105% |
| \$41.10 | \$82.20 | \$8,225 | \$9,318 | \$10,864 | \$12,603 | \$14,341 | \$14,667 | \$14,993 | 106% |
| \$41.50 | \$83.00 | \$8,302 | \$9,405 | \$10,967 | \$12,722 | \$14,476 | \$14,805 | \$15,134 | 107% |
| \$41.85 | \$83.70 | \$8,380 | \$9,493 | \$11,069 | \$12,840 | \$14,612 | \$14,944 | \$15,276 | 108% |
| \$42.25 | \$84.50 | \$8,457 | \$9,581 | \$11,172 | \$12,959 | \$14,747 | \$15,082 | \$15,417 | 109% |
| \$42.65 | \$85.30 | \$8,535 | \$9,669 | \$11,274 | \$13,078 | \$14,882 | \$15,220 | \$15,559 | 110% |
| \$43.05 | \$86.10 | \$8,613 | \$9,757 | \$11,377 | \$13,197 | \$15,017 | \$15,359 | \$15,700 | 111% |
| \$43.45 | \$86.90 | \$8,690 | \$9,845 | \$11,479 | \$13,316 | \$15,153 | \$15,497 | \$15,841 | 112% |
| \$43.80 | \$87.60 | \$8,768 | \$9,933 | \$11,582 | \$13,435 | \$15,288 | \$15,635 | \$15,983 | 113% |
| \$44.20 | \$88.40 | \$8,845 | \$10,021 | \$11,684 | \$13,554 | \$15,423 | \$15,774 | \$16,124 | 114% |
| \$44.60 | \$89.20 | \$8,923 | \$10,109 | \$11,787 | \$13,673 | \$15,559 | \$15,912 | \$16,266 | 115% |



100% SMI

115% SMI

Exceptions to Family Fees

Some families are exempt from paying family fees. This includes:

- A family, whose income level is less than the first entry on the family fee schedule
- Families receiving California Work Opportunity and Responsibility to Kids (CalWORKs) cash aid
- Families with children receiving child care & development services from Part-Day State Preschool (CSPP) or Severely Handicapped
- Child Care and Development Programs for Children with Severe Disabilities (CHAN)

- Families with children who have been identified as At-Risk of abuse, neglect, or exploitation or are receiving Child Protective Services
- CPS & At-Risk referrals may be exempt from paying a family fee for 12 months if the referral determines the fee waiver to be necessary.

Delinquent Fees

The family fee is considered **delinquent after 7 calendar days of the due date** and delinquency will result in the family issued a Notice of Action Recipient of Services, Termination due to delinquent family fee. Services shall be terminated through a Notice of Action (NOA) within fourteen days of signed acknowledgment and receipt of NOA, or 19 days from date of certified mail sent, unless the family fee is paid during this period.

If a family finds they are not able to pay the family fee, a reasonable payment plan may be requested for any past due family fees. The payment plan **must be requested prior** to the effective date of a Notice of Action to terminate services due to delinquent family fees. The family must continue to pay current Family Fees while on the payment plan.

Enrollment Priorities

California State Preschool Programs (CSPP):

The first step to access center-based program services is to enroll if spaces are available; otherwise, you will be placed on our waiting list. Children with disabilities are encouraged to apply. In determining which children will have priority for participation in the program, the following factors will be used:

Children with Disabilities: 5% of preschool enrollment is set-aside for children with disabilities.

For **95% of preschool enrollment** when an opening is available, we access the waiting list and contact families based on the following program Admission priorities and ranking order below:

1. **First:** Child is a recipient of Child Protective Services or At-Risk of being neglected, abused or exploited.
2. **Second:** Once the set-aside is filled, children with disabilities from income eligible family. Prioritize based on income ranking order.
3. **Third:** Eligible, three- and four-year-old children, not enrolled in Transitional Kindergarten. We prioritize children with the lowest income ranking first.
 - a. If 2 or more children are within the same ranking prioritize dual language learners, then based on the child who has been on the waiting list for the longest time.
4. **Fourth:** Family income is not more than 15% above income threshold (limited to 10% of funded enrollment excluding children with disabilities). Prioritize as follows:
 - a. Child with disabilities in income ranking order
 - b. Children in income ranking order
 - c. Note: If 2 or more children are within the same ranking, we will admit the child who has been on the waiting list for the longest time

5. **Fifth:** Family that meet eligibility criteria without establishing a need for services. Prioritize based on income ranking order.
6. **Sixth:** Family resides in approved Neighborhood School Boundary. Prioritized based on income ranking order.

After all applicable families have been prioritized, a non-prioritized family may be enrolled that includes children with disabilities from families with income above 15% of the income threshold who were not enrolled within the set-aside, and family meets a need criteria.

General Child Care Programs (CCTR):

1. **First:** Child protective services, or at-risk of abuse, neglect or exploitation
 - a. Children receiving protective services through the local county welfare department may be enrolled before children identified as at risk of being neglected or abused or exploited.
 - b. If an agency is unable to enroll a child in this first priority category, the agency may refer the child's parent or guardian to local resources and referral services so that services for the child can be located.
2. **Second:** Admission priority based on total countable monthly income & family size.
When multiple families are within the same ranking:
 - a. Child with disabilities within the same ranking is admitted first
 - b. Dual language learner is admitted second
 - c. Entry with the earliest wait list date is admitted third
 - i. Except for situations where not all of the children in a family are certified based on child protective services, 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

Recertification

CCTR:

Following the initial certification for services, your family is eligible to continue receiving services for no less than 24 months. Recertification for services is completed by the authorized staff, following all of the documentation requirements for initial certification. Recertification must be completed within 30 days of parent signing application or 50 days from certification date, whichever comes first following the last day of the 24-month certification.

Notification of Recertification: To recertify families, the contractor's authorized representative shall notify the parent in writing in the final 30 days of the 24-month certification period or no later than 50 calendar days following the last day of the 24-month certification period.



CSPP (Full-Day):

Notification to Recertify: Notification to recertify is sent to family on or after May 1st, with appointment date between June 1–30.

Recertification Appointment: Family brings in documentation AFTER June 1st. Recertification must be completed by August 15th.

Denial | Disenrollment: If family does not complete the recertification process by August 15th or if family is no longer eligible for services, issue a NOA to disenroll/deny services. Effective date is the last day of child's current certification period.

IMPORTANT: Families who fail to recertify will be disenrolled from the program.

Continuity of Care

Upon initial enrollment or recertification, the child is considered eligible and will receive services at least at the same level, regardless of a temporary change in the ongoing status of the child's parent.

A temporary change include:

- Any time-limited absence from work for an employed parent due to reasons such as need to care for a family member or an illness;
- Any interruption in work for a seasonal worker who is not working between regular industry work seasons;
- Any student holiday or break for a parent participating in training or education;
- Any reduction in work, training, or education hours, as long as the parent is still working or attending training or education;
- Any other cessation of work or attendance at a training or education program that does not exceed three months, or a longer period of time established by the Lead Agency;
- Any change in age during the eligibility period; and
- Any change in residency within the State.

To promote the continuity of childcare and development services, a family that no longer meets a particular program's income, eligibility or need criteria may have their services continued if the agency is able to transfer the family's enrollment to another program for which the family continues to be eligible prior to the date of disenrollment services. The transfer of enrollment may be to another program within the same agency or to another agency that administers state or federally funded childcare and development programs.

Transferring from CCTR to CSPP

The CCTR Program serves children from the ages 18 months to 36 months and the CSPP Program serves children 3-5 years old. When children become age eligible for the CSPP Program, the Center-based Case Managers will work with the parent to ensure a seamless transition through processes that maintain continuity and prevent any service gaps. This transition will include:

1. Review of the current CCTR enrollment to determine the date of transfer.
2. Staff will collaborate to ensure a smooth transition between programs.
3. The issuance of notices that inform the details of the transfer approval.
4. Any other current processes required by the CDE and CDSS at the time of transfer.

Notification of Changes

After Certification or Recertification of services parents are not required to report any changes related to their Eligibility or Need for services until the next recertification period. However, a family may, at any time, voluntarily request to make changes to **reduce a family fee or increase their certified schedule**. Families must report within 30 days if income exceeds 85 percent (CCTR) and 100 percent (CSPP) of the state median income (SMI) adjusted for family size.

Please notify your Enrollment Specialist if your address or telephone number changes at any time to ensure we are able to contact you.

Disenrollment

When a family chooses to disenroll from the program, they are required to notify the program in writing at least 2 weeks in advance of the last day of attendance. Families will be issued a notice at least 19-days if mailed or 14-days if hand delivered prior to disenrollment from the program. **The program may deny services or disenroll** a family for any of the following reasons, which include, but are not limited to:

- Falsification or providing misleading information or inaccurate documentation
- Knowingly misrepresenting eligibility, using incorrect or inaccurate information to obtain a benefit that the parent would otherwise not be entitled to receive
- Failure to provide current and correct information at the time of certification or recertification
- Failure to complete the recertification process within the designated 50 day recertification period
- Parent changes residency outside of California as reported by the parent
- Family income exceeds the maximum income threshold
- Non-compliance of agency policies
- Abandoned child care for 30 consecutive calendar days without notice
- Failure to complete or falsification of sign-in/out sheets accurately and on a daily basis
- Threatening, yelling, cussing or acting unethically towards any staff member (reference parent code of conduct)
- Violation of the Safe School & Harassment policy. Our office and centers are alcohol, drug and weapon free zones
- Failure to make adequate progress for Vocational or Educational Programs Need
- Expulsion due to persistent serious behaviors impacting the safety of children after following through of mandated expulsion processes. (See expulsion plan for details)
- Unavailability of program funds. If it is necessary to displace families due to funding, families will be displaced in reverse order of Enrollment priority.

Program Policies

The following policies apply to General Child Care and State Preschool services operated by Drew Child Development Corporation. It is the responsibility of the parent to comply with said policies, procedures, and requirements so as to maintain participation in the program.

Photographs & Video Taping

The program periodically takes photos and/or videos during special events, and to document a child's developmental progress. If for any reason, you have a concern regarding your child's picture/video being taken, please talk with your child's Teacher immediately.



Emergency Card/Contacts

Parents are required to maintain current, accurate emergency information at all times. In the event of a serious accident, the onset of illness or a disaster emergency, we MUST be able to contact the parents and/or the emergency persons listed by the parent. After enrollment, we will ask **periodically** to verify your emergency information. Failure to maintain current, accurate emergency information can be grounds for disenrollment of child care services.

Orientation

Parents are encouraged to attend an orientation session before the first full day of class. During orientation, a staff member interviews the parent to learn more about the child's needs and interests outside of school. The child visits the classroom, getting acquainted with the teachers and the children in their new environment. This visit is essential in helping the child feel comfortable in coming to a new place with new children and adults. We want parents to feel secure about leaving their children with us, and we want children to feel comfortable and safe while their parents are at work or school.

To help us get to know your child better and to provide meaningful and appropriate learning and development experiences, all new parents complete a Development History Form. In addition, parents will be requested to complete an Ages and Stages Questionnaire, Third edition to identify children who need further evaluation and those who appear to be developing typically. Classroom teachers will meet with the parents to review and discuss the responses on the form, including information on the child's personal history, daily routines, speech and language (including information on how we can support your child in acquiring English, if applicable), family structure, culture/heritage, social relationships.

Confidentiality of Records

Drew CDC is mandated to maintain confidentiality of records. This means that all information obtained from families to determine eligibility, need, and enrollment is strictly confidential. All information is maintained by authorized Drew CDC personnel, the California Department of Education, California Department of Social Services and Community Care and Licensing. Confidential records will not be released unless stipulated in writing from a parent/guardian or by court order.

Verbal Agreements

As stated above, it is the responsibility of the parent to follow and comply with the policies and procedures that govern the program. All requests must be placed in writing, approved by the Chief Operations Officer, and signed by both the parent and the Director of ECE/EHS. Verbal agreements between a Drew CDC staff member and a parent will not be deemed valid and Drew CDC will not be held liable for any agreements that are not in writing.

No Gift Policy

In order to comply with Drew Child Development Corporation's code of ethics, employees are prohibited from accepting gifts or gratuities from vendors, clients, program participants, and/or from people who do business with Drew Child Development Corporation.

If you would like to show your appreciation to an employee, a "Thank You" call or card is welcome and greatly appreciated. The level of respect given by you shows us the high regard in which you hold our services. Our commitment and continued dedication towards excellence is our way of showing our gratitude to you.

Child Abuse Reporting

Child abuse and neglect are serious issues for personnel who work with children on a daily basis. We hope never to encounter incidents of child abuse or neglect. However, we recognize that there could be a possibility that a child in our program may be suffering from abuse or neglect at home. This information is given not to frighten you, but rather familiarize you with our responsibilities as teachers, child-care professionals, and service providers.

Please note: All staff is required by law to report any case of suspected child abuse to the authorities (Los Angeles County Department of Children Services or the appropriate law enforcement office) or risk losing their job and license to work.

After notification it becomes the job of the authorities to investigate and determine if the child has been abused.

Building Security and Access

Given the large number of individuals continually entering and leaving our centers for varied purposes, our security depends on everyone being aware of potential hazards and taking responsibility for monitoring entry and exits. All staff members are responsible for knowing and following the security procedures specific to the sites at which they work. We request that our families respect these procedures so that we can better ensure the safety of the children in our care.

Field Trips

Drew CDC offers two field trips in a school year, ideally in Spring and Winter. Parents / volunteers 18 years or older are encouraged to participate. Parents must complete a field trip slip giving permission prior to the scheduled date of trip. All parents / volunteers are responsible for their own transportation / admissions obligations.



Attendance Policies

Attendance/ Signing In & Out

Regular attendance is a predictor of school success. Staff will perform a daily health inspection with your child during drop-off. If there are any concerns, you will be asked to take the child to the doctor or home until the concern has been cleared.

If your child is absent, please notify the center by telephone and upon return complete the sign in /out sheet with the specific reason for the absence. For the best interest of the child, a doctor's note may be required upon three (3) consecutive days of illness. If the illness is contagious, a doctor's note may be required for readmission regardless of the number of days absent. The note may need to have the doctor's signature, the reason for the absence and the name of the child with the date of return to school. If your child is tardy, please notify the center by telephone so we know to expect your child for meals that day.

If your child is excessively absent (7 consecutive calendar days or more and has not notified Drew CDC of the reason services are unused) we will ask enrollment to issue a 19-day NOA after 30 consecutive calendar days of the initial outreach for abandonment of care because you are not utilizing your child care services as certified.



Children must be signed in and out by their parents, guardian, or other authorized adult, 18 years and over, written on the Identification and Emergency Information form (LIC 700) will be honored. **It is a state requirement that the time and full legal signature, first and last name, be written in ink when dropping off a child and again when picking up the child.** Parents are expected to adhere to their contract hours at all times for drop off and pick up.

You or those you authorized on the pick-up form, Identification and Emergency Information (LIC 700) are the only people who can pick up your child. **All adults (18 years or older, no exceptions) picking up children must carry photo identification for the safety and well-being of all children. The Teacher can make no exceptions.** These people will also be called in case your child becomes ill, and we cannot reach you to come and pick up your child. Please keep the information on the Identification and Emergency Information current.

NOTE: It is imperative to authorize and list several adults on the emergency card. Please ensure that all contact information is current.

Late Pick-Up Policy:

Pick-up Time: Children must be picked up by 6:00 PM.

Communication: Parents must call the center if they know they will be late, before they arrive late.

Emergency Contact: If parents do not respond after repeated attempts, the center will contact an emergency contact or, as a last resort, local authorities.

*Excessive late pickups may possibly result in consequences including or leading up to disenrollment if the late pickups are excessive and/or pose safety risks to the center staff, families, and/or the children.

Absences

Excused Absences:

1. Illness of child or parent/guardian, ailment, communicable disease, injury, hospitalization or quarantine
2. Appointment due to illness of child or parent/guardian, which includes doctor, dentist, mental health, counseling or therapy
3. Court ordered visitation for time spent with a parent or relative as required by law. (Court order must be on file)
4. Family emergency for unplanned situations of a temporary nature including court appearance, death, accident, hospitalization of a family member, no transportation, illness of sibling, fleeing domestic violence or due to sheltering in-place
5. Best Interest Days (maximum of 10 days per program year between July 1-June 30; except for children enrolled due to protective services or at risk)
 - a. Parent determines that another activity is better for the child to attend, such as:
 - b. Visiting relative or close friend
 - c. Vacation time with family
 - d. Child attending a party
 - e. Family moving
 - f. Religious observance, holiday or ceremony
 - g. Personal or family business
6. For the best interest of the child, a doctor's note may be required upon three (3) consecutive days of illness. If the illness is contagious, a doctor's note may be required for readmission regardless of the number of days absent. Refer to the Health Information section in this handbook for more details. A child seen by a doctor must return to the center immediately unless a doctor's note excuses a child from returning to the center.
7. A child must be fever-free for 24 hours and must not have vomited or had diarrhea for 24 hours in order to attend school. If a child has been prescribed an antibiotic, the child must have the antibiotic in his/her system for a full 24 hours before attending. This includes ophthalmic antibiotics for conjunctivitis (pink eye)



Un-Excused Absences

Absences limited to 10 days per funding year, July 1 to June 30 are best defined as but not limited to:

- Rain
- Woke up late
- Did not feel like going to center
- Forgot there was school
- Any other absences that are not identified above

Health and Safety

Your child's health and safety while in our care is our primary concern. In order to ensure the health and safety of the children in the program we have instituted the following procedures:

All parents must submit the following for each child enrolling in our program:

1. A record of up-to-date immunizations,
2. Emergency contact Information
3. A physician's report indicating any medical condition and the need for a screening of TB test risk factors,
 - a. The Physician's report will be collected during the certification and recertification processes. If there are changes or updates to the child's health and emergency information, the parent is responsible for submitting the new and current information which may include:
 1. Updated immunization records
 2. Any changes in the child's health status or medical needs
 3. Updated or new emergency contacts or
 4. An updated Physicians report.
4. If applicable, an allergy statement signed and stamped by the parent and physician. The child's physician MUST document all allergies on the agency's allergy form.

At the time of enrollment, the parent completes a "Health History" form. The parent then meets with the Site Supervisor to review the child's health history in order to determine if special accommodations are necessary while the child is in our program. Community resources and assistance are available for any questions or concerns that the parent may have.

Immunization Requirements

- Parents or guardians of students in any school or child-care facility, whether public or private, will no longer be allowed to submit a personal beliefs exemption to a currently required vaccine.
- Students will no longer be required to have immunizations for entry if they attend:
 - A home-based private school or
 - An independent study program and do not receive classroom-based instruction.
- Students who have an individualized education program (IEP) should continue to receive all necessary services identified in their IEP regardless of their vaccination status. However, parents or guardians must continue to provide immunization records for these students to their schools, and schools must continue to maintain and report records of immunizations that have been received for these students.



Daily Health Checks

ALL CHILDREN MUST CONDUCT A DAILY HEALTH CHECK BEFORE ENTERING CLASS.

A Daily Child Health Check is completed by staff prior to the child entering the center/class. The purpose is to help to identify potential concerns about anyone's health including recent illness or injury. The Daily Child Health Check also serves to reduce the transmission of infectious diseases in childcare settings by identifying who should be excluded.

Children showing signs of illness will not be allowed to stay at the center. Please keep your child home if he or she seems listless, is unusually irritable, complains of stomachache, complains of a headache, has a fever, has an earache, appears unusually pale or flushed; or has a rash.

It is better to be cautious than to risk discomfort to your child or expose the rest of the children and staff to infection. Children should be free of fever for 24 hours before returning to any Drew CDC child development center.

Throughout the day, the staff will watch for signs of illness in the children. Children who become ill during the day will be isolated from the others, and parents or other people listed on the emergency card will be called to arrange to pick-up the child within one (1) hour from the time of the call. Prompt response is required because we have no facilities to care for sick children. Out of school injuries will be noted and the parent will be contacted for explanation.

For the following illnesses the following timelines must be adhered to at each center at all times:

| | |
|-----------------------|--------------------------------------------------------------------------------------------------------------|
| Vomiting | child may return to center in 24 hours |
| Diarrhea | child may return to center in 24 hours |
| Green Mucus | child may return to center when nose is clear |
| Conjunctivitis | 1-2 days after medication administered with a doctor's note to return to the center |
| Ring Worm | 1-2 days after medication administered with a doctor's note to return to the center |
| Head Lice | child may return to center in 24 hours and must have head inspected by staff before admittance to the center |

Tooth Brushing

Until further notice, Drew CDC has suspended Tooth brushing to be conducted at the center. The classrooms will now be including dental hygiene as part of their lesson plans with activities which focus on oral health.

Allergies

When a doctor diagnoses a child as having an allergy, a statement from a physician must be given to us immediately upon diagnosis. It is especially important to inform staff of any food allergies.



For children's safety, Drew CDC posts a confidential list of children with food restrictions due to allergy, intolerance, medical reasons and cultural and/or religious preference in each classroom. If your child is identified with a food allergy or restriction, parent permission is requested and required to post your child's full name and his/her food restriction. If/when your child has an identified food allergy, food restriction or cultural preference, Drew CDC requires parents to complete an allergy statement form along with an authorization to administer medication form. Parents are to give all medications directly to the Site Supervisor. Substitutions will be made for children with medical restrictions or food allergies documented by their physician. A signed medical statement is not required to serve non-dairy beverages that meet the federal minimum nutrient requirements for fluid milk substitutes.

Medications

Before allowing medication to be present on site, an Authorization for Prescription Medicine form and/or an authorized medical form stating a child's health diagnosis, must be signed and completed by the child's parent and medical provider, which goes in the child's central and site file. These forms serve as a written statement from the parent and the child's physician, giving Drew CDC staff authorization to follow the physician's prescription.

1. Parents or legal guardians will provide the medication in the original, child-resistant container including the following requirements:
 - a. Labeled by a pharmacist with the child's name, the name and strength of the medication;
 - b. The date the prescription was filled;
 - c. The name of the health care provider who wrote the prescription;
 - d. The medication's expiration date; and administration, storage, and disposal instructions.
 - e. Instructions for the dose, time, and how the medication is to be given, and the number of days the medication will be given will be provided to the child care staff in writing (by a signed note or a prescription label) by the health care provider. This requirement applies both, to prescription and over-the-counter medications (medication administration form).
2. A health care provider may state that a certain medication may be given for a recurring problem, emergency situation, or chronic condition or prevention. Example: nebulizer, inhalers, Epi-pen. (Record of Medication Order form). The instructions should include:
 - a. The child's name;
 - b. The name of the medication;
 - c. The dose of the medication;
 - d. How often the medication may be given;
 - e. The conditions for use;
 - f. Any precautions to follow; and
 - g. Potential side effects;
3. A child may only receive medication with the permission of the child's parent or legal guardian.
4. Any changes in the medication dosage must be in writing from the physician.

5. Expired medication must be replaced by the parent by the expiration date when continued by the physician with new parent authorization on file.

Personal Belongings/Extra Clothing

Play clothes are recommended for the children so that they may be free to explore and experiment with materials without fear of soiling their clothes. The child should be able to manage his/her clothes easily for toileting. Children should wear comfortable, sturdy closed toe shoes that fasten securely. For the child's safety and the safety of the other children in the center, the children are not allowed to wear jewelry (i.e. hoop earrings, rings, necklaces), and please no beads in the child's hair. Stud earrings are the only acceptable jewelry. **No open toe shoes are allowed for children's safety.**

We are also asking parents to please bring an additional change of clothing and shoes which will also be stored in a zip lock bag in the cubby.

First Aid: When a Child Becomes Ill or Injured

Children are under staff supervision at all times. However, in a group setting accidents may occur. Staff is certified in CPR/Pediatric First Aid, which includes Anaphylaxis procedures, and will observe Red Cross and Los Angeles County guidelines to administer first aid. Staff will follow these agency procedures:

For a minor accident (scrape, small cut, bruise, etc.):

- First Aid will be applied
- Parent is notified by phone
- An Ouch Report is completed and given to the parent upon arrival

For a minor accident involving head injury, some bleeding, or swelling:

- First Aid applied
- Parent is notified by phone
- Ouch Report is completed and given to the parent for record keeping
- An "Unusual Incident/Injury Report" is completed. The report is sent to Community Care Licensing according to licensing timelines.

A doctor's clearance is required for a child to return after a serious or life-threatening injury accident, such as a suspected broken limb, profuse bleeding, breathing problems, unconsciousness, etc.

For a major accident involving head injury, concussion, etc.:

- First Aid will be applied
- Parent will be called immediately and asked to pick up the child
- If there is serious injury to a body part, 911 paramedics will be called in a life-threatening situation, and a doctor's clearance is required for returning to school.
- A formal "Accident Report" will be completed provided to parent and submitted to Community Care Licensing within 24 hours.

Inclement Weather

All staff members are responsible for knowing about health & safety hazards and protecting children from harm. Staff will ensure that children are dressed properly both indoors and outdoors. Wet clothing will be changed immediately. In that regard, families are requested to provide extra clothing for their children at all times.

On days when air pollution is excessive and children may be at risk, teaching staff will be notified, and outdoor play will be limited or prohibited based on the degree of risk.

Napping and Blankets

Although children are not required to sleep while at the center, all children are asked to rest quietly after lunch or offered quiet learning activities to those children who do not want to rest or nap. Each child can bring a blanket and sheet from home, remember to label the blanket and sheet with your child's name. The blanket and sheet must be taken home every Friday. Parents must make sure their child has a clean blanket and sheet on Mondays before nap time, if not; one can be provided by staff, that will remain at the center and kept in individual storage boxes and laundered by staff. The rest period is not less than 1 hour and not longer than two hours for children in care for more than 4 hours.

1. At least one hour of rest time is required for children who are in care for more than 4 hours per day.
2. Nap time will not exceed 2 hours unless a child is still sleeping after that time, at which point they should be allowed to sleep as long as needed, but the staff will regularly check on them.
3. Children who do not sleep during the rest period will be provided with quiet activities (such as drawing or reading) after a period of rest.
4. Children under 2 years must be checked and logged every 15 minutes.

TODDLERS ARE NOT ALLOWED TO HAVE BOTTLES, PACIFIERS ETC., IN THE CENTER AT ANY TIME.

Diapering & Toileting

DIAPER POLICY: Some children enrolled at childcare centers need to wear diapers or pull-ups. Drew CDC has adopted sanitation and hygiene procedures for diapering that protect the safety of enrolled children. The classroom staff is to develop a weekly schedule that indicates the diapering process and is to be posted in each classroom on the parent board. Children should be checked for signs that diaper changing is needed at least every hour when children are awake, and when children awaken. Wet or soiled diapers will be changed within five minutes of discovery. When a parent drops off a child to the center and the diaper or pull-up is already soiled the parent will have to change the child before leaving the center.

DAILY RECORDING: Teachers record diaper changing findings using a "Diapering Log" created daily for each classroom. The Diapering Log contains entries about diaper changes that could better assist in monitoring your child's health. Completed log pages are to be filed daily in each classroom.

CCTR: If your child is not independently toileting, when developmentally appropriate, our staff will work with you to set bathroom goals, expectations and routines by providing a Toileting Plan Agreement. In partnership with you we work toward getting your child to be independent in the bathroom. If an accident occurs, we will support them to change into clean clothing. Please make sure that you bring a fresh change of clothing the day after an accident occurs in class.

CSPP: California State Preschool Program is happy to work with you regarding toilet training. A child's adaptive skills will not impede their ability to enroll in our program. For children who are not yet toilet trained, they must be in pull-ups and not



diapers. Parents are required to provide pull-ups and wipes for their child as well as a change of clothes including shoes and socks should your child have an accident.

Pedestrian Safety

There is limited parking at most sites. It is very important that you do everything possible to prevent you or your child from being hurt. Please be aware of your child's safety when dropping off and picking up your child by following these rules:

- Supervise preschoolers at all times
- Keep preschoolers away from any vehicle, particularly emergency vehicles
- Never allow preschoolers to cross the street alone
- Do not park in the *blue handicapped parking slots*, unless you have a handicapped sticker/placard.

What can I do to keep my child safe as a pedestrian?

- Young children should never cross the street without an adult.
- Supervise your child closely. Hold your child's hand when walking along the street or in parking lots.
- Set an example for safe pedestrian behavior. Young children learn by watching adults.
- Be a positive role model by following (and teaching your child) these rules of the road:
 - Obey all traffic signs and signals.
 - Stop, and look left, right and left again before entering a roadway.
 - Never run into the street; always cross at the crosswalk or corner. When crossing at an intersection, pedestrians should check for vehicles turning the corner.
 - Always walk on the sidewalk. If there are no sidewalks, pedestrians should walk facing traffic.
 - Make eye contact with drivers of stopped vehicles to be sure they are aware that you are crossing the street.
- Talk to your child regularly about pedestrian safety and help him or her develop the habit of walking safely when he or she is young.
- When dropping your child off from a vehicle, make sure he or she exits the vehicle on the right-hand side onto the sidewalk or shoulder.
- Find safe places away from traffic for your child to play.

Parking Safety

- Appropriate parking spaces must be used when coming to the child care centers.
- Double parking or parking where there is not a legal parking space creates an unsafe environment for children and adults. Parents who continue to illegally park will be notified that law enforcement officials have been contacted to enforce appropriate parking.
- **Never** leave your vehicle on while going inside to drop off or pick up your child. You **MUST** shut off your vehicle at all times when entering the child care facility.
- Handicap parking at all sites are for vehicles displaying handicap placards. Again, law enforcement will be notified of violators.
- Never leave a child unattended in a car. Effective January 1, 2002, it became a law that it is criminal offense to leave a child unattended in a vehicle, even for a second! The Unattended Child in a Motor Vehicle Safety Act, "Kaitlyn's Law" was enacted when Kaitlyn died because she was left for "just a second".



Car Seat Safety

- Children under 2 years of age shall ride in a rear-facing car seat unless the child weighs 40 or more pounds OR is 40 or more inches tall. The child shall be secured in a manner that complies with the height and weight limits specified by the manufacturer of the car seat. (California Vehicle Code Section 27360.)
- Children under the age of 8 must be secured in a car seat or booster seat in the back seat.
- Children who are 8 years of age OR have reached 4'9" in height may be secured by a booster seat, but at a minimum must be secured by a safety belt. (California Vehicle Code Section 27363.)
- Passengers who are 16 years of age and over are subject to California's Mandatory Seat Belt law.

Disaster Preparedness

Emergency drills are conducted monthly and quarterly. Each center has adequate emergency supplies in case of a disaster (earthquake, fire, lockdown, etc.), the center will follow Drew Child Development Corporation's disaster procedures. All children will remain under the supervision of the staff and will only be released to parents or other people authorized on the emergency card.

Expectations of Children's Conduct & Persistent Behaviors Support & Safety Plan

We consider ourselves partners with parents in the care and development of our children. We need the parents' support and cooperation in providing a safe and secure environment for all children in the program. Realizing that preschool children are beginning to learn group social skills, we will be teaching the children appropriate ways for working and playing together in a group.

Behavior expectations we have for all children and the adults in our program are that they are **Safe, Friendly and Respectful**. We spend a lot of time in the classroom teaching these skills and supporting your child's Social and Emotional skills. We understand that discipline and punishment are not the same. We also recognize that every moment is a teaching moment and therefore, discipline is happening constantly. Punitive and negative reactionary responses such as "time out" and the habitual use of the words "no," and "don't" are to be avoided. **No form of corporal punishment is ever allowed.**

All children have the right to be treated with respect and to play and learn in a safe environment. Teaching staff will establish classroom expectations from the first day of class.

Staff will:

- Create a safe and welcoming environment for every child and family.
- Model and encourage conflict resolution skills.
- Encourage respect for others' feelings.
- Recognize the strengths in each child.
- Help children to problem solve first with adult help and then on their own.

We know that all children do not come to school knowing how to be a preschooler or how to make friends. We recognize that it is our job to teach them how to express their feelings, ask a teacher or another child for help and how to be a good friend.

However we will not allow any child to:

- Hurt him/herself or any member of the staff. (e.g. biting)
- Use habitual profanity or vulgarity.
- Be consistently and persistently uncooperative.
- Run away from the teachers or leave the school premises by himself/ herself.

The process and strategies used to support the behavior management policy include:

Step 1. Encourage positive behavior by redirection.

Step 2. Offer acceptable behavior alternatives (choices) whenever possible.

Step 3. Give positive reinforcement for appropriate behavior in the form of encouragement and acknowledge of positive actions.

Step 4. Document the child's action, classroom strategies used and outcomes.

Step 5. When teachers have a child who is not being safe, poses a danger to himself/herself or others, or uses inappropriate language on a consistent basis, we expect to meet with the parent(s) and resolve the problem together according to the ***Persistent Serious Behaviors Safety & Support Plan***.

When your child exhibits challenging behaviors that are not harmful or causing injury to himself/herself or others, but are affecting the routine of the classroom, teaching staff will work with you and your child to replace the behavior with more appropriate behaviors that align with being Safe, Friendly and Respectful.



If the same situation continually occurs after the use of Step 1 to 3, the following next steps will be used:

Step 6. Consult and inform the child's parent/guardian of the child's persistent serious behaviors and the process Drew CDC will use to assist the child in order to safely continue to participate in the program

Step 7. If the child has IEP or IFSP, with parent/guardian written consent, consult with LEA or regional center on how to serve the child

Step 8. If child has no IEP or IFSP, with parent written consent, refer to local community services and implement behavior supports before referring child to LEA for special education support and behavior intervention plan

Step 9. As a last resort, in extraordinary circumstances when there is a serious safety threat that cannot be reduced or eliminated without removal, Drew CDC collaborates (before this is necessary) with the child's parents or legal guardian and LEA or regional center if the child has an IEP or IFSP, and uses appropriate community resources, as needed, to determine no other reasonable option is appropriate, and provide written notice to the child's parents or legal guardian.

Biting

Biting is one of the most common yet difficult behaviors in group child care. It can occur without warning. For many toddlers, the biting stage is just a passing problem, resulting in learning what is socially acceptable and what is not. For other children, biting may be a persistent and chronic problem. They may bite for a variety of reasons, including teething, frustration, boredom, inadequate language skills, stress, change in the home or center environment, feeling threatened, or to feel a sense of power. All incidents of child biting will be reported and shared with the parent.

Our goal is to work diligently with the child and family to identify possible causes of biting and to effectively address the situation. We will use the Behavior Support and Safety Plan to ensure the child's safe participation in the program over the next 180 days. If there is no significant improvement (less or no biting), as a last resort, Drew CDC will release your child from our program and attempt to find a school placement that better supports your child's needs.

General Policies

California Day Care Act (CDCA) California Health and Safety Code Section 1596.857, Chapter 3.4, Article 2, Administration of Child Day Care Licensing includes: CDCA - Right of Parent to Inspect Facility:

1. **Upon presentation of identification**, the responsible parent/or guardian of a child receiving services in a child day care facility has the right to enter and inspect the facility without advance notice during the normal operating hours of the facility or at any time that the child is receiving services in the facility. Parents or guardians, when inspecting, shall be respectful of the children's routines and programmed activities. The facility shall inform parents and guardians of children receiving services in the facility of the right of the parents and guardians to inspect the facility pursuant to this section.
2. No child day care facility shall discriminate or retaliate against any child or parent or guardian on the basis or because the parent or guardian has exercised his or her right under this section to inspect the facility or has lodged a complaint with the department against a facility.
3. If any child day care facility denies a parent or legal guardian the right to enter and inspect a facility or retaliates, the department shall issue the facility a warning citation. For any subsequent violation of this right, the department may impose a civil penalty upon the facility of fifty dollars (\$50) per violation. The department may take any appropriate action, including license revocation.
4. Each child day care facility shall permanently post in a facility location accessible to parents and guardians, a written notice, available from the department, of the right to make an inspection pursuant to this section and the prohibition against retaliation and the right to file a complaint. The department shall make this written notice available to child day care facility licensees and shall include on this notice a statement of the right



of the parents and guardians to review licensing reports of facility visits and substantiated complaints against the facility, pursuant to Section 1596.859.

5. **Notwithstanding any other provision of this section, the person presents who is in charge of a child day care facility may deny access to an adult whose behavior presents a risk to children present in the facility, and may deny access to non-custodial parents or guardians if so requested by the responsible parent or legal guardian.**

Upon enrollment parents/guardians acknowledge receipt of the **Parent Code of Conduct** policy.

Parents' Rights

As a Parent/Authorized Representative, you have the right to:

1. Enter and inspect the child care center without advance notice whenever children are in care.
2. File a complaint against the licensee with the licensing office and review the licensee's public file kept by the licensing office.
3. Review, at the child care center, reports of licensing visits and substantiated complaints against the licensee made during the last three years.
4. Complain to the licensing office and inspect the child care center without discrimination or retaliation against you or your child.
5. Request in writing that a parent not be allowed to visit your child or take your child from the childcare center, provided you have shown a certified copy of a court order.
6. Receive from the licensee the name, address and telephone number of the local licensing office.
 - a. Licensing Office Name: DEPARTMENT OF SOCIAL SERVICES
Licensing Office Address: 1000 CORPORATE CENTER DR., STE 200B,
MS 29-854, MONTEREY PARK, CA 91754
Licensing Office Telephone #: (323) 981-3350
7. Be informed by the licensee, upon request, of the name and type of association to the child care center for any adult who has been granted a criminal record exemption, and that the name of the person may also be obtained by contacting the local licensing office.
8. Receive, from the licensee, the Caregiver Background Check Process form.



NOTE: CALIFORNIA STATE LAW PROVIDES THAT THE LICENSEE MAY DENY ACCESS TO THE CHILD CARE CENTER TO A PARENT/AUTHORIZED REPRESENTATIVE IF THE BEHAVIOR OF THE PARENT/AUTHORIZED REPRESENTATIVE POSES A RISK TO CHILDREN IN CARE.

Personal Rights

See for waiver conditions applicable to Child Care Centers.

1. Child Care Centers. Each child receiving services from a Child Care Center shall have rights which include, but are not limited to, the following:
2. To be accorded dignity in his/her personal relationships with staff and other persons.
3. To be accorded safe, healthful and comfortable accommodations, furnishings and equipment to meet his/her needs.
4. To be free from corporal or unusual punishment, infliction of pain, humiliation, intimidation, ridicule, coercion, threat, mental abuse, or other actions of a punitive nature, including but not limited to: interference with daily

living functions, including eating, sleeping, or toileting; or withholding of shelter, clothing, medication or aids to physical functioning.

5. To be informed, and to have his/her authorized representative, if any, informed by the licensee of the provisions of law regarding complaints including, but not limited to, the address and telephone number of the complaint receiving unit of the licensing agency and of information regarding confidentiality.
6. To be free to attend religious services or activities of his/her choice and to have visits from the spiritual advisor of his/her choice. Attendance at religious services, either in or outside the facility, shall be on a completely voluntary basis. In Child Care Centers, decisions concerning attendance at religious services or visits from spiritual advisors shall be made by the parent(s), or guardian(s) of the child.
7. Not to be locked in any room, building, or facility premises by day or night.
8. Not to be placed in any restraining device, except a supportive restraint approved in advance by the licensing agency.

THE REPRESENTATIVE/PARENT/GUARDIAN HAS THE RIGHT TO BE INFORMED OF THE APPROPRIATE LICENSING AGENCY TO CONTACT REGARDING COMPLAINTS, WHICH IS:

Licensing Office Name: DEPARTMENT OF SOCIAL SERVICES

Licensing Office Address: 1000 CORPORATE CENTER DR., STE
200B, MS 29-854 MONTEREY PARK, CA 91754

Licensing Office Telephone #: (323)981-3350

California Department of Social Services Community Care Licensing Division - Inspection Authority

Drew CDC centers are licensed by Department of Social Services, Community Care Licensing. Community Care Licensing has the responsibility and authority to enforce the regulations as stipulated within Title 22.

Please be advised "The Department has inspection authority to enter and inspect a facility without advance notice." "The Department has the authority to interview children or staff, and to inspect and audit child or Child Care Center records, without prior consent".

Sexual Harassment

Sexual harassment is not acceptable by child, parent, or staff behavior in the Drew CDC ECE programs. Personnel, parents, children, and all other public and private visitors are expected to adhere to a standard of conduct that is respectful and courteous to fellow children, staff, and to the public. Sexual harassment is considered a serious offense that may result in serious disciplinary action up to and including disenrollment of services or employment.

Prohibited sexual harassment include, but is not limited to, unwelcomed sexual advances, requests for sexual favors, and other verbal, visual or physical conduct of a sexual nature when:

1. Submission to the conduct is explicitly or implicitly made a term or condition of an individual's employment, academic status or progress, and child-care services.
2. Submission to or rejection of the conduct by an individual is used as the basis for academic, employment, and childcare services decisions affecting the individual.

3. The conduct has the purpose or effect of having a negative impact on the individual' academic or work performance, or of creating an intimidating, hostile, or of creating an intimidating, hostile, or offensive educational or work environment.
4. Submission to or rejection of the conduct by the individual is used as the basis for any decision affecting the individual regarding benefits and services, honors, programs, or activities available or through the program.

Examples of conduct which are prohibited in the centers and which may constitute sexual harassment include:

1. Unwelcome leering, sexual flirtations or propositions.
2. Unwelcome sexual slurs, epithets, threats, verbal abuse, derogatory comments or sexually degrading descriptions.
3. Graphic verbal comments about an individual's body or overly personal conversation.
4. Sexual jokes, stories, drawing, pictures, or gestures.
5. Spreading sexual rumors.
6. Teasing or sexual remarks about students enrolled in a predominantly single-sex class.
7. Touching an individual's body or clothes in a sexual way.
8. Purposely limiting a student's access to educational tools.
9. Cornering or blocking of normal movements.
10. Displaying sexually suggestive objects in the educational environment.
11. Any act of retaliation against an individual who reports a violation of the program's sexual harassment policy or who participates in the investigation of a sexual harassment complaint.

Any child or parent who feels that he/she is being sexually harassed is encouraged to immediately report such incident/s to the site supervisor, Director of Education, or other Drew CDC administrative staff. Should sexual harassment be alleged, it is the policy of Drew CDC to immediately investigate and appropriately address the problem. For claims of sexual harassment involving personnel and staff will be thoroughly investigated by the Human Resources department. To contact a program administrator please call (323) 249-2950, request to speak with the Director of Early Childhood Educations or the Director of Quality Assurance. If the agency does not promptly remedy a situation involving sexual harassment, a complaint of harassment can be filed using the Uniform Complaint Procedure (Policy #AR 1312.3 and Title 5, Section 40) under the Grievance and Uniform Complaint Policy section of the Family Handbook.

Parents and students have the right to file a direct written complaint with: California Department of Education/Early Education Support Division or Child Care and Development Division. To file a written complaint please mail correspondence to:

CSP: Early Education Support Division
1430 N Street, Suite 3140
Sacramento, CA 95814

Or

CCTR: Child Care and Development Division
744 P Street M.S. 9-8-360
Sacramento, CA 95814

Grievance Procedures & Guidelines Uniform Complaint Policy

A complaint is a written statement alleging discrimination, harassment, or a violation of a federal or state law or regulation. Complaint forms are available at each Drew CDC child development center. Drew CDC will not reject a complaint if the form is not used. The declaration should include the nature of the complaint, the date and approximate time of occurrence and the name and address of the center about whom the complaint is being made, with the date and complainant's signature.

The following documents describe the process in filing a complaint. Topics include referring complaint issues, agency responsibilities, agency policies and procedures, filing a local complaint, timelines, appealing local agency decisions, department resolution procedures, the on-site investigation process, and CDE's/CDSS's investigation procedures and investigation report.

The Governing Board of Drew CDC recognizes that the agency is primarily responsible for complying with all applicable state and federal laws and regulations governing child care programs. Drew CDC shall investigate complaints alleging failure to comply with applicable state and federal laws and regulations and/or alleging discrimination and shall seek to resolve those complaints in accordance with the procedures set by the State.

Drew CDC shall follow complaint procedures when addressing complaints alleging unlawful discrimination against any protected group as identified under Education Code 200 and 220 and Government Code 11135, including actual or perceived sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, or mental or physical disability, or age, or on the basis of a person's association with a person or group with one or more of these actual or perceived characteristics in any district program or activity that receives or benefits from state financial assistance.

Complaint procedures shall also be used when addressing complaints alleging failure to comply with state and/or federal laws in child care and development programs, nutrition services, and special education programs.

Complaint and Fair Hearing Process

Participants have a right to a fair hearing when actions are taken by the program that directly impacts their child care (i.e. termination of services, etc. regarding the action (s)).

Parents are strongly encouraged to meet with Drew CDC ECE staff to resolve issues. As well, Drew CDC administrative staff is eager to hear your suggestions and concerns regarding our programs. However, if concerns or issues are not resolved, parents may:

1. Complete a Complaint Form, which may be obtained from the Site Supervisor at any center or online (drewcdc.org - *About Us - Consumer Relations*). All unresolved complaints proceeding beyond center meetings must be in writing.
2. Within three (3) day of receiving the complaint, the site supervisor shall meet with the complainant to try and resolve the issue.
3. If the complainant is dissatisfied with the resolution of the issue, the written complaint may be forwarded to the ECE Director.
4. If the nature of the complaint involves program determinations, the complainant will be referred to the funder's appeal process.



5. If the complaint involves a concern unrelated to program determinations and requires investigation, the complainant will be forwarded to the Quality Assurance Department. You will receive a written response within thirty (30) business days, with actions to be taken if applicable.
6. When the complaint alleges a violation of licensing regulations, the written complaint will be filed in the appropriate file.
7. The written complaint will then be forwarded to the Community Care Licensing Department.
8. The Licensing Analyst will take the necessary licensing steps for handling such a complaint(s).

If you are not satisfied with the decision made by Drew CDC, you also have other options through the Federal or State Court. Any person with discrimination allegations or violations has the right to file a Civil Case including but limited to a judicial mandate, restriction orders, or any other legal order. Please be aware that it is recommended that you seek legal help. (Legal costs are paid by the plaintiff) Complaints of discriminations with valid bases can made to:

The United States Department of Justice (800) 877-8339 (voice TDD/TTY) main line is (202) 514-2000. Parents also have the right to appellate or submit a complaint to the State Department of Education/Early Education Support Division if they feel they have been discriminated by the Department of Early Education Services (CSPP) or Child Care and Development Division (CCTR). The complaint must be in writing to the following address:

Early Education Support Division
1430 N Street, Suite 3140
Sacramento, CA 95814

Or

Child Care and Development Division
744 P Street M.S. 9-8-360
Sacramento, CA 95814

DREW CDC

PARENT POLICIES AND PROCEDURES HANDBOOK RECEIPT

DREW CHILD DEVELOPMENT CORPORATION RESERVES THE RIGHT TO DISENROLL THIS CONTRACT IF EITHER PARTY FAILS TO LIVE UP TO THE RESPONSIBILITIES LISTED HEREIN.

Please read and initial statements below.

____ I acknowledge that I have received a copy of Drew CDC's Early Childhood and Education Policies and Procedures Family Handbook.

____ I agree that it is my responsibility to read this handbook and become familiar with the information in the handbook and to follow the policies and procedures described in the handbook.

____ I understand that if I fail to follow the policies and procedures outlined in the Policies and Procedures Family Handbook, my child care services may result in disenrollment.

____ I understand that Drew may change, remove or add to any policies or procedures based on changes set forth by the California Department of Education, Early Education Support Division, (CDE/CDSS).

____ I understand that providing any false, fraudulent, incomplete, deceitful or misleading information will result in the disenrollment of child care services or provider services.

____ I further understand that Drew Child Care Program is required to recover costs from me for any child care services provided using fraudulent information or documentation.

SPECIAL NOTE: Contact the agency staff with any questions or concerns that you may have regarding the information provided in this handbook. We make every attempt to have clear and consistent policies for all enrolled parents. Any parent who has completed an application for child care has the right to a hearing on any decision that Drew CDC staff makes. All changes are made through a Notice of Action (NOA), which is issued to the parent nineteen (19) calendar days before changes take place. The NOA provides information on the reverse side regarding the process and the right to request an appeal. The program hopes that the relationship with parents will be both positive and professional. Drew CDC staff can be reached Monday through Friday, 9:00a.m. - 5:00p.m., at (323) 249-2950.

My signature below certifies that I have received a copy of Drew CDC's Early Childhood and Education Policies and Procedures Family Handbook. As a parent in the program, it is my responsibility to read this handbook and to become familiar with the policies and procedures listed herein.

_____ Relationship to child Parent Guardian Other

Name (Please Print)

Signature

Date

Drew CDC Copy

DREW CDC

PARENT POLICIES AND PROCEDURES HANDBOOK RECEIPT

DREW CHILD DEVELOPMENT CORPORATION RESERVES THE RIGHT TO DISENROLL THIS CONTRACT IF EITHER PARTY FAILS TO LIVE UP TO THE RESPONSIBILITIES LISTED HEREIN.

Please read and initial statements below.

____ I acknowledge that I have received a copy of Drew CDC's Early Childhood and Education Policies and Procedures Family Handbook.

____ I agree that it is my responsibility to read this handbook and become familiar with the information in the handbook and to follow the policies and procedures described in the handbook.

____ I understand that if I fail to follow the policies and procedures outlined in the Policies and Procedures Family Handbook, my child care services may result in disenrollment.

____ I understand that Drew may change, remove or add to any policies or procedures based on changes set forth by the California Department of Education, Early Education Support Division, (CDE/CDSS).

____ I understand that providing any false, fraudulent, incomplete, deceitful or misleading information will result in the termination of child care services or provider services.

____ I further understand that Drew Child Care Program is required to recover costs from me for any child care services provided using fraudulent information or documentation.

SPECIAL NOTE: Contact the agency staff with any questions or concerns that you may have regarding the information provided in this handbook. We make every attempt to have clear and consistent policies for all enrolled parents. Any parent who has completed an application for child care has the right to a hearing on any decision that Drew CDC staff makes. All changes are made through a Notice of Action (NOA), which is issued to the parent nineteen (19) calendar days before changes take place. The NOA provides information on the reverse side regarding the process and the right to request an appeal. The program hopes that the relationship with parents will be both positive and professional. Drew CDC staff can be reached Monday through Friday, 9:00a.m. – 5:00p.m., at (323) 249-2950.

My signature below certifies that I have received a copy of Drew CDC's Early Childhood and Education Policies and Procedures Family Handbook. As a parent in the program, it is my responsibility to read this handbook and to become familiar with the policies and procedures listed herein.

_____ Relationship to child Parent Guardian Other

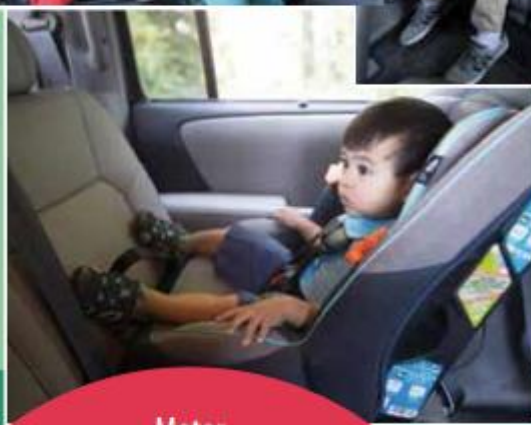
Name (Please Print)

Signature

_____ Drew CDC Copy

Date

Following California Laws will Keep Your Child Safe in the Car



Motor vehicle crashes are the leading cause of death for children ages 1 through 14 years old, killing over 1,000 children each year. Protect against this tragedy by properly securing your child in a vehicle. California law requires everyone to be properly secured when riding in a motor vehicle.

California Law BIRTH TO 16 YEARS

Children under 2 years old must be rear facing in a car seat unless they weigh 40 pounds or more, or are 40 inches tall or more. **Effective January 1, 2017.**

Children under age 8 must be properly buckled into a car seat or a booster in the back seat.

Children age 8 or older, or who are 4'9" or taller, may use the vehicle seat belt if it fits properly with the lap belt low on the hips, touching the upper thighs, and the shoulder belt crossing the center of the chest. If children are not tall enough for proper belt fit, they must ride in a booster or car seat.

Exemptions: A child under age 8 may ride in an appropriate restraint system in the front seat if:

- There is no rear seat.
- The rear seats are side-facing jump seats.
- The rear seats are rear-facing seats.
- The car seat or booster cannot be installed properly in the rear seat.
- All rear seats are already occupied by children seven years of age or under.
- Medical reasons require that a child cannot ride in the rear seat. Proof of the child's medical condition may be required.
- However, a child cannot be transported in a rear-facing car seat in the front seat that is equipped with an active frontal passenger airbag.

Protect your child – IT IS THE LAW!

Fines & Penalties

In California, for each child under 16 who is not properly secured, parents (if in the car) or drivers can be fined more than **\$500** and get a point on their driving records.

Rear-Facing Car Seats

Children under the age of 2 are required to ride in a **REAR-FACING** car seat in the back seat; as recommended by the American Academy of Pediatrics. Rear facing is 5 times safer than forward facing. Car seat manufacturers recommend that children remain in a rear-facing car seat until they reach the top height or weight limit allowed. Most children will outgrow an infant carrier seat before age 1. The next step is a convertible seat which starts out rear facing and converts to a forward-facing seat when the child reaches the upper height or weight limits.



Car Seat Installation Tips – Once a child is placed in the car seat, be sure that the harness straps are snug and can not be pinched, that the chest clip is at armpit level, and that the car seat is tightly secured and does not move more than an inch from side to side. For rear-facing car seats, the harness straps are even with or below the shoulder and when the car seat is forward facing, the harness straps are even with or above the shoulders.

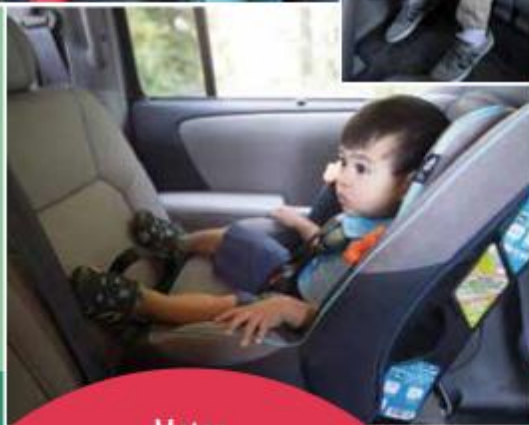
Forward-Facing Car Seats



Keep your child in a **FORWARD-FACING** car seat (either a "convertible" or "combination") with a harness until your child reaches the top height or weight limit allowed by the car seat's manufacturer. Many forward-facing seats must be used with a top tether.

A combination seat converts from a 5-point harness into a booster seat when your child is ready. Once your child outgrows the forward-facing car seat with a harness, it is time to travel in a **BOOSTER SEAT**, but still in the back seat.

Following California Laws will Keep Your Child Safe in the Car



Motor vehicle crashes are the leading cause of death for children ages 1 through 14 years old, killing over 1,000 children each year. Protect against this tragedy by properly securing your child in a vehicle. California law requires everyone to be properly secured when riding in a motor vehicle.

Boosters & Beyond

BOOSTER SEATS elevate your child so that the shoulder strap fits comfortably across the chest, the lap belt stays low over the hips, and the knees bend over the seat edge. Keep your children in a **BOOSTER SEAT** until they are big enough to fit in a seat belt properly.



The right car seat or booster fits your child and your car, and is one you will use correctly every time you travel.

Your children can fit an adult **SEAT BELT** when they are able to stay properly seated on every trip and:

- Sit all the way back in the seat with their knees bending at the edge of the seat;
- Have the lap belt stay low on their hips, touching the upper thighs; and
- Have the shoulder belt cross the center of their chest and not ride on their neck or face.



All children are safest, properly restrained and in **the back seat until age 13.**

Never place the shoulder belt under the arm or behind the back.

California law **prohibits smoking** in a motor vehicle when a minor (17 years old and under) is present. A violation is punishable by a fine of up to \$100.



Car Seat Questions & Installation Help

Certified Child Passenger Safety Technicians are available to check your car seat installation for free. For car seat questions and general information, or for an inspection station near you, go to www.safercar.gov/cpsApp/cps/index.htm or use the California directory of child passenger safety services at www.cdph.ca.gov/vosp and click on "Who's Got Car Seats?" to **contact your local health department.**



Dangers In & Around Cars & Kaitlyn's Law

It is against California law to leave a child who is 6 years of age or younger alone in the car without the supervision of a person at least 12 years old if:

1. The keys are in the ignition or the car is running, or
2. There is a significant risk to the child.

Children are most at risk of being injured when vehicles are moving forward or backing out of a driveway. Know the blind zones of your vehicle.

Look Before You Lock to be sure you have not left a child in the back seat. Heatstroke as a result of a child being left in a vehicle is a terrible tragedy.

Funding for this publication was provided by a grant from the California Office of Traffic Safety, through the National Highway Traffic Safety Administration (NHTSA). Photos courtesy of the NHTSA Image Library and the California Department of Public Health.

Pedestrian Safety Tips

Everything you need to know to keep your kids safe while walking.

Whether your kids are walking to school, the park or a friend's house, here are a few simple tips to make sure they get there safely.

Teach Kids How to Walk Safely

- Teach kids at an early age to look left, right and left again before crossing the street. Then remind them to continue looking around until safely across.
- It's always best to walk on sidewalks or paths and cross at street corners, using traffic signals and crosswalks. If there are no sidewalks, walk facing traffic as far to the left as possible.
- Teach kids to make eye contact with drivers before crossing the street.
- Children under 10 need to cross the street with an adult. Every child is different, but developmentally, most kids are unable to judge the speed and distance of oncoming cars until age 10.
- Encourage kids to be especially alert for cars that are turning or backing up.
- Teach kids not to run or dart out into the street or cross between parked cars.
- If kids are walking when it's dark out, teach them to be especially alert and make sure they are visible to drivers. Have them wear light- or brightly-colored clothing and reflective gear.



- Put headphones down or turn off the volume before crossing the street.
- Be aware of others who may be distracted and speak up when you see someone who is in danger.
- If kids need to use a cell phone, teach them to stop walking and find a safe area to talk.



44 kids are hit by a car while walking every day in the U.S.

Let Your Actions Speak as Loudly as Your Words

- Be a good role model. Set a good example by putting your phone, headphones and devices down when walking around cars.
- When driving, put cell phones and other distractions in the back seat or out of sight until your final destination.
- Be especially alert and slow down when driving in residential neighborhoods and school zones. Be on the lookout for bikers, walkers or runners who may be distracted or may step into the street unexpectedly.
- Give pedestrians the right of way and look both ways when making a turn to spot any bikers, walkers or runners who may not be immediately visible.

Take Action Against Distraction

- Teach kids to put phones, headphones and devices down when crossing the street. It is particularly important to reinforce the message with teenagers.





EFFECTS OF LEAD EXPOSURE

Children 1-6 years old are the most at risk for lead poisoning.

- Lead poisoning can harm a child's nervous system and brain when they are still forming, causing learning and behavior problems that may last a lifetime.
- Lead can lead to a low blood count (anemia).
- Even small amounts of lead in the body can make it hard for children to learn, pay attention, and succeed in school.
- Higher amounts of lead exposure can damage the nervous system, kidneys, and other major organs. Very high exposure can lead to seizures or death.

LEAD POISONING FACTS

- Buildup of lead in the body is referred to as lead poisoning.
- Lead is a naturally occurring metal that has been used in many products and is harmful to the human body.
- There is no known safe level of lead in the body.
- Small amounts of lead in the body can cause lifelong learning and behavior problems.
- Lead poisoning is one of the most common environmental illnesses in California children.
- The United States has taken many steps to remove sources of lead, but lead is still around us.

IN THE US:

- Lead in house paint was severely reduced in 1978.
- Lead solder in food cans was banned in the 1980s.
- Lead in gasoline was removed in the early 1990s.



LEAD IN TAP WATER

The only way to know if tap water has lead is to have it tested.



Tap water is more likely to have lead if:

- Plumbing materials, including fixtures, solder (used for joining metals), or service lines have lead in them.
- Water does not come from a public water system (e.g., a private well).

To reduce any potential exposure to lead in tap water:

- **Flush the pipes in your home**
Let water run at least 30 seconds before using it for cooking, drinking, or baby formula (if used). If water has not been used for 6 hours or longer, let water run until it feels cold (1 to 5 minutes.)*
- **Use only cold tap water for cooking, drinking, or baby formula (if used)**
If water needs to be heated, use cold water and heat on stove or in microwave.
- **Care for your plumbing**
Lead solder should not be used for plumbing work. Periodically remove faucet strainers and run water for 3-5 minutes.*

- **Filter your water**

Consider using a water filter certified to remove lead.

WARNING! Some water crocks have lead. Do not give a child water from a water crock unless you know the crock does not have lead.



(*Water saving tip: Collect your running water and use it to water plants not intended for eating.)

- For information on testing your water for lead, visit the Environmental Protection Agency at their [website](#) or call (800) 426-4791. You can also visit the California Department of Public Health's website at www.cdph.ca.gov.



POTENTIAL SOURCES OF LEAD

- Old paint, especially if it is chipped or peeling or if the home has been recently repaired or remodeled
- House dust
- Soil
- Some imported dishes, pots and water crocks. Some older dishware, especially if it is cracked, chipped, or worn
- Work clothes and shoes worn if working with lead
- Some food, candies and spices from other countries
- Some jewelry, toys, and other consumer products
- Some traditional home remedies and traditional make-up
- Lead fishing weights and lead bullets
- Water, especially if plumbing materials contain lead

SYMPTOMS OF LEAD EXPOSURE



Most children who have lead poisoning do not look or act sick. Symptoms, if any, may be confused with common childhood complaints such as

stomachache, crankiness, headaches, or loss of appetite.



A blood lead test is free if you have Medi-Cal or if you are in the Child Health and Disability Prevention Program (CHDP). Children on Medi-Cal, CHDP, Head Start, WIC, or at risk for lead poisoning, should be tested at age 1 and 2. Health insurance plans also will pay for this test. Ask your child's doctor about blood lead testing.

For more information, go to the California Childhood Lead Poisoning Prevention Branch's [website](#), or call them at (510) 620-5600.

The information and images found on this publication are adapted from the California Department of Public Health Childhood Lead Poisoning Prevention Program.

Parent Appeal Information

Notice of Action

Whenever an agency makes changes to child care services (for example, by approving or denying services, by changing the approved hours of care, or by terminating services), the agency must notify you by giving you a document called a "Notice of Action" (NOA).

The NOA will:

- Tell you **what** action will be taken, the reasons for the action and **the date** on which that action will be taken.
- Specify that you have a right to appeal the action on the NOA if you disagree with it and provide you with instructions for appealing.

Please keep a copy of your NOA.

What if I disagree with the action on the NOA?

You have the right to appeal.

What is the appeal process?

There are two levels of appeal:

1. A local hearing conducted by a hearing officer who is not involved with the decision; and
2. A state review conducted by the California Department of Education (CDE) of the local hearing decision.

***NOTE:** A state review by CDE may only be requested, if after going through the local hearing, you disagree with the decision of the agency (as noted on the decision letter from the agency).*

This document provides general information regarding the two levels of appeal described above. Please see your NOA and parent handbook for instructions on how to appeal.

Can I continue to receive services during the appeal process?

Yes. When you submit a request for a local hearing within 14 calendar days of the date the NOA was received, you will continue to receive services in accordance with your last service agreement until the appeal process is completed or abandoned.

Your appeal will be considered abandoned if:

- You do not submit a request for local hearing within 14 calendar days of receiving your NOA; or
- You (or your authorized representative) do not attend the local hearing; or
- You do not submit a timely request for the CDE's review after the local hearing process has taken place.

How do I request a local hearing?

To request a local hearing, you must notify the agency within 14 calendar days of the date the NOA was received. You may:

- Complete the second page of the NOA and mail, fax, deliver, or email a copy to your agency; or
- Submit your request using any other communication method identified in your parent handbook.

Please keep a record of how/when you submitted your request.

You have the right to:

- Review the information in your family data file.
- Have another person (called an "authorized representative") attend the local hearing with you, or on your behalf.
- An interpreter, if needed.

How will the agency let me know when my local hearing is scheduled?

Within 10 calendar days of receiving your timely request, the agency will provide you with a notice telling you the date, time and place of the local hearing.

What happens at the local hearing?

At the local hearing,

- The hearing officer will explain the reason for the NOA.
- You (and/or your authorized representative) will be able to explain the reasons why you think the action on the NOA is wrong.
- You will be able to ask questions about the agency's decision.

You should bring any documents/information that support why you think the action is wrong.

The hearing officer will make a decision based on the information provided at the hearing.

When will I be informed of the local hearing decision?

Within 10 calendar days after your local hearing, the hearing officer will mail or deliver a written decision letter to you. The decision letter will tell you how to request the CDE's review if you do not agree with the decision.

What if I disagree with the hearing officer's written decision letter?

You have the right to request a review of the local decision by the CDE. The CDE must get your request within 14 calendar days from the date on the local agency's decision letter.

Your request to the CDE must include the following information:

- A copy of both sides of the original NOA with which you disagree;
- A copy of the written decision letter from the local hearing; and
- A statement (e.g., letter) explaining why you disagree with the local hearing officer's decision.

You may mail, fax or deliver your request to:

California Department of Education
Early Education and Support Division
Attn: Appeals Coordinator
1430 N Street, Suite 3410
Sacramento, CA 95814
Phone: 916-322-6233
Fax: 916-323-6853

What happens during the CDE review?

If the CDE receives your request within 14 calendar days of the date on the local agency's decision letter, the CDE will:

- Review the information provided.
- Contact you and/or the agency which issued your NOA if necessary.

The CDE has up to 30 calendar days to make a decision and mail a final decision letter to you and to the agency which issued your NOA.

What happens next?

- If the CDE grants your appeal, the decision letter will include direction to the agency regarding continued services.
- If the CDE denies your appeal, the action on the NOA will become effective.

The CDE's decision is the final administrative decision and agencies must follow the CDE's decision.

For further information or to ask a question about the appeal process, please contact your child care agency at:

Agencies should insert the following information:
Agency's Name
Agency's Address
Phone number parents should call



Parent Appeal Information Pamphlet

California Department of Education
March 2014

Based on:
California Code of Regulations,
Title 5, Section 18118 Et Seq.

This flyer is mandatory only to the extent that it cites a specific statutory and/or regulatory requirement. Any portion of this flyer that is not supported by a specific statutory or regulatory requirement is not prescriptive pursuant to California *Education Code*, Section 33308.5. For regulations regarding parental appeal rights, see *California Code of Regulations*, Title 5 (5 CCR), Section 18118 et seq.

Your request to the CDSS must include the following information:

- A copy of both sides of the original NOA with which you disagree;
- A copy of the written decision letter from the local hearing; and
- A statement (e.g., letter) explaining why you disagree with the local hearing officer's decision.

Mail, fax, e-mail, or deliver your request to:

**California Department of Social Services
Child Care and Development Division
Attn: Appeals Coordinator
744 P Street, MS 9-7-354
Sacramento, CA 95814
Phone: 1(833) 559-2417
Fax: (916) 654-1048
CCDDAppeals@dss.ca.gov**

What happens during the CDSS review?

If the CDSS receives your request within 14 calendar days of the date on the local agency's decision letter, the CDSS will:

- Review the information provided.
- Contact you and/or the agency which issued your NOA if necessary.

The CDSS has up to 30 calendar days to make a decision and mail a final decision letter to you and to the agency which issued your NOA.

What happens next?

- If the CDSS grants your appeal, the decision letter will include direction to the agency regarding continued services.
- If the CDSS denies your appeal, the action on the NOA will become effective.

The CDSS' decision is the final administrative decision and agencies must follow the CDSS' decision.

Notice of Action

Whenever an agency makes changes to child care services (for example, by approving or denying services, by changing the approved hours of care, or by terminating services), the agency must notify you by giving you a document called a "Notice of Action" (NOA).

The NOA will:

- Tell you what action will be taken, the reasons for the action and the date on which that action will be taken.
- Specify that you have a right to appeal the action on the NOA if you disagree with it, and provide you with instructions for appealing.

Please keep a copy of your NOA.

What if I disagree with the action on the NOA?

You have the right to appeal.

What is the appeal process?

There are two levels of appeal:

1. A local hearing conducted by a hearing officer who is not involved with the decision; and
2. A state review conducted by the California Department of Social Services (CDSS) of the local hearing decision.

NOTE: A state review by CDSS may only be requested, if after going through the local hearing, you disagree with the decision of the agency (as noted on the decision letter from the agency).

This document provides general information regarding the two levels of appeal described above. Please see your NOA and parent handbook for instructions on how to appeal.

For further information or to ask a question about the appeal process, please contact your child care agency at:

Agencies should insert the following information:

Agency's Name

Agency's Address

Phone Number Parents Should Call



STATE OF CALIFORNIA
HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES

PUB 523 (11/24)

PARENT APPEAL INFORMATION PAMPHLET



California Department of Social Services
Child Care and Development Division

Based on:
California Code of Regulations,
Title 5, Section 18118 Et Seq.

Can I continue to receive services during the appeal process?

Yes. When you submit a request for a local hearing within 14 calendar days of the date the NOA was received, you will continue to receive services in accordance with your last service agreement until the appeal process is completed or abandoned.

Your appeal will be considered abandoned if:

- You do not submit a request for local hearing within 14 calendar days of receiving your NOA; or
- You (or your authorized representative) do not attend the local hearing; or
- You do not submit a timely request for the CDSS' review after the local hearing process has taken place.

How do I request a local hearing?

To request a local hearing, you must notify the agency within 14 calendar days of the date the NOA was received. You may:

- Complete the second page of the NOA and mail, fax, deliver, or email a copy to your agency; or
- Submit your request using any other communication method identified in your parent handbook.

Please keep a record of how/when you submitted your request.

You have the right to:

- Review the information in your family data file.
- Have another person (called an "authorized representative") attend the local hearing with you, or on your behalf.
- An interpreter, if needed.

How will the agency let me know when my local hearing is scheduled?

Within 10 calendar days of receiving your timely request, the agency will provide you with a notice telling you the date, time and place of the local hearing.

What happens at the local hearing?

At the local hearing,

- The hearing officer will explain the reason for the NOA.
- You (and/or your authorized representative) will be able to explain the reasons why you think the action on the NOA is wrong.
- You will be able to ask questions about the agency's decision.

You should bring any documents/information that support why you think the action is wrong.

The hearing officer will make a decision based on the information provided at the hearing.

When will I be informed of the local hearing decision?

Within 10 calendar days after your local hearing, the hearing officer will mail or deliver a written decision letter to you. The decision letter will tell you how to request the CDSS' review, if you do not agree with the decision.

What if I disagree with the hearing officer's written decision letter?

You have the right to request a review of the local decision by the CDSS. The CDSS must get your request within 14 calendar days from the date on the local agency's decision letter.

IMPORTANT INFORMATION FOR PARENTS

CAREGIVER BACKGROUND CHECK PROCESS CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

The California Department of Social Services works to protect the safety of children in child care by licensing child care centers and family child care homes. Our highest priority is to be sure that children are in safe and healthy child care settings. California law requires a background check for any adult who owns, lives in, or works in a licensed child care home or center. Each of these adults must submit fingerprints so that a background check can be done to see if they have any history of crime. If we find that a person has been convicted of a crime other than a minor traffic violation or a marijuana-related offense covered by the marijuana reform legislation codified at Health and Safety Code sections 11361.5 and 11361.7, he/she cannot work or live in the licensed child care home or center unless approved by the Department. This approval is called an exemption.

A person convicted of a crime such as murder, rape, torture, kidnapping, crimes of sexual violence or molestation against children **cannot by law be given an exemption that would allow them to own, live in or work in** a licensed child care home or center. If the crime was a felony or a serious misdemeanor, the person must leave the facility while the request is being reviewed. If the crime is less serious, he/she may be allowed to remain in the licensed child care home or center while the exemption request is being reviewed.

How the Exemption Request is Reviewed

We request information from police departments, the FBI and the courts about the person's record. We consider the type of crime, how many crimes there were, how long ago the crime happened and whether the person has been honest in what they told us.

The person who needs the exemption must provide information about:

- The crime
- What they have done to change their life and obey the law
- Whether they are working, going to school, or receiving training
- Whether they have successfully completed a counseling or rehabilitation program

The person also gives us reference letters from people who aren't related to them who know about their history and their life now.

We look at all these things very carefully in making our decision on exemptions. By law this information cannot be shared with the public.

How to Obtain More Information

As a parent or authorized representative of a child in licensed child care, you have the right to ask the licensed child care home or center whether anyone working or living there has an exemption. If you request this information, and there is a person with an exemption, the child care home or center must tell you the person's name and how he or she is involved with the home or center and give you the name, address, and telephone number of the local licensing office. You may also get the person's name by contacting the local licensing office. You may find the address and phone number on our website. The website address is <http://cclid.ca.gov/contact.htm>.