

# Welcome to California Children's Academy!



## CALIFORNIA CHILDREN'S ACADEMY

Dear Parents/Guardians,

Welcome to California Children's Academy! CCA is an extraordinary organization made up of people who work together to serve the children of our communities. The family handbook serves as a guide for working together to support your children and family. The services offered by CCA are subsidized through grants from California Department of Education and California Department of Social Services. CCA has been serving the community since 1971 and has many years of experience working with children and their families. We are pleased to have you in our program and hope that your child will find this experience enjoyable and rewarding.

The Family Handbook is filled with information on the program and services; as well as the requirements of the parents who participate in CCA. We know you will find this information useful and will want to keep it handy.

If you have any questions concerning CCA policies and procedures, or requirements specific to you as a parent, please refer to the sections outlined in this Handbook or contact your Campus Supervisor. We're glad you have chosen to take part in California Children's Academy, and we look forward to serving your children and family. Welcome!

Warmly,

All of Us at California Children's Academy

This manual was designed to help families understand the requirements for participating in a state-funded full-day center-based program. We look forward to serving you!

We are a private non-profit organization funded by federal, state, and local governments.

# Table of Contents

## **Program Design | 4**

- Mission
- Location of Services
- Age Group Served
- Days and Hours of Operation
- Open Door Policy
- Group Sizes
- Abstain from Religious Instruction
- Confidentiality
- Equal Access/Non-Discrimination
- ADA Statement

## **CCA Philosophy, Goals & Objectives | 5**

- Philosophy
- Parent Education and Involvement
- Health and Social Services
- Education Program
- Environment
- Curriculum
- Staff Qualifications & Development
- Continuous Improvement

## **Nutrition Services | 7**

## **General Policies | 9**

- Code of Ethical Conduct
- Safe School & Harassment Policy
- Suspected Child Abuse
- Clothing & Items from Home
- Guidance & Discipline
- Child Supervision
- Daily Health Screening & Exclusion
- Child Injuries, Emergencies & Medical Treatment
- Medication
- Napping

## **Admission Regulations & Enrollment | 14**

- Waiting List
- Duration of Services
- Income Thresholds
- Eligibility Criteria
- Need for Services Chart

- Enrollment Priorities and Process
- Recertification
- Family Data File
- Family Size
- Eligibility and Need for Services
- Child and Family Income
- Determining a Child's Schedule
- Right to Voluntarily Report Changes
- Family Fees

## **Attendance Policies & Procedures | 24**

- Arrival & Departure
- Late Pick ups
- Right to Refuse Child Release
- Abandonment of Care
- Absence Policy
- Importance of Attendance
- Attendance Expectations/Policies
- Child Custody & Court Orders

## **Complaint Procedures | 29**

- Chain of Communication
- Food & Program Non-Discrimination Statement & Complaint Procedure
- Parent and Personal Rights

## **Health and Social Services | 31**

## **Other Program Information | 31**

## **Campus Guidelines | 34**

## **Family Involvement | 35**

## **Program Decision Appeal Process | 38**

## **My Teacher Wants to Know | 41**

## **CCA Participation Agreement | 43**

# Our Family Handbook

## MISSION STATEMENT

**CCA is committed to preparing young children to be global citizens who are developmentally well-rounded, emotionally literate, and environmentally conscious.**

Board of Director Approved, September 27, 2022

## OUR VISION

**CCA provides young children a universally designed, responsive, and caring educational program with opportunities to develop 21st Century skills and an emphasis on healthy social emotional development. We help prepare children to be socially conscious, ethically minded, and empowered to join their families in strengthening the community.**

## CONTACT INFORMATION

Main Office:  
2701 N. Main St., Los Angeles CA 90031  
Phone (323) 223-3313

Office Hours:  
Monday - Friday 8:00am to 5:00pm

L.A. Eligibility Office:  
2701 N. Main St., Los Angeles CA 90031  
Phone (323) 343-1681

Valley Eligibility Office:  
623 N. Hagar Street,  
San Fernando CA 91340  
Phone (818) 837-4500

Your child will initially attend at the  
CCA Campus: \_\_\_\_\_ Address: \_\_\_\_\_

Campus/Facility License Number: \_\_\_\_\_ Ages served at campus: \_\_\_\_\_

Campus Hours of Operation: \_\_\_\_\_ Monday-Friday

Campus Phone #: \_\_\_\_\_

Campus Supervisor: \_\_\_\_\_

Campus Supervisor Email: \_\_\_\_\_

Eligibility Specialist: \_\_\_\_\_

Eligibility Specialist Phone Number: \_\_\_\_\_

Eligibility Specialist Email: \_\_\_\_\_

# PROGRAM DESIGN

## **OPEN DOOR POLICY (Parents Rights LIC 995)**

Enrolling Parents/Guardians are welcome to visit the program unannounced, any time during regular program hours. Our program is based upon a partnership with parents of the children enrolled. Parents are highly encouraged to participate in their child's program. Open Door Policy does not mean the doors will be unlocked. For the safety and protection of the children, external doors will be kept locked at all times.

## **RATIOS AND GROUP SIZE**

Adult to child ratios are planned for in advance and followed for each age group based on the Title 5 regulations. We pride ourselves on maintaining low teacher/child ratios, which allow more opportunities to provide individual attention to each child.

The ratios for California Children's Academy are as follows:

- **1 Adult - 3 Infants (0-23 months of age)**
- **1 Adult - 4 Toddlers (24-35 months)**
- **1 Adult - 8 Preschool children (36 months+)**

## **ABSTAIN FROM RELIGIOUS INSTRUCTION**

California Children's Academy refrains from any religious instruction or worship.

## **CONFIDENTIALITY**

As per CCA agency policy, student records and family files are confidential. The use or disclosure of any information maintained in the basic data file concerning children and their families is limited to purposes directly connected with the administration of the program. No other use of the information will be made without prior written consent or through a subpoena. CCA shall permit the review of the basic data file by the child's enrolling parent(s) or enrolling parent's authorized representative, upon written request and at reasonable times and places. All records are subject to on-site review by officials representing Community Care Licensing, the California State Department of Education, the Health Department, U.S.D.A., or local police authorities in the event of suspected of child abuse or neglect.

## **EQUAL ACCESS/NON-DISCRIMINATION POLICY**

No person will be subjected to discrimination, or any other form of illegal bias, including harassment. We give equal access to services without regard to sex, sexual orientation, gender identification, ethnic group identification, race, ancestry, national origin, religion, color, or mental or physical disability. No qualified student with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, activities of the program or be subjected to discrimination by it.

## **ADA STATEMENT**

CCA is committed to providing reasonable accommodations for persons with disabilities upon request of the individual. Individuals with disabilities requiring an accommodation to participate in CCA's programs should contact the Program Director/VP of Education, at (323) 223-3313.

## **PROGRAM PHILOSOPHY, GOALS & OBJECTIVES**

### **PHILOSOPHY**

Our commitment is to help children acquire the skills necessary to learn and to support family's success. We provide hands-on, play based learning. We create you-matter awareness for young children and their families. We teach friendship skills: caring, acts of kindness, sharing and turn taking. We celebrate diversity: how we are different and alike in so many ways. Teachers set up for exploration, giving children opportunities to problem solve. Teachers provide open-ended activities for learning, sharing and negotiating, art, dramatic play, gross motor opportunities, science, & math. Teachers expand on child interactions by listening and asking open-ended questions. Children are taught to respect each other and their world: nature, recycling, conservation, inclusive communities. Children learn that everyone's ideas matter equally. Children are respected for who they are, their family culture, and their community.

### **FAMILY EDUCATION**

Parent education is an important component of the philosophy of our campuses. Parent education opportunities offered monthly are based on the parents "Needs Assessment" and Parent Survey. Parent attendance at these opportunities is highly encouraged. At any time, you may reach out to our Family & Community Liaison, at (323)223-3313 Ext 245, to inquire about a scheduled CCA training, request resources or training opportunities in the community.

### **FAMILY INVOLVEMENT**

**Our goal** is to provide a welcoming environment for families and invite them to participate as equal partners in their children's education. Each family brings a history of life experience and cultural heritage that is respected and valued within our Centers. Partnerships between families and the Campus are essential to the growth and development of each individual child. There are many opportunities for family members to participate at the campus. Contact the campus director or your child's teacher for more information. Opportunities to participate include, but are not limited to:

- Parent/Teacher conferences are held twice per year. Conferences provide an opportunity for parents to collaborate with the teacher to develop goals for their child
- Reading to children during drop-off/pick-up
- CCA Parent Group meets monthly. Meetings provide an opportunity to learn about child development, share topics identified in the parent survey, and parenting strategies. They are great opportunity to network with program staff and other parents.
- Parent Advisory Committee meetings provide an opportunity for parents to provide input on the nature and operation of the program. Please see the list of Family Activities at the end of this booklet.

Our team will always do their best to speak with parents/guardians. Since staff days are devoted to caring and educating children, it is usually not feasible to have a long discussion during regular program hours. If a situation requires a longer discussion, kindly arrange for an appointment. Note: Parents

volunteering in the center must have a recent tuberculosis clearance, current immunizations & background clearance on file.

## **HEALTH & SOCIAL SERVICES**

**Our goal** is for families to know where to access community health and social services to meet their unique family needs. A Family Services & Referral Survey form is completed at the time of enrollment and annually thereafter. This form helps to identify the needs of both the child & family, so that the child may be successful in care and school. Based on the results, staff provide parents with referrals to other agencies in the community. In addition, staff follow-up with parents to ensure their needs have been met. At any time, a family can request a referral for services from our Family & Community Liaison Ext 245.

## **EDUCATION PROGRAM**

**Our goal** is to ensure all children are making progress in the domains of physical, cognitive, language, and social - emotional development. **Our goal** is to provide a program approach that is developmentally, linguistically, and culturally appropriate. Our program is inclusive of children with disabilities and other special needs. All children are welcome at CCA.

We adhere to the national education framework of 21st century learning as a framework for our curriculum. Beginning in the early years, children are introduced to opportunities for developing skills in the 4Cs: Critical Thinking, Communication, Collaboration, and Creativity.

We use an assessment tool called the Desired Results Developmental Profile Online (DRDP Online) and with the collaboration of the families, we use the screening tool ASQ (Ages & Stages Questionnaire) to assess the development of children.

- All children are assessed within 60 days of enrollment & every 6 months.
- Parent input is a necessary component of this assessment.
- Assessment outcomes are used to plan and conduct age and developmentally appropriate activities for children.

Based on this process, we modify and adjust what we are doing in our classroom to deliver the best individualized instruction for each child. This evaluation is communicated to families periodically during the school year using various formal and informal tools, forms, and resources. For information about your child's day, please see the daily schedule, dry erase board on the doors and lessons plans posted in each classroom.

## **ENVIRONMENT**

**Our goal** is to provide a safe, healthy, and welcoming environment that supports the broad developmental needs of each child in our program. An assessor completes the Thelma Harms Environment Rating Scale in each classroom annually. The assessor and teacher collaboratively develop, and take action steps, for continuous quality improvement.

In addition, our environments are set-up using our adopted curriculum. **The Framework for 21<sup>st</sup> Century Learning** is a comprehensive, research-based curriculum that features exploration and discovery as a way of learning, enabling children to develop confidence, creativity, and lifelong critical thinking skills. Children connect to the natural world by spending time outdoors. CCA classrooms extend beyond the

classroom walls to an outdoor classroom where learning continues. The same developmentally appropriate learning opportunities are provided in the outdoor environment. There are provocations to stimulate thinking, problem solving skills, and growth in all developmental domains.

## **CURRICULUM**

The curriculum used by California Children's Academy is based on the foundation that children learn by doing, the Framework for 21<sup>st</sup> Century Learning. Teachers use the principles of discovery and encouragement to invite children to be curious and eager about learning. 21st century skills such as critical thinking, creativity, collaboration, and communication are built into our daily routine. Teachers set up deliberate and thoughtful activities designed to inspire ideas, initiative, and imagination. Children are provided vocabulary and guidance to identify and express their emotions appropriately. Opportunities for celebrating diversity and supporting cultural awareness are embedded in the curriculum. The rich cultural diversity of our staff, children, and families is embraced and celebrated. The culture and languages of the children are reflected in the books, learning materials, and toys in every classroom and is embedded in the curriculum.

## **STAFF QUALIFICATIONS**

**Our goal** is to implement a staff development program that adequately equips each staff member with the information necessary to carry out his or her assigned duties. Our program makes professional development a priority for all staff working with children and families. All teachers hold the appropriate child development permit and attend ongoing child development trainings.

## **CONTINUOUS IMPROVEMENT**

California Children's Academy conducts many different levels of evaluation to ensure that the needs of the children, families, staff, and the community are being met. The process includes:

- Assessment of the program by parents using the Desired Results Parent Survey
- 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 Rating and Improvement System

Based on the results, goals and action steps are developed and implemented.

## **NUTRITION SERVICES**

### **CALIFORNIA CHILD & ADULT FOOD PROGRAM**

**Our goal** is to ensure children have nutritious meals and snacks during their time in the program. Meals and snacks that are culturally and developmentally appropriate, well balanced, flavorful, and meet the federal Child and Adult Care Food Program nutritional requirements (CACFP). Balanced nutritious meals include breakfast, lunch, and an afternoon snack. You can find the monthly menus on the bulletin boards in every classroom and daily menu changes are posted as they occur. Remember, outside food is not allowed in the classrooms. A medical statement is required for any food allergies or medical restrictions your child may have and food alternatives will be substituted to the extent possible once the form is provided. Medical statement forms may be obtained from your eligibility specialist or site supervisor.

***Please note: Families are not charged for these meals.***

Mealtime is a learning experience for our children. At mealtime the dining table is set with plates and flatware, and the food is placed in small bowls from which the children can help themselves. It's a time for talking about color, taste, texture, and the name of foods. It is an opportunity to practice manners by watching adults and socializing with other children. Children are encouraged to self-feed to the extent of their ability and are encouraged but are not forced to eat a variety of foods.

If for any reason, you decide not to participate in the Child and Adult Care Food Program (CACFP), a declination form must be completed. You can request this form from your eligibility specialist or the CACFP Coordinator. Upon receipt of declination form, you will be responsible for providing their child's meals following these guidelines:

- Provide all meals that will be given to child throughout the day (Breakfast, Lunch and Snack).
- Provide nutritious meals. Good nutrition is important for young children's development. Children need vitamins, minerals, and other nutrients in foods such as fruits, vegetables, whole grains, low fat dairy and lean protein foods.
- Do not send food that are high in added sugars and low in nutrients (chips, junk foods, etc.).
- All food must be labeled with child's name and date (to be consumed during/on that date). Food will not be stored from one day to the next to be served to child.
- Food will need to be refrigerated immediately upon arrival to the center.
- Food provided will not be shared with other children. It will only be for the consumption of your child if you (parent) have declined participation in the food program (CACFP).
- High Allergic rate foods should be avoided. Ask if there are known allergies when planning for meals. The top 9 food allergies are: milk, wheat, egg, soybeans, tree nuts, peanuts, fish, shellfish, and sesame. CCA is a Peanut-Tree Nut free zone.
- Try to make substituted meals look like the menu items on the daily schedule that are served to the other children. Children may get frustrated or sad that they cannot have what their friends are eating.

## INFANT MEALS

Infants are fed "on demand" to the extent possible (at least every 4 hours and usually not more than hourly) based on the daily parental instructions written in your infant's menu plan. Bottle-fed infants are fed while being held. Expressed breast milk may be brought from home if frozen or kept cold during transit.

The center provides formula, but if you would like to bring your own, please let your eligibility specialist know. You CAN provide breastmilk AND supplement with our formula or your own. Formula brought from home must come prepared following label directions and pre-served in the child's bottles, labeled with the child's name and time of service. Bottles must be labeled daily with the **child's name, date, ounces, and time of service.** Leftover milk/breastmilk will be dumped after serving and used bottles taken home daily to be washed and sterilized. Solid foods will only be introduced after a consultation with the child's family.

## BREASTFEEDING SUPPORT

CCA is committed to providing ongoing support for breastfeeding families. Breastfeeding mothers shall be provided a private and sanitary place to breastfeed or express their milk. A refrigerator is available for storage of expressed breast milk. Mothers should provide their own containers, clearly labeled with name and date. Please speak with your campus director if you have any questions.



## **NON-DISCRIMINATION CHILD CARE FOOD PROGRAM**

Meals and snacks are available to enrolled children who meet the approved eligibility criteria without discrimination. The U.S. Department of Agriculture prohibits discrimination against its customers on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program or protected genetic information in employment or in any program or activity conducted or funded by the Department.

## **GENERAL POLICIES**

### **CODE OF ETHICAL CONDUCT BY ALL MEMBERS OF THE CCA COMMUNITY**

All families and staff must commit to demonstrate the following core standards/values during all interactions while enrolled in our program:

- Respect the dignity, worth, and uniqueness of each individual present at the center
- Recognize that children and adults achieve their full potential in the context of relationships that are based on trust and respect
- Communicate effectively in a calm manner
- Be courteous & kind
- Show respect of others
- Take responsibility for own actions
- Be safe
- Respect diversity
- Be punctual



### **SAFE SCHOOL & HARASSMENT POLICY**

The following behaviors will not be tolerated and are prohibited at any of our facilities/offices:

- Behavior that threatens the safety, welfare, or morals of others
- Under the influence of and/or possession of alcohol, marijuana, or drugs (including prescribed medication that impairs your cognitive/physical abilities).
- The possession of any weapon, look alike weapon (toy), or any object which ejects whether functional or not

- Behavior which would cause, attempt, threaten, or conspire to cause damage to personal or real property or person through arson, burglary, extortion, larceny (stealing), criminal mischief, battery (hitting people), assault (making a person fearful of hitting), harassment (threat to commit an illegal act), sexual harassment, sexual intimidation, hazing (actions intended to endanger or embarrass others.)
- Use of obscene, threatening, and profane language.

## **SUSPECTED CHILD ABUSE REPORTING** (California Penal Code 11165.7)

All CCA staff are mandated reporters. The safety and wellbeing of your child always comes first. State law requires that staff report known or suspected child abuse to Child Protective Services or to local police officials. This abuse includes physical abuse, sexual abuse, emotional abuse, or neglect.

If you or someone in your family wants to learn different ways to guide and discipline your child or to handle anger without hurting your child, please talk to your child's Teacher, Supervisor, or the Family & Community Liaison. There are resources available to help you, at no charge.

## **GUIDANCE & DISCIPLINE**

Rules and limits are set to keep the children safe and help them get along with other children and adults. Positive methods of guidance and re-direction is used with a big focus on social-emotional development to help children gain social skills that allow them to relate and communicate with others in a healthy way.

Staff work to build a positive relationship with every child. Every effort will be made to handle discipline problems through redirection, problem solving, re-arrangement of the environment, and staff-parent collaboration. Open communication with each other is key.

There will be no use of corporal punishment or violation of personal rights. We do not spank, punish, or threaten our students. Thoughtful direction and planning are used to prevent problems and encourage appropriate behavior.

## **BITING**

Biting is a normal stage of development that is common among infants and toddlers--and sometimes even among preschoolers. It is something that most young children will try at least once. When biting happens, our response will be to care for and help the child who was bitten and to help the biter learn a more appropriate behavior. Our focus will not be on punishment for biting, but on effective behaviors that address the specific reason for biting.

Child Incident Reports will be written to both the child's and the biter's family. The parent/guardian of the child who was bitten will also be called and notified. We will work together with the families of each to keep them informed and to develop strategies for change.

## **CHALLENGING BEHAVIOR**

We provide a warm, caring environment in which children are allowed to experience all feelings, and at the same time, begin to learn to deal with these feelings appropriately, leading to the development of

self-control. Teachers maintain clear, consistent, fair limits, which are age appropriate. Each student at CCA has a right to learn in a safe and friendly place, be treated with respect and receive the help and support of caring adults.

When a child becomes verbally or physically aggressive, we intervene immediately to protect **all** the children. Our usual approach to helping children with challenging behaviors is to show them how to solve problems using appropriate interactions. When discipline is necessary, it is clear, **consistent**, and understandable to the child. We maintain a zero tolerance to bullying. If you have any concerns about this at any time, please report **it to the Campus Supervisor**. If a child's behavior/circumstance is of concern, communication will begin with the parents as the first step to understanding the child's individual needs and challenges. We will work together to evaluate these needs in the context of our program.

**Additionally, California Children's Academy reserves the right to discontinue services under any of the following conditions:**

- **When it has been recommended that the parents and family participate in therapeutic intervention and such recommendation has not been followed and the child's dangerous or abusive behavior persists.**
- **If the child's dangerous or abusive behavior persists after appropriate therapeutic intervention.**
- **When it has been determined that the child needs an environment that we are unable to provide.**

## **CHILD SUPERVISION**

Staff actively ensure that our environments are safe, and no child will be left alone or unsupervised at any time. **Supervision is everyone's responsibility**, so in addition to our staff, parents must also use active supervision techniques to ensure our environments are safe.

## **PARENTS MUST DO's:**

- Ensure gate and door are closed and secured.
- No Cell Phone policy when dropping off/picking-up your child. This can be distracting. Give your child your undivided attention.
- Ensure your child is signed in and out daily with your full legal signature and exact time.
- Hold your child's hand in the road and parking lot.
- Encourage children to follow safety rules.
- Report safety and supervision concerns to staff immediately.

## **DAILY HEALTH SCREENING AND EXCLUSION**

To help prevent the spread of children's diseases, licensing requires that each child receive a daily health check upon arrival at the center. No child shall be accepted without contact between center staff and the person bringing the child to the center. The person bringing the child to the center must remain until the health check has been completed and the child is accepted. After child has been determined to be without obvious signs of illness (daily health check) and has been accepted, the Campus will require you to sign your child in and then assist your child with washing their hands. **Please be advised**-If it is noted that your child is unwell, we will be unable to allow them to stay at school.

**Children will be excluded from the center, and you will need to keep your child home if your child:**

1. Is taking medication to control fever, diarrhea, vomiting or other illnesses.
2. Has a fever of 100 degrees or higher.
3. Has had diarrhea or loose stools within the last twenty-four (24) hours.
4. Has vomited within the last twenty-four (24) hours.
5. Has a continuous runny nose (that is not allergy related).
6. Has a persistent cough.
7. Has red, watery, or mucous-filled eyes (pink eye or conjunctivitis).
8. Has an undiagnosed skin rash on any part of the body.
9. Has impetigo, ringworm, scabies, head lice, pinworms, strep throat, hand foot and mouth disease or other infectious diseases.
10. Is fussy, cranky, and generally not himself/herself.

*CHILDREN MUST BE FREE OF ALL SYMPTOMS FOR 24-HOURS BEFORE RETURNING TO SCHOOL (without help of symptom reducing medications). A health check will be performed prior to accepting your child.*

If your child becomes ill at school, he/she will be isolated from the other children, and you will be contacted promptly, and required to **pick-up your child immediately (within 30 minutes)**. Staff will use phone numbers listed on the emergency card. If parents/guardians are not responding to staff, those listed as emergency contacts will be called. Staff will monitor your child until the child is picked up.

**Please keep emergency information (persons to contact with updated phone numbers) current on your child's emergency card. Leave a note for the staff of where you can be reached if you will not be in the usual place.**

All suspected or actual exposure to communicable diseases must be reported to Campus Director. If your child has been absent due to illness or a contagious disease i.e., chicken pox, lice, conjunctivitis (pink eye), he/she will need to meet with the campus director or lead teacher before entering the classroom and/or signing in. A doctor's note may be required in certain instances. Communicable disease information will be posted when outbreaks occur.

## **CHILD INJURIES**

Parents/guardians will be called for all minor/major head injuries, all injuries to any area shoulders and above, all bites and other major injuries. Parents/guardians must inform the staff of all minor or major injuries that occur at home or outside of the Campus, which will be documented on a Child Injury Report.

## **MINOR INJURIES**

All teachers are current in CPR and First Aid training. The staff will handle minor injuries sustained at school and are only allowed to use soap, water, and Band-Aids. Parents will be notified of these incidences on a "Minor Incident" report. Minor injury reports are written immediately following treatment.. The Teacher will have the parent/guardian or authorized pick-up person sign the Minor

Incident Report form and provide them with a copy. A copy is also submitted to the site supervisor for review and placement in the child's file.

## **MAJOR INJURIES & MEDICAL TREATMENT**

Staff will immediately contact 911, then the parent/guardian if there is a serious injury to a child. If we cannot reach them, the child may be transported to the designated emergency center. Each child must have an Emergency Consent Form, signed by the parent/guardian, on file in the office.

## **EMERGENCIES**

Each center's emergency plan is posted in the classroom and emergency drills are conducted monthly. In the event of a major disaster or unusual emergency, the Learning Genie message system will be used to notify you of the most up to date information regarding the emergency.

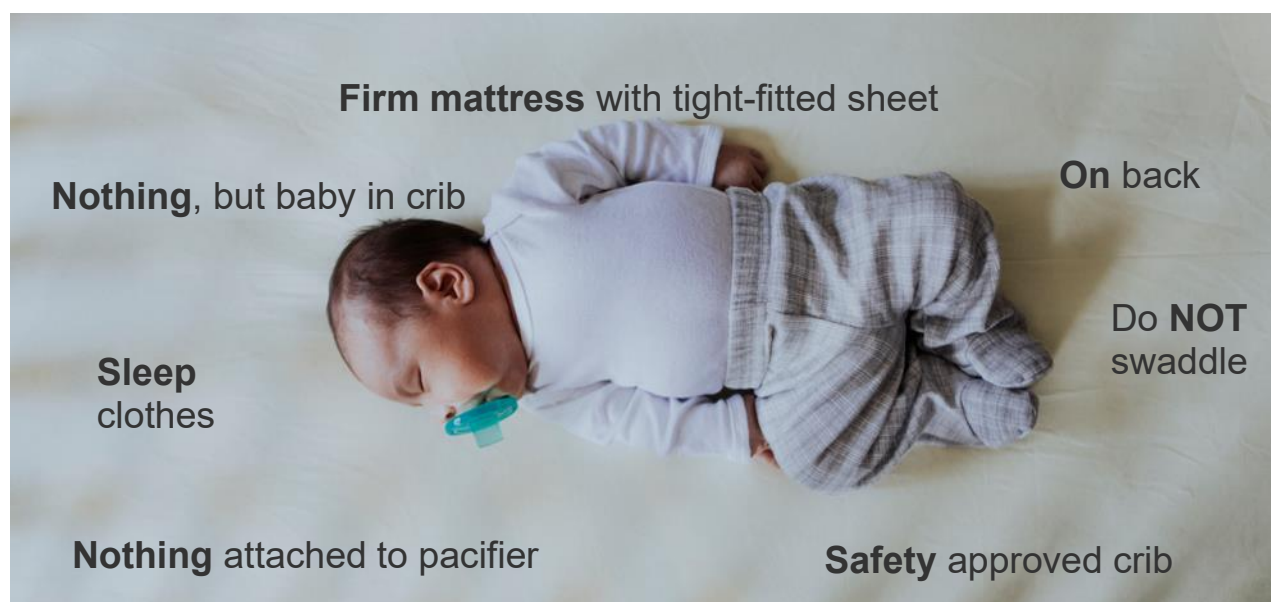
## **NAPPING**

**Children under the age of 5** each have the opportunity to nap or rest without distraction or disturbance from other activities by providing an individual napping space and a cot or mat. Any child who chooses not to sleep will be given the opportunity to do a quiet activity of their choosing.

**Infants** have their own individualized nap schedule. All infants must have a sleep environment that prevents injury and decreases the risk of sudden infant death syndrome (SIDS) that includes:

- Sleeping in safety approved crib
- Firm mattress with tight-fitted sheet
- Nothing is covering the infant's head
- Sleep on back
- No blanket, pillows, toys, or loose objects
- Pacifiers cannot have anything attached
- Dressed in sleep clothing, such as a one-piece sleeper
- Never swaddled
- Never forced to sleep

## What Safe Sleep Looks Like



## TOILET INDEPENDENCE

Toilet independence is the process in which your child learns to recognize and act independently upon the urge to use the bathroom. You are expected to provide disposable diapers (not pull-ups) and wipes if your children are in diapers. Please be sure to send your child in clothing he or she can easily get in and out of and provide lots of extra changes! Soiled clothing will be put in plastic bags and sent home at the end of the day. The staff will work with the child and the parents with appropriate toileting techniques when your child is ready. Teachers and parents will regularly confer and determine if the child is truly ready for this process. Gentle reminders and encouragement will be offered on a regular basis. Preschoolers are accepted into the program even if they are not fully toilet independent.

## PRIMARY CAREGIVING/CONTINUITY OF CARE

The CCA utilizes a primary caregiving system which infants and toddlers are assigned to one of the teachers/caregivers. Each child is temporarily assigned to a primary caregiver when he/she enters the classroom. All caregivers will interact and provide learning experiences for the new children. Within a few weeks as the children become more comfortable and connect with a primary caregiver, a primary caregiver will be assigned. We will match children and caregivers with similar schedules and home languages when possible.

This primary caregiving relationship is not exclusive, but one in which all caregivers work as a team to support each other. While each primary caregiver is responsible for the children in his/her care, the other members of the team become secondary caregivers by supporting whenever such assistance is needed. We believe that by creating significant relationships with a few caring adults, children can establish a sense of trust for themselves and the world around them.

## ADMISSION REGULATIONS AND ENROLLMENT PROCEDURES

CCA is required by the California Department of Education (CDE-Contract Terms and Conditions) and the Department of Social Services (DSS-Funding Terms and Conditions) to adhere to its current fiscal year in addition to all other applicable laws and regulations. Families are responsible for submitting all

requested information to determine eligibility and need prior to child's first day of enrollment. The CCA reserves the right to request additional documentation to establish need and eligibility.

## WAIT LIST

The program has limited openings for eligible families. The first step to access center-based program services is to be placed on our waiting list. Children with disabilities are encouraged to apply. Families interested in enrolling must complete an Intake Application. Applicants are placed on the Waitlist. The Waitlist is not first come first served but is ranked according to the California Department of Education and Department of Social Services established Income Rankings. The "ranking" of families establishes the order in which children receive available spaces. Eligibility ranking is based on income and family size information.

## DURATION OF SERVICES

Eligibility timeline starts on the date the agency representative signs the application for services certifying that eligibility & if applicable need criteria has been met.

CDSS Programs (CCTR)	CDE Full-Day (CSPP)
Once a family establishes eligibility & need, they will remain eligible & receive services for not less than 24 months.	Once a family establishes eligibility & need (if applicable), they will remain eligible & receive services for not less than 24 months. If eligibility period ends before the end of a program year, it is extended until the end of the program year, as long as child is age eligible.

## INCOME THRESHOLDS (Subject to change annually based on CA legislation).

Family Size	CDSS Programs 85% of SMI	CSPP 100% of SMI	CSPP 15% above SMI
1-2	6,008	7,068	8,128
3	6,842	8,049	9,257
4	7,941	9,342	10,743
5	9,211	10,837	12,462
6	10,482	12,332	14,182
7	10,720	12,612	14,504
8	10,958	12,892	14,826
9	11,196	13,172	15,148
10	11,435	13,453	15,470
11	11,673	13,733	15,793
12	11,911	14,013	16,115



## ELIGIBILITY CRITERIA

CDSS PROGRAMS	CSPP PROGRAMS
<p><b>Child Eligibility</b></p> <ul style="list-style-type: none"> <li>• Child Protective Services</li> <li>• At-Risk of abuse, neglect or exploitation</li> </ul> <p><b>Family Eligibility</b></p> <ul style="list-style-type: none"> <li>• Homelessness</li> <li>• Receiving Benefits from Certain Governmental Program</li> <li>• Income Eligible (85% SMI)</li> </ul> <p><b>Note:</b> CMAP or CMIG family must also be a migrant agricultural worker family</p>	<p><b>Child Eligibility</b></p> <ul style="list-style-type: none"> <li>• Child Protective Services</li> <li>• At-Risk of abuse, neglect or exploitation</li> <li>• Child with Exceptional needs</li> </ul> <p><b>Family Eligibility</b></p> <ul style="list-style-type: none"> <li>• Homelessness</li> <li>• Receiving Benefits from Certain Governmental Program</li> <li>• Reside within approved Neighborhood School Boundary</li> <li>• Income Eligible (100% SMI)</li> <li>• Income Eligible (15% above 100% SMI) not to exceed 10% of funded enrollment</li> </ul>

## NEED FOR SERVICES

CDSS PROGRAMS	CDE PROGRAMS
<p><b>Need Criteria</b></p> <ul style="list-style-type: none"> <li>• Child Protective Services</li> <li>• At-Risk of abuse, neglect or exploitation</li> <li>• Employment</li> <li>• Seeking Employment</li> <li>• Vocational Training</li> <li>• Engaged in Educational Program</li> <li>• Seeking Permanent Housing</li> <li>• Homelessness</li> <li>• Incapacitation</li> <li>• Welfare to Work Activities (CalWORKs programs)</li> </ul>	<p><b>Exempt from Need Criteria</b></p> <ul style="list-style-type: none"> <li>• Part-Day CSPP</li> <li>• Reside within approved Neighborhood School Boundary (Limited to no more than 10 hours per day)</li> <li>• Enrolled in Full-Day CSPP with no need, after other eligible families with a need were enrolled</li> </ul> <p><b>Need Criteria</b></p> <ul style="list-style-type: none"> <li>• Child Protective Services</li> <li>• At-Risk of abuse, neglect or exploitation</li> <li>• Employment</li> <li>• Seeking Employment</li> <li>• Vocational Training</li> <li>• Engaged in Educational Program</li> <li>• Seeking Permanent Housing</li> <li>• Homelessness</li> <li>• Incapacitation</li> </ul>





## ENROLLMENT PRIORITIES

When an opening is available, we access the waiting list and contact families based on the following program admission priorities:

CDSS (CCTR)	FULL DAY CSPP
<b>First:</b> Child is recipient of Child Protective Services or At-Risk of being neglected, abused, or exploited.	<b>First:</b> Child is recipient of Child Protective Services or At-Risk of being neglected, abused, or exploited. <b>Second:</b> Child with exceptional needs from income eligible family AND family meets a need criterion (Enroll in income ranking order). <b>Third:</b> Eligible 4-year-old not enrolled in TK AND family meets a need criterion. Prioritize children enrolled in CSPP as a 3-year-old, then within each ranking prioritize dual language learners, then based on earliest wait list date.
<b>Second:</b> Eligible family that meets need criteria.	<b>Fourth:</b> Eligible 3-year-old AND family meets a need criterion. Within each income ranking prioritize as follows: 1) Dual Language Learners 2) Earliest Application Date
Within each income ranking prioritize as follows:	<b>Fifth:</b> Family income is not more than 15% above income threshold AND family meets a need criterion. Prioritize as follows: (limited to 10% of funded enrollment) 1) Exceptional needs child 2) 4-year-old child; then 3) 3-year-old child
1) Exceptional needs child 2) Dual Language Learner 3) Earliest application date	<b>Sixth:</b> Family meets eligibility criteria but does not meet a need criterion. Within each ranking prioritize as follows: First, 4-year-olds in income ranking order; then 3-year-olds in income ranking order. <b>Seventh:</b> Family resides in approved Neighborhood School Boundary. Within each ranking prioritize 4-year-olds, then 3 year olds.

**Note:** 10% of CSPP funded enrollment is reserved for Children with Exceptional Needs. To the extent possible, we will enroll in income ranking order. If 2 or more families have the same ranking, we will enroll the family with the earliest application date. Families must also meet a need criterion. Only the child in the family who has exceptional needs may be enrolled under this eligibility criteria. The program will not deny services to or assign a lower priority if less than full-time services are needed.

## ADMISSION OF SIBLINGS

If a family has a CCA enrolled child and has an age-eligible sibling you wish to enroll, please call your eligibility specialist to make this change to your services.

## DISPLACEMENT OF FAMILIES

If CCA had the need to dis-enroll families due to insufficient funding or the inability to operate because of reasons beyond the control of the program, including earthquakes, floods, or fire; the families shall be displaced in the reverse order of enrollment priority.

## ENROLLMENT PROCESS

Applicants who are offered a space will be contacted by email or by telephone. If the applicant does not respond within the specified time identified in the correspondence, the space will be offered to the next eligible applicant.

Applicants who accept a space will be notified of CCA's mandatory parent enrollment appointment and orientation, documents needed, and other pertinent information deemed necessary by Eligibility staff. Parents/guardians are responsible for completing and returning all paperwork, information and documents as requested, including proof the child lives in the state of California. Required paperwork is reviewed, certified, and signed by parent and/or Eligibility staff. Failure to complete all required documentation as directed will result in an incomplete application.

Parents/guardians are offered a space based on the number of openings in the designated age group for which spaces and staffing are available. A child's assigned classroom is based on the child's age, developmental appropriateness, and space availability.

## **RECERTIFICATION FOR ALL FAMILIES**

Enrollment into a program is determined by specific family eligibility and need criteria. In addition, a child's parent must live in California. Families complete a certification process at initial enrollment and must recertify their child's eligibility every 24 months, **except for:**

- Families who are certified as income eligible and they become over income.
- Families who do not follow agency policy.

The eligibility period starts on the date the program representative signs/approves the application for services. Families will be notified 30 days in advance of what is required to recertify and will be required to bring in documentation after the eligibility period has expired. Program staff will make every effort to make the recertification process convenient for families. A family will be disenrolled if the recertification process is not completed within the designated 50-day recertification period.

## **FAMILY DATA FILE**

A family data file is maintained for each child receiving services. When a child's residence alternates between the homes of separated or divorced parents, eligibility must be determined separately for each household the child resides in during the time services are needed.

## **PROOF OF CALIFORNIA RESIDENCY**

Determination of eligibility for services shall be **without regard** to the immigration status of the child or the child's parent.

- Must live in California
- Families experiencing homelessness may submit declaration of intent to live in California
- Any evidence of a street address or post office address in California, including the 4-digit zip code extension

## **CHILDREN WITH EXCEPTIONAL NEEDS**

If your child has exceptional needs, you must provide us with a copy of the CURRENT Individual Education Plan OR CURRENT Infant & Family Service Plan for us to best serve your child and family needs.

## HEALTH & EMERGENCY INFORMATION

Participants must provide child health & current emergency information, along with maintaining current immunization records for enrolled children.

## FAMILY SIZE

**Biological/Adoptive Parent:** "Family" shall be considered the parents & the children for whom the parents are responsible, who comprise the household in which the child receiving services is living.

**Guardian/Foster Parent:** "Family" shall be considered the child & related siblings.

Participants must provide the names of the adults, gender & birthdates of the children identified in the family.

At least one document for **ALL** children counted in the family size must be on file & indicate the relationship of the child to the parent.

- Birth Certificate or other live birth records
- 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

## ELIGIBILITY FOR SERVICES

Eligibility is based on either child or family eligibility. Participants must provide documentation of eligibility in 1 or more of these categories:

### Child Eligibility

- Child protective services (Referral letter from CPS unit)
- At-risk of abuse, neglect, or exploitation (Referral letter from legal, medical, social service agency or emergency shelter)
- Exceptional Needs with a valid IEP or IFSP (CSPP Only)

### Family Eligibility

- Homelessness (Referral Letter or Parental Declaration/ Services may be provided for the first 30 days while family obtains the required documentation)
- CalWORKs cash aid recipient (Proof of current aid)
- WIC, CalFresh, MediCal or Head Start Categorical Eligibility
- Income eligible (Documentation of all countable income)

**Regular & Steady Income:** Total countable income from either month of the 2-month window immediately preceding certification (*Note: For income eligibility, we will determine which 4-week window within the preceding 2 months benefits the family the most.*)

- **Fluctuating or Inconsistent Income:** Total countable income from 12 months immediately preceding certification.
- **Guardian/Foster:** Full month of current income received for the child & related siblings.

## **NEED FOR SERVICES**

In addition to meeting the eligibility criteria, for Full-Day programs most families must meet at least 1 need criteria, except for a few scenarios. Families with "CPS or At Risk" as their eligibility criteria are not required to have an established need for services.

## **NEED CRITERIA**

Need for service is based on documentation and verification of the following:

- Employment Verification OR Declaration of Self-Employment
- Request & Plan to Seek Employment (Max 5 days per week, for less than 30 hours per week)
- Training Verification (Training leading to a vocational goal & must make adequate progress. In addition, services are limited for up to 6 years from the date participant starts classes or until participant reaches 24 units after the attainment of a bachelor's degree)
- Educational Program Verification (English Language Learner, High School Diploma or High School Equivalency Certificate. In addition, services are limited for up to 6 years from the date participant starts classes)
- Request & Plan to Seek Permanent Housing (Max 5 days per week, for less than 30 hours per week)
- Homelessness Referral Letter (Max 5 days per week, for less than 30 hours per week)
- Statement of Parental Incapacity (Max of 50 hours per week)
- Welfare to Work Plan Activity Assignment (CalWORKs programs)

The documentation and verification for need is used to determine the number of childcare hours needed. The eligibility specialist verifies work schedules to determine hours of care. The parent/guardian will be required to sign a release of information and the designated Eligibility Specialist will contact the employer to verify employment information, as applicable.

## **CHILD INCOME (FOSTER CHILD & RELATED SIBLINGS ONLY)**



**GUARDIAN/  
FOSTER  
PARENT:  
CHILD INCOME**

- CalWORKs cash aid
- Child disability benefits that are not SSI/SSP benefits
- Child support, if received by the guardian
- Survivor benefits
- Foster care grants, payments or clothing allowance
- Financial assistance received for the care of a child living with an adult who is not the child's biological or adoptive parent

## **FAMILY INCOME**

Family income is the "total countable income" of all individuals in the family size. Here are some examples in the chart below:

## COUNTABLE/NON-COUNTABLE INCOME REFERENCE SHEET

<p><b>Countable Income</b> is income of individuals counted in the family size that shall be included when calculating the adjusted monthly income for purposes of determining income eligibility and family fees.</p>	<p><b>Non-Countable Income</b> is income of individuals counted in the family size that shall be excluded when calculating the adjusted monthly income for purposes of determining income eligibility and family fees.</p>
<ol style="list-style-type: none"> <li>1. Gross wage or salary, commissions, overtime, tips, bonuses, gambling or lottery winnings</li> <li>2. Wages for migrant, agricultural, or seasonal work</li> <li>3. CalWORKs cash aid</li> <li>4. Gross income from self-employment less business expenses with the exception of wage draws</li> <li>5. Disability or unemployment compensation</li> <li>6. Worker's compensation</li> <li>7. Spousal support, child support from the former spouse or absent parent, or financial assistance for housing costs or car payments paid as part of or in addition to spousal or child support</li> <li>8. Survivor (i.e., SSA) and retirement benefits</li> <li>9. Dividends, interest on bonds, income from estates or trusts, net rental income or royalties</li> <li>10. Rent for room within the family's residence</li> <li>11. Financial assistance received for the care of a child living with an adult who is not the child's biological or adoptive parent</li> <li>12. Veteran's pension</li> <li>13. Pension or annuities</li> <li>14. Inheritance</li> <li>15. Allowances for housing or automobiles provided as part of compensation</li> <li>16. Insurance or court settlements for lost wages or punitive damages</li> <li>17. Net proceeds from the sale of real property, stocks or inherited property</li> <li>18. Other enterprise for gain</li> </ol>	<ol style="list-style-type: none"> <li>1. Earnings of child under eighteen (18) years</li> <li>2. Loans</li> <li>3. Grants or scholarships to students for educational purposes</li> <li>4. Federal Supplemental Assistance Program (CalFRESH/SNAP) or Women, Infants and Children (WIC) benefits or other food assistance</li> <li>5. Earned Income Tax Credit or tax refund</li> <li>6. Foster care grants, payment or clothing allowances for children placed through child welfare services</li> <li>7. Relative Caregiver Funding Program</li> <li>8. California Guaranteed Income Pilot Program</li> <li>9. GI Bill entitlements, hardship or hazardous duty, hostile fire or immediate danger pay</li> <li>10. Adoption assistance payments</li> <li>11. Non-cash assistance or gifts</li> <li>12. All income of any individual counted in the family size who is collecting federal Supplemental Security Income (SSI) or State Supplemental Program (SSP) benefits</li> <li>13. Insurance or court settlements including pain and suffering and excluding lost wages and punitive damages</li> <li>14. Reimbursements for work-required expenses that include uniforms, mileage, or per diem expenses for food and lodging</li> <li>15. Business expenses for self-employed family members</li> <li>16. When there is no cash value to the employee, the portion of medical and/or dental insurance documented as paid by the employer and included in gross pay</li> <li>17. Disaster relief grants or payments, except any portion for rental assistance or unemployment</li> <li>18. AmeriCorps Volunteers In Service to America (VISTA) and Federal Emergency Management Agency (FEMA) stipends, room and board, and grants</li> </ol>

**Note:** Verified child support payments paid by the parent whose child is receiving child development service may be subtracted from family's countable income

## DETERMINING A CHILD'S SCHEDULE

### Services are available when:

Parent/Guardian meets a need criterion that precludes the provision of care & supervision of their child for any part of the day

No parent/guardian in the family is available & capable of providing care during time care is requested

Parent/guardian family - Care is approved when neither adult is available to care for the child

**Services will be approved based** on verified need documentation and/or the program limitations, whichever is less.

- **Consistent Schedule:** Certified schedule will be based on the verified number of days & hours, or the total number of hours the parent consistently or expectedly is to work each week.
- **Variable Schedule:** Certified schedule will be based on the highest number of hours worked in any given week within the two-month window preceding certification, OR if there is no work history, the highest number of total hours per week the employer expects the parent to work.

**Travel time** only applies to parents who are working or in school. Our agency requires a written request for any travel time beyond 30 minutes before and after. To determine the maximum authorized drive time, divide the work or school hours day by 2. Travel time cannot be more than 4 hours/day (2 hours each way). And, not more than the time from the child's care site to work or school and back.

**Sleep time** is available for parents who work between the hours of 10 PM and 6 AM. The allowed sleep time can be equal to the authorized work and travel time between 10 PM and 6 AM. Please note that sleep time is not automatic and must be requested in writing.

## RIGHT TO VOLUNTARILY REPORT CHANGES

Once eligibility & need have been established, a participant may keep their current service level, regardless of changes in their family. ***The only exception is if a participant's eligibility is based on income & the family's income exceeds the maximum income threshold for ongoing eligibility (See Eligibility section for maximum).***

If a participant needs to change their service level during their certification period, the following must be submitted: 1) Request to Change Services Form and 2) Documentation to support the request. After receipt of this form & documentation to support the requested change, our office will issue a Notice of Action within 10 business days indicating the outcome of your request. ***No other changes will be made to your service agreement, other than the requested change(s).***

## FAMILY FEES

Some families enrolled in the program may have a family fee based on their total countable income, family size and certified hours of care. In response to the COVID-19 pandemic, family fees are waived for all childcare and development programs from July 1, 2022, through June 30, 2023. You will be notified by your Enrollment Specialist when you are responsible for paying a family fee.

## FEE ASSESSMENT

Family fees are only assessed at: Initial Certification, Recertification, or if a family voluntarily requests to have fees re-assessed. If upon reassessment, the fee decreases, the fee decrease is effective on the first day of the month that follows the NOA issue date. If the fee would increase, there is no increase during the current certification period.

Family fees will always be assessed according to the child who uses the most monthly hours of care, regardless of the number of children enrolled on the program. Family fees are determined using the family fee schedule approved by the California Department of Finance.

- Family fees are charged on a monthly rate and are based on the number of hours a child is certified to attend. Full-time fee is for 130 hours or more in a month and Part-Time is for less than 130 hours a month.
- Fees due in advance. Fees are due/payable on the first school day of each month and become delinquent after 7 (seven) calendar days. Parents can call the Accounting department at (323) 223-3313x232 for information or questions regarding fees.
- Fees may be paid on CCA's website via PayPal, at the administration office or at the campus via check, money order or cashier check made payable to California Children's Academy. Payments can be given to the Campus Supervisor or Teachers. They must provide you with a written receipt.
- Fees may be adjusted based on submission of receipts from other childcare providers for eligible children. For more information on this benefit, please contact the accounting office at (323)223-3313x232. (Receipts in Lieu of Payment)

***Parents may request a reassessment of the family fee if the family has a change in hours of service, income is lower, or the family size changes.***

## DELINQUENT FEES

Fees shall be considered delinquent if not submitted on the first day of the school month. If an amount becomes delinquent, you will receive a Delinquent Fee Letter, with instructions to resolve the matter. On the 15<sup>th</sup> calendar day, if the fees were not paid in full or a payment plan not made, a Notice of Action will be issued, which includes the fees due, the period of delinquency, and notice that services will be terminated two weeks from the date of the notice. Upon termination of services for non-payment of delinquent fees, the family shall be ineligible for child care services until all delinquent fees are paid.

Fees are due in advance, so if a fee-paying family leaves the program by their own choice, fees will be charged through the Friday of the week we are notified to determine whether a full time (130+ hours) or part time rate (less than 130 hours) will apply. If the account shows a credit on the child's last day, CCA will refund the parent for the overpayment within 10 working days. Fees are due regardless of absences: excused, unexcused or Best Interest Day (BID).



All delinquent fees will be aggressively pursued for collection. The Accounting Department will consider a reasonable plan from the parent(s) for payment of delinquent fees and continuation of services for the child, provided the parent pays current fees when due and complies with the provisions of the repayment plan.

Families whose fee payments are delinquent two times in a fiscal year will be terminated. All personal checks returned due to non-sufficient funds (NSF) will be charged the going rate for applicable bank fees. Upon receipt of a second non-sufficient funds check within one fiscal year; all childcare payments will be required to be made in the form of a money order or cashier's check. No additional payments or costs (i.e., registration fees, etc.) are associated with your child attending our campus.

## **FEE EXEMPTIONS**

The following are exemptions:

- Families with children receiving part-day California state preschool program services or severely disabled CHAN programs.
- Families receiving CalWORKs cash aid
- Families with children identified as being at-risk or who are receiving Child Protective Services may be exempt from paying fees for up to 12 months if the referral determines the fee waiver to be necessary.

## **ATTENDANCE POLICIES AND PROCEDURES**

### **ARRIVAL AND DEPARTURE (LIC 101229.1)**

Parents/Guardians or authorized adults must sign their child in and out every day, using their legible full legal signature. Arrival and departure times are also required daily.

Staff will only release children to adults listed on the Emergency Card unless the parent has notified the Site Supervisor or teaching staff in advance and **in writing** that another adult is authorized to pick the child up. If a parent or legal guardian requests that one of the child's parents not be allowed to remove their child from the center, a court order will be required. Otherwise, all parents who can provide proper identification will be allowed to pick their child up from the center.

All persons dropping off or picking up children must be over 18 years of age and have valid photo identification. Parents/guardians must have current emergency contact information and give the campus notice if any of the emergency contact information changes.

**Parents must be in an area that is accessible by telephone or must have a person named on the emergency card who is available.**

Drop off and pick up are very important parts of the day. Parents/guardians should allow time to drop their child off and get them settled. Parents/guardians of infants and toddlers will need to ensure their child starts the school day with a clean diaper. Diaper changing tables are available in the classrooms.

Upon arrival to the center:

- Every child must be accompanied into the classroom by their adult authorized designee. If the classroom is outside, it is the responsibility of the parent or authorized adult to bring the child to the teachers.
- Child will be observed by the teacher for their daily health check.
- The authorized adult designee must record the arrival time and sign in with a **full legible legal signature** (in ink).
- Then the adult will take the child to wash their hands.
- The child will then be invited to engage in an activity.

Upon departure from the center:

- Every child must leave the center with only their authorized adult designee.
- The authorized adult designee must record the departure time and sign out with full legal signature (in ink).
- Be sure that a teacher in your child's classroom knows that your child is leaving.

If your child is absent, upon return, the Parent/Guardian must fill out a confidential absence form providing the specific reason and date for not coming to school on that day/days.

## **LATE PICK-UP PROCEDURE**

Being left at school beyond closing time can be a frightening experience for a child. Staff members are as supportive as possible, but it is a situation we all want to avoid. Children must attend according to their certified hours. The time on the clock in the office/classroom is the official time. If someone else is picking up your child, it is still your responsibility to have him/her pick up by the scheduled certified time schedule. Parents/guardians who know that they will be late because of an emergency, need to call the campus. Notification does not excuse the late pick-up, and a Violation of Contracted Hours form will be filled out for you to sign.

When a child has not been picked up and remains beyond his/her contract hours, and the parent has not contacted the Center, the following steps will be taken:

1. The staff will try to contact the parent.
2. If parent/guardian(s) cannot be reached, staff will begin to call individuals listed as the child's emergency contact.
3. If no one can be reached, the Los Angeles Police Department may be contacted. If police assume responsibility for a child, a note for the parent/guardian will be left in a visible location at the campus.

## **LATE PICK-UP POLICY**

The following policy will be in effect when you are late to pick up your child at campus closing time:

- Any time a child is picked up at school more than fifteen (15) minutes after their contract time, a Violation of Contract Hours form is signed by the parent and the director/teacher.
- After failure two times to adhere to scheduled hours, a conference with the Eligibility Supervisor will be required to determine if an adjustment is necessary.

- The third Late Notice will result in disenrollment of childcare services and a Notice of Action will be issued. A parent has the right to appeal any adverse action taken by CCA. The appeal steps are outlined on the California Department of Education Notice of Action.

***Late pick-ups (non-compliance to campus hours) are accumulated for twelve months from July 1st through June 30th.***

## **RIGHT TO REFUSE CHILD RELEASE (CA Health & Safety Code §1596.857g)**

We may refuse to release children if we have reasonable cause to suspect that any person picking up your child is under the influence of drugs or alcohol or is physically or emotionally impaired in any way that may endanger the child. To protect your child, we may request that another adult listed as an Emergency and Release Contact pick-up the child, or we may call the DCFS and/or the police to prevent potential harm to your child.

## **ABANDONMENT OF CARE**

The program does not allow families to be enrolled in a program if they are not using services. If your child is not in attendance and we are not successful at reaching out to you or you have not reached out to us, after a total of 30 consecutive calendar days, a Notice of Action will be issued to disenroll your child from the program based upon "Abandonment of Care".

## **CHILD ABSENCE POLICY**

When a child is absent from regularly scheduled care at any time during the month, the participant or staff member must record on the Confidential Absence Form the date(s) of absence, description of absence, and the parent/guardian will sign the sign in sheet with their full legal signature.

Parents/Guardians are responsible for reporting all absences to the campus daily. Each campus has a telephone voice mail available 24 hours a day, 7 days a week. Call the campus by 8:00a.m., to report all absences or tardiness. If a parent does not inform the agency about their child's absence, staff will call families to inquire about their child.

***Enrollment is based on a 24-month eligibility for both CCTR and CSPP as per CDE & DSS guidelines.***

## **ATTENDANCE EXPECTATION/ POLICY**

It is the expectation that your child participates in our program based upon their certified schedule. We understand that life situations occur (illness, family emergencies, etc.) and request that you notify us within 24-48 hours if such a situation occurs. However, if your child is absent for more than 7 consecutive days without contacting us, we will reach out to you in many ways via the contact information we have on file. Please make sure we have the most current information on file.

Regular and consistent attendance is important. It allows the family to maximize the child's early learning and care experience benefits. Unnecessary disruptions in services can stunt or delay social-

emotional & cognitive development while safe, stable environments allow young children the opportunity to develop the relationships & trust necessary to comfortably explore & learn from their surroundings.

## Attend today, achieve tomorrow Your child's regular attendance matters...



### Infant/Toddler

Time to develop stable, nurturing relationships. A healthy attachment base is the cornerstone for life long learning.



### Preschooler

Time for building the social, emotional, cognitive & language skills necessary for school readiness.



### Elementary

Time to develop reading skills needed to transition from "learning to read" to "reading to learn"



### Middle or High Schooler

Time to develop strategies to become independent, build future dreams & habits for college and/or the workforce.



### Adult

Time to land a great job. Good attendance, dependability & work ethic are valued above all other soft skills.

Absent 2 days per month = Absent 24 days per year  
= Your child's learning is 1 month behind their peers!

**Don't let your child miss-out on the skills needed to be successful in school & life**

## EXCUSED ABSENCES

- Illness of child or parent/guardian, ailment, communicable disease, injury, hospitalization, or quarantine
- Appointment of child or parent/guardian, which includes doctor, dentist, mental health, counseling, or therapy
- Court ordered visitation for time spent with a parent or relative as required by law. (Court order must be on file)
- Family emergency for unplanned situations of a temporary nature including court appearance, death, accident, hospitalization of a family member, no transportation, illness of sibling or due to sheltering in-place.

## FAMILY EMERGENCY

In the event of a family emergency, children's absences are excused absences.

Family Emergencies shall include:

- \*Death/severe illness of a family member
- \*Illness or quarantine of a sibling
- \*Incarceration of a Parent
- \*Child removed from home by legal authorities
- \*Interruption in, or lack of transportation  
(Limited to 3 days)

- \*Civil Unrest
- \*Sudden, unexpected occurrence, crisis or tragedy affecting day-to-day living including natural and unnatural disasters
- \*Special circumstances on a case-by-case basis with approval from the Executive Director/CEO.

## **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). The parent/guardian determines that another activity is better for the child to attend, such as:

- Visiting relative or close friend
- Vacation time with family
- Child attending a party
- Family moving
- Religious observance, holiday, or ceremony
- Personal or family business

## **CCA'S HOLIDAY OBSERVANCES**

The campuses observe eleven (11) legal holidays. These holidays include New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Cesar Chavez's Birthday, Veteran's Day, Thanksgiving Day, and the day after, and Christmas Day.

## **WITHDRAWING CHILDREN FROM THE PROGRAM**

A thirty (30) day written, or verbal notice is required when withdrawing your child from the center. Fees will continue until the last day of attendance. Refer to the Fee Policy for information regarding unpaid fees. **A thirty (30) day notice to your eligibility specialist is requested when childcare services are no longer required.**

## **CHILD CUSTODY & COURT ORDERS**

Without a court document, both parents/guardians have equal custody rights. We are legally bound to respect the wishes of the enrolling parent/guardian with legal custody based on a certified copy of the most recent court order, active restraining order, or court-ordered visitation schedule. Parents/guardians are responsible for providing copies of court orders pertaining to custody, visitation and/or restraining orders to the Eligibility Office. Parents/guardians must provide current and updated documents as they change. We will not accept verbal changes regarding the validity of Orders.

Staff cannot write letters for parents/guardians pertaining to custody, parenting, and/or divorce issues unless it is court ordered. All requests for documents shall be in writing to the Vice President of Education, with at least two weeks' notice.

**Legal documents regarding a child's custody or release must be on file at the center and updated as needed.**

# COMPLAINT PROCEDURES

## CHAIN OF COMMUNICATION

If a parent/guardian has a concern or question regarding his or her child s/he must first direct the concern to the child's teacher. If the parent does not feel comfortable with the teacher's response, then s/he can direct the concern to the Site Director/Supervisor. If the parent is still not comfortable with the response from the Campus Director/Supervisor, then the parent may contact the Education Coordinator who will then refer the concern to the appropriate component in the Administration Office.

If a parent/guardian has a concern or question regarding a teacher s/he must first direct the concern to the Campus Director/Supervisor. If the parent is not comfortable with the response from the Campus Director/Supervisor, then the parent may contact the Education Coordinator who will then refer the concern to the appropriate component in the Administration Office.

If a parent/guardian has any concerns about the campus operations or related issues, they should be reported to the Campus Director/Supervisor immediately. If the resolution received from the Campus Director/Supervisor is not satisfactory, then the parent may contact the Campus Supervisor at (323)223-3313, who will then address the concern or refer the concern to the appropriate component in the Administration Office.

## UNIFORM COMPLAINT PROCEDURE

It is the intent of California Children's Academy to fully comply with all applicable state and federal laws and regulations. Complaints of unlawful discrimination and alleged violations of federal or state laws, or regulations governing educational programs may be addressed by filing a complaint using the Uniform Complaint Procedures. Procedures are mailed annually to parents or are available anytime by contacting our office.

**If you believe a California State or federal law, and/or statute, has been violated** please send your complaint in writing and include the following information:

- Your Name, Address, and Telephone Number
- Campus Name, Address, and Telephone Number
- The cited law or statute that you believe has been violated

To the address provided here:

California Children's Academy  
2701 N. Main Street, Los Angeles, CA 90031  
Attn: Uniform Complaint Coordinator/KC Brown

## **WILLIAMS COMPLAINT PROCEDURE**

CCA has a procedure for the filing of complaints concerning deficiencies related to instructional materials, conditions of facilities that are not maintained in a clean or safe manner or in good repair, and teacher vacancy or misassignment. The complaint and response are public documents as provided by statute. Postings are located at each campus. Complaints may be filed anonymously. However, if you wish to receive a response to your complaint, you must provide the following contact information.

- Your Name, Address, and Telephone Number (if response is requested)
- Date(s) problem was observed
- Campus or Location of the problem that is the subject of this complaint
- Classroom/Age Group or Teacher Name (if applicable)

Please send the complaint to: Executive Director, CA Children's Academy  
2701 N. Main Street, Los Angeles, CA 90031  
(323)223-3313 or [KCBrown@CaliforniaChildrensAcademy.org](mailto:KCBrown@CaliforniaChildrensAcademy.org)

## **FOOD & NUTRITION PROGRAM NON-DISCRIMINATION STATEMENT & COMPLAINT PROCEDURE**

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint form (AD-3027) found online at [usda.gov/oascr](http://usda.gov/oascr), and at any USDA office, or write a letter addressed to USDA and provide in the letter all the information requested in the form.

To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by 1) Mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 | 2) Fax: (202) 690-7442 | 3) Email: [program.intake@usda.gov](mailto:program.intake@usda.gov). This institution is an equal opportunity provider.

## **NOTIFICATION OF PARENT AND PERSONAL RIGHTS**

An enrolling parent has the right to review their eligibility file. Requests for copies of records must be made in writing by the enrolling parent. The enrolling parent has the right to enter and inspect the childcare campus without advance notice whenever children are present. An enrolling parent has all the rights as outlined in the Notification of Parent's Rights. Every child has all the rights as outlined in the Notification of Personal Rights. These rights are declared by the State of California - Department of Social Services - Community Care Licensing Division.

## **HEALTH AND SOCIAL SERVICES**

The Campus Directors have access to a resource book on community health and social services. At each campus, resources are available on the Parent Resource Board. CCA also contracts with local universities for Social Worker Interns who provide a variety of services for families, children, and staff. For more information, and/or to inquire about receiving services, please speak with your campus supervisor or call (323) 223-3313 and ask for the Family and Community Liaison, extension 245.

## **CCA REFERRAL FOR SERVICES**

CCA has an internal referral for services process. A parent/guardian can request a "Referral for Services" from a teacher/supervisor or the Family & Community Liaison at any time. Additionally, teaching staff may initiate the referral process when a concern regarding the wellbeing of a child arises. Referrals for Services are sent to the Family & Community Liaison to review and fulfill requests. If necessary, outside community organizations are contacted to assist in obtaining the needed services for the family. In partnership with the family, CCA will work together in supporting the child to reach his/her fullest potential.

## **OTHER PROGRAM INFORMATION ITEMS**

### **TRANSITIONS**

Your child's transition in childcare should be a positive and exciting learning adventure. We will work with you and your child to ensure a smooth transition as new routines and new people are introduced. Prior to your child's first day, you will have an opportunity to tour the center, meet with your child's peers and teachers, and communicate any anticipated concerns. At this time, please share the best communication methods that the teacher may use to reach you.

Children are transitioned to the next program based on age, developmental readiness, state licensing requirements, and space availability. During the transition, current and future teachers will meet and plan the transition and to introduce your child into the new program.

### **CALIFORNIA CAR SEAT SAFETY LAW**

Children cannot be released to an adult who does not have the appropriate car seat. CCA is obligated by law to adhere to the following guidelines:



- 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 height and weight limits specified by the car seat manufacturer.
  - Children under the age of 8 must be secured in a car seat or booster seat in the back seat.
- Additional details available at: <https://www.chp.ca.gov/programs-services/programs/child-safety-seats>

## HEALTH FORMS

The following forms must be submitted within the designated time:

- 1) \*Within thirty (30) days of transfer to a new CCA campus, the **Child's Health form** signed by a physician.
- 2) An official record of **up-to-date immunizations** is required as part of the enrollment process and as updated.
- 3) Children who require special diets for medical reasons only can be accommodated by providing a **Medical Allergy Statement** form signed by the child's primary physician.

## ALLERGIES

Please be sure to notify the staff of any allergies, food allergies or any type of restrictions your child may have. Children who require special diets for medical reasons can only be accommodated by providing written documentation signed by the child's primary physician identifying foods and substitutions that meet comparable nutrient values and CACFP requirements. When a Medical Allergy Statement is provided, food alternatives will be substituted. Within thirty (30) days accommodations will be made according to USDA and CACFP guidelines. All food allergies that are documented by a physician are posted for our nutrition and classroom staff. Special procedures are applied when addressing infant and toddler feeding patterns and needs.

## MEDICATION

Campus staff does not administer any type of medication, prescription or over the counter drugs to any child. CCA will make efforts to accommodate the medical needs of children, contact the Campus Director for special arrangements involving Epi-pens, Rescue Inhalers, and other life-saving medications.

**PLEASE NOTE:** Medication may not be stored in the child's backpack, cubbies or in the child's classroom.

## IMMUNIZATIONS

Immunizations are required according to the current schedule recommended by the U.S. Public Health Services and the American Academy of Pediatrics, [www.aap.org](http://www.aap.org). State regulations regarding enrollment of children without immunizations due to religious or medical reasons are followed. If applicable, unimmunized children are excluded during outbreaks of vaccine preventable illness as directed by the state health department.

## HANDWASHING

**Children WILL get sick frequently during their first year in group care.** Clean hands are the most effective way to keep illness out of our center and away from your child. Handwashing is required at daily drop off times. Additionally, all adults and children need to wash hands with soap and water at the following times:

\*After using a tissue  
\*Upon entering the classroom  
\*After assisting a child with toileting and/or  
diapering

\* After messy play  
\*Before handling food  
\*After toileting

Hand washing procedures are posted near all sinks. To prevent recontamination-remember to turn off the water using a paper towel, NOT WITH YOUR CLEAN HANDS

## **CAMPUS SAFETY PRACTICES**

The campus staff, participating adults, and volunteers are primarily responsibility for providing a safe environment for children and adults. Campus staff are current in CPR and first aid training, and we practice regular safety drills.

- Emergency Drills: Earthquake, yard evacuation and fire drills are conducted regularly. All individuals must evacuate the center and remain outside until the campus supervisor gives the "all clear" signal.
- Emergency Campus Evacuation: In case of an ordered evacuation, parents will be notified about the evacuation as quickly as possible via Learning Genie. Staff will always remain with the children and a notice will be posted at the center stating directions for the parents.
- Emergency Preparedness: The campus has a supply of drinking water and emergency food supplies on the premises.

If, at any time, you are concerned about the safety of a particular situation, please speak with your child's teacher or the center director.

## **CAMPUS CAMERAS**

CCA Campuses have cameras installed in appropriate places to conduct video and audio surveillance. Private areas, such as restrooms and diaper changing areas, remain private, and are absent of any audio or video surveillance equipment. Images of children captured in the audio or video surveillance will not be disseminated to the public or accessible to other parents of children enrolled. CCA may choose to exhibit or distribute these recordings if required by childcare licensing authorities or in any legal matter.

## **SCREEN TIME**

As research has shown children learn most effectively through play, CCA does not use "screen time" in our daily routine. Children are provided with many hands-on, real-life activities to promote engagement and foster creativity in play and use technology (digital cameras, video recording devices, magnifying glasses, tablets) for research, and to document their learning processes.

## **CLASSROOM OBSERVERS**

As part of CCA's family services program, formal and informal observations occur during the daily routine for the children. Observers are only allowed to visit classrooms under the constant supervision of teaching staff. Observers include internal educational staff, coaches, CCA's social worker interns, administrative supervisors, other community professionals, and local college/ROP/high school students. All observations are kept confidential.

## PHOTO/VIDEO RELEASE

After obtaining a family's permission, the agency will use photographs, videos or other images of children or adult students for documentation, art projects, displays, school promotional materials and CCA's social media accounts. If you are opposed to having your child's image used in any way, please notify your eligibility specialist.

## CAMPUS GUIDELINES

### CLOTHING FOR SCHOOL

Send your child to school in comfortable play clothes that can get dirty. Our children play in sand, water, mud, paint, and other fun, messy materials as part of their daily learning experiences. Your child will be very active during classroom activities and should dress in comfortable and washable clothes. Dressing your child in layers will ensure their comfort as the temperature changes throughout the day. Refrain from sending your children in long skirts and dresses, scarves, jackets with hood strings, jewelry, or other items that are dangerous when a child plays or uses school equipment as they can get caught.

**Remember to label ALL items and garments with your child's name.**

**All classrooms will be a shoe free zone. Children, staff, and all others entering the classroom will remove their shoes before they enter their classroom. They will be given the opportunity to be barefoot outdoors unless using bikes, trikes, or other riding equipment.** Then, closed toed, rubber-soled shoes must be always worn. Tennis shoes are great. Sandals, open toed shoes, heels, Crocs, and flip flops are not allowed. If you would like your child to wear shoes indoors you will need to provide clean shoes or slippers to leave inside of the classroom. Non-Skid socks are highly recommended for indoor use.

**Please Note:** Clothing items which depict any type of drug/alcohol, weapons, violence, or other age-inappropriate images are prohibited. Please ask your site supervisor if you are unsure what fits this category.

***Families must provide an extra set of seasonal clothing, including underwear and socks, in case of accidents or spills. Please promptly return all borrowed clothing laundered to the center, if possible. If not, please let us know.***

### ITEMS FROM HOME

Children are at various stages of development and sharing can begin conflicts in the classroom. We welcome books, family pictures and cultural/traditional music. Leave all toys, playthings, electronics, money, gum, candy, and food from home, at home. Cell phones and other digital devices are never allowed. The Campus staff are not responsible for any lost or damaged personal items brought from home. The risk of damage, lost parts, or misplacing the item is great. If a child is eager to share a special item with their class; parents/guardians can discuss it with the classroom teacher/supervisor in advance.

### ATTACHMENT ITEMS

Children may bring familiar attachment objects for rest time (i.e. blanket, stuffed animal). All items must be labeled with the child's name. Parents/guardians should discuss these items with the classroom teacher before bringing them to the campus. Parents are responsible for cleaning personal items. The Campus staff does not assume responsibility if these items are lost or stolen.

## **FIELD TRIPS**

The CCA does not take field trips outside of the local community. Dependent on the children's interests, mobile activities may be brought into the campus to expand on topics and promote hands on learning. If age appropriate, the classroom may choose to take a walk in the surrounding neighborhood. Parents will be notified in advance to the date, time, and route. CCA does not transport children in vehicles.

## **CHILDREN'S BIRTHDAYS**

Your child's birthday is a special day for them. Your child's class will celebrate their birthday by making a special crown and singing the "Happy Birthday" song at circle time. The campus will celebrate all birthdays for the month on the third Wednesday, by providing a child prepared healthy snack. If families would like to contribute to their child's classroom celebration, please ask your child's teacher what cooking materials are needed for the month. Please tell your child's teacher if you do not wish to have your child's birthday recognized.

## **HOLIDAYS**

We encourage all families to share their culture and family traditions with us. We invite you to share a story, song, recipe, etc. that is significant to your family. The children, families, and staff involve themselves in helping to plan for the families' cultural traditions and celebrations, to incorporate these special days into their educational experiences. Our purpose is to help the children become more aware of our community's many cultures and traditions. As such, commercial holidays are **NOT** celebrated in our campuses. If you would rather your child not participate in any of these celebrations, please let your child's teacher know.

# **FAMILY INVOLVEMENT**

## **COMMUNICATION WITH PARENT/GUARDIANS**

We believe our campuses can be more helpful to you and your child when good communication is maintained. In addition to the Family Collaboration Meeting held in May/November, there are other communication strategies we practice to help build our relationship with you and your family.

**Daily Parent Communication:** For information that needs immediate attention, a note may be found in the following areas-Child sign-in sheet; Parent mailboxes; Message board in classroom; Front door of the center and/or classroom; or Sent via the Learning Genie App.

**Parent Newsletter:** Parent newsletters are distributed to families quarterly. The newsletter includes parent education articles, upcoming events, parent participation programs, information on family resources, and announcements of community events.

**Agency Website:** Please visit your CCA site <http://www.californiachildrensacademy.org> for more information regarding the campus, program, and staff.

**Agency Social Media:** CCA maintains a Facebook, Twitter & Instagram account. Search California Children's Academy to locate us or follow the link in your parent email blast. Information regarding happenings at the schools, parent educational opportunities/information & other resources are posted weekly.

**CCA's Learning Genie Program:** CCA utilizes a parent communication tool that connects parents with the teachers in your child's campus. Signing up for the program allows us to send you photos, reminders, resources, and updates on your child's daily activities in real time. At your orientation, you will receive a "Parent Code" which allows access to CCA's Learning Genie System.

**Parent Bulletin Board:** Parent information is located on the main bulletin board at the entrance of each center. This bulletin board contains information of interest to families. On this bulletin board you will find: Licensing information, food menu and menu changes, Parent Volunteer Calendar, Center's hours of operation, Parenting & Informational Resources, etc.

## **PARENT ADVISORY COMMITTEE (PAC)**

The PAC provides an important link between center operations and families. Members of the PAC support the overall program and their children's individual classrooms by sharing input, reviewing policy changes, participating in special events, and establishing goals to support the agency as a whole. CCA's PAC meets at least twice per year in May and December. All campus families are invited to attend and represent their campus. Additionally, each campus is invited to have their own PAC, specific to their campus. The purpose of the PAC is to involve parents in the awareness and support of children's services. Many of the leadership skills acquired while participating on PAC are: Team building, Advocacy, Organizing and meeting management, Budgeting, Fundraising and Planning.

## **FAMILY ACTIVITIES**

We offer a variety of ways for families to participate in the growth and improvement of your children in our program. We encourage families to take an active role.

**At Family Events:** We have several events throughout the year that bring our entire community together.

- Open House
- Parent Orientation Meeting
- Classroom Gatherings
- Family Educational Trainings
- Fall Harvest Festival
- Kinder Transition Training

**Classroom Activities:** Enjoy and help your child's class with these special activity examples.

Share a meal with your child	Donate requested items
Chaperone walking field trips	Contribute to a class potluck
Read to children at arrival or pickup	Family-Teacher conferences
Volunteer in the classroom	

**At Family/Parent Workshops:** Our menu of family workshops changes annually. Below is a list of workshops we typically offer. We try to offer these in the early evening via Zoom or on Saturdays, in

person. See our monthly calendar for scheduled topics. We welcome requests for workshop topics and will survey the parents/guardians at the Parent Orientation meeting.

\*Toilet Independence

\* Positive Guidance and Loving Discipline

\*Safety in the Home/Childproofing

\* Food Allergies

\* Value of Reading to Your Child

\*Warning Signs for Developmental Delays

\*Supporting Your Child in Times of Stress

\* Brain Development

## **ADULT STANDARDS OF CONDUCT** (CA Health & Safety Code §1596.857g)

Adults will be responsible for the safety and conduct of themselves and their children while conducting business with the Agency. The following adult behaviors conflict with the agency philosophies, which respect every individual, adult, and child. Any family, parent/guardian, or parent representative who displays any one of the following behaviors and/or who's behavior presents a risk to the children, staff or other families, may result in their child being terminated from the program:

1. Harassment, endangerment, acts of violence and/or verbal or physical abuse of any child or adult at CCA Offices/Campuses or during electronic or telephone communication or at any program sponsored activity.
2. Any verbal or physical threats of any nature toward staff, children, other parents, or any adult at CCA Offices/Campuses or during electronic or telephone communication or at any program sponsored activity.
3. Rude, malicious, or disruptive actions towards staff, parents, children or any individual by the parent/legal guardian or designated representative (profane language, unwarranted/ malicious use of social media, threats, destruction of property, possession of firearms, possession of illegal substances, etc.).
4. Possession or consumption of, or under the influence of alcoholic beverages or illegal drugs, including prescription medication that affects cognitive/physical abilities, at CCA Offices/Campuses or at any program sponsored activity.
5. Smoking in CCA Offices/Campuses or at any program sponsored activity.

### ***The wellbeing and safety of the children, families and staff in our program is of utmost importance.***

It is expected that all children, families, and staff be treated with respect. Harassment, threats, acts of violence or endangerment of the children, staff or other parents will not be tolerated. This includes but is not limited to; rudeness, yelling, profanity to other family's children to address an incident that happened at the campus. Parents/guardians must deal with this through the Campus Director/Supervisor. Parents/guardians must be good role models for the children at all times. If any of the above incidents occur, the following process shall be followed:

- A. Parent/guardian asked to leave premises or police will be called.
- B. The parent/guardian is required to have a face-to-face meeting with the designated administrative staff person. The child may continue attending the center unless the appointment is not kept, in which case the child will not be accepted at the campus and an NOA for termination of service will be issued.
- C. Continuation in the program will be determined on a case-by-case basis, after the meeting with the parent/guardian and based on severity and circumstances of the incident. Open Door Policy rights

may be revoked to the offending parties if the child remains enrolled to ensure the safety of the children and staff at the campus.

- D. If the child is allowed to remain in the program, additional instances of a similar nature will result in termination from the program.

It is the responsibility of the parent/legal guardian to convey CCA's policies to the authorized person dropping off and/or picking up the child. Any person associated with the parent/legal guardian that violates CCA's policies in any way, will jeopardize the child's enrollment.

## **FRAUD**

Fraud is defined as knowingly or intentionally withholding pertinent materials or information, making any false statements or presenting any false materials or information, as a means of obtaining state-funded child care services. Any fraudulent information provided to CCA that is used to determine initial or on-going eligibility for subsidized childcare services may be grounds for termination of childcare services. You will be billed for all past childcare services provided. If you do not reimburse the agency for money owed, you may be taken to Small Claims Court and/or referred to the District Attorney.

**All suspected cases of fraud will be forwarded to the local  
District Attorney's office.**

## **NOTICE OF ACTION**

A Notice of Action (NOA) is the document which would inform you of any changes to the status of your services. NOAs are VERY IMPORTANT. This written notice is hand delivered or mailed to inform the family of a change in their service agreement. Please pay attention to them when you receive them. The Program may hand deliver or mail the NOA to the family. If the Program hand delivers the NOA to the family, the action becomes effective 14 calendar days after receiving the NOA. If the Program mails the NOA the action may become effective 19 days after the mailing of the NOA, or as specified by the NOA; when the notification period exceeds the required 19 days.

## **PROGRAM DECISION COMPLAINTS (APPEAL PROCESS)**

### **STEP 1: REQUEST APPEAL HEARING**

If the parent disagrees with an action or change, the parent must complete the appeal information on the back of the Notice of Action (NOA). You may file a request for a hearing with the Appeal Officer (VP of Education), at (323) 223-3313x225. Appeal request must be received on or before the specific effective date on the Notice of Action. Upon the filing of a request for hearing, the intended NOA action shall be suspended until the review process has been completed.

To file an appeal, contact: Vice President of Education  
California Children's Academy  
2701 N. Main Street  
Los Angeles, CA 90031  
(323)223-3313, Extension 225

## **STEP 2: SCHEDULING A HEARING**

Within ten (10) calendar days following the receipt of the request for a hearing, CCA will notify the parent(s) of the time and place of the hearing. The time and place of the hearing shall, to the extent possible, be convenient for the parent. The hearing shall not be scheduled more than 14 calendar days from the date the hearing officer contacts the parent to schedule the hearing. If a parent or parent's Authorized Representative (AR) cannot keep the scheduled hearing date/time, the parent must notify the Hearing Officer in advance of the hearing date/time. A parent may request to re-schedule the hearing date 1 time. The parent/guardian has the right to have an authorized representative (AR) attend the hearing on behalf of or with the parent/guardian. When a parent has an AR who attends the hearing, the parent is not required to attend his or her hearing. A parent designating an AR to be present must inform the agency in writing prior to the hearing. Please do not bring people to the hearing unless they are a designated Authorized Representative. No children are allowed to be present during the hearing.

## **STEP 3: APPEAL HEARING**

The hearing will be conducted by an administrative staff person who shall be referred to as "the hearing officer." If a parent is unable to attend the hearing at the designated location accommodations will be arranged and agreed upon between the parent and hearing officer. For any hearing not conducted in person, verification of parent identity will be required, along with prior submission of documentation. The hearing will be recorded. During the hearing, the parent or AR will have an opportunity to provide support documentation and explain the reasons that they disagree with the proposed action indicated by the referenced NOA should not be carried out.

This will be a formal hearing, and the parent must comply with the directions of the hearing officer during the hearing. Failure to comply with directions will result in the hearing being ended and the contested action being taken. For failure to appear, it will be deemed that parent has abandoned the appeal and care ends immediately.

## **STEP 4: AGENCY HEARING DECISION**

Hearing officer will send notification in writing, of decision within 10 calendar days after hearing.

## **STEP 5: If Parent Disagrees with Hearing Decision**

If parent disagrees with the written decision, they have 14 days from date of the written decision to file an appeal with the appropriate agency. The appeal(s) must include a written statement specifying the reasons parent believes the agency decision was incorrect, a copy of the decision letter and a copy of both sides of the NOA.

**For Child Care and Development Programs (CCTR) submit appeal to:**

California Department of Social Services (CDSS)

Child Care and Development Division

Attn: Appeals Coordinator

744 P Street, MS 9-8-351

Sacramento, Ca 95814

**Email:** [CCDDAppeals@dss.ca.gov](mailto:CCDDAppeals@dss.ca.gov)

**Telephone:** 833-559-2420

**Fax:** 916-654-1048



**For California State Preschool Programs (CSPP) submit appeal to:**

California Department of Education (CDE)

Early Education Division

Attn: Appeals Coordinator

1430 N Street, Suite 3410

Sacramento, CA 95814

**Email:** [ELCDAppeals@cde.ca.gov](mailto:ELCDAppeals@cde.ca.gov)

**Telephone:** 916-322-1273

**Fax:** 916-323-6853

**NOTE:** If the parent has children enrolled in both a State Preschool (CSPP) and Child Care & Development programs (CCTR), our agency will issue two NOAs: one for the child(ren) enrolled in State Preschool and a separate NOA for the child(ren) enrolled in the other program(s)

### **Step 6: EED/CCDD Hearing Decision**

Within 30 calendar days after the receipt of the appeal, EED and/or CCDD will issue a written decision to the parent and the agency. Once EED and/or CCDD has rendered a decision, the decision is final.

# MY TEACHER WANTS TO KNOW

**Child's Name:**

**Date:**

HOW WELL DO I:	Not so well			Very Well	
do in the morning?	1	2	3	4	5
do I do in the afternoon?	1	2	3	4	5
do I do in the evening?	1	2	3	4	5
sleep?	1	2	3	4	5
nap?	1	2	3	4	5
eat breakfast?	1	2	3	4	5
eat lunch?	1	2	3	4	5
eat dinner?	1	2	3	4	5
play with adults?	1	2	3	4	5
play by myself?	1	2	3	4	5
play with a small group?	1	2	3	4	5
play with a large group?	1	2	3	4	5
play inside?	1	2	3	4	5
play outside?	1	2	3	4	5
play with younger children?	1	2	3	4	5
play with older children?	1	2	3	4	5
do when children sit near me?	1	2	3	4	5
do when children sit farther away?	1	2	3	4	5

How do I let people know:
I am happy (example: laughing, hopping, etc.)?
I am angry or upset (example: crying, screaming, etc.)?
I want something (example: reaching, talking, etc.)?
I don't want something (example: push away, say "No", etc.)?
I like something (example: smiling, talking, laughing, etc.)?
What helps me when I am: Sad? Angry? Scared?

What makes me angry/upset?

What makes me happy/excited?

### MY PREFERENCES

#### My teacher wants to know about toys/activities:

My Favorite	My Least Favorite

#### My teacher wants to know about foods:

My Favorite	My Least Favorite

#### My teacher wants to know about people in my life whom I:

Listen well	Have a hard time listening

#### My teacher wants to know what activities I like: (Circle All Appropriate)

Blocks/Legos	Dress up items	Pretend cooking
Computer	Coloring	Painting
Sand Table	Water Table	Books
Cutting	Pasting	Play Dough
Baby Dolls	Car/Trains	Outside Play
Action Figures	Real Cooking	Riding Toys

Other:

## California Children's Academy Participation Agreement

I, \_\_\_\_\_ have received, read, and have been instructed on the contents of the Family Handbook provided by the California Children's Academy. I fully understand my responsibilities as a participant of CCA and agree to comply with the rules and regulations of the program. With your initials below you are indicating you understand, and agree to comply with the following specific policies of CCA:

\_\_\_\_\_ I understand and hereby agree to comply with the Adult Standards of Conduct

\_\_\_\_\_ I understand and hereby agree to comply with the requirement of, and how to correctly fill in a sign in & out sheet attesting to fill it out truthfully and accurately.

\_\_\_\_\_ I understand it is in the best interest of my child, to have regular attendance, and that I attend parent meetings and parent collaborations/conferences.

\_\_\_\_\_ I understand my child may be observed by students from the local colleges/universities, social workers, administrative staff, and community resource agencies.

\_\_\_\_\_ I understand and hereby agree to comply with the 30 day "reporting of becoming over income" requirement

\_\_\_\_\_ I understand and hereby agree to comply with the Non-Discrimination Policy

\_\_\_\_\_ I understand and hereby agree to comply with the Child Absence Policy

\_\_\_\_\_ I understand and hereby agree to comply with the Fraud Prevention Policy

\_\_\_\_\_ I understand and agree to contact the campus when my child will not be in attendance or will be tardy

\_\_\_\_\_ I understand and hereby agree to fill out/submit all paperwork truthfully and accurately under the penalty of perjury

\_\_\_\_\_ I understand and hereby agree to video, and audio recordings taken of me, my representatives, and my child through the WatchMe Grow camera surveillance system at CCA Campuses.

Yes  No \_\_\_\_\_ I give permission to CCA to take and use the name, history, and photographs of my child(ren), and/or myself for publications, including but not limited to videos, brochures, and photographs.

I have read and understand the Program requirements and hereby agree to comply with all the program requirements, procedures, and reporting responsibilities. I understand that all the information requested of me is used for determining my eligibility and/or participation in the program, so that I may receive childcare services paid for by the State of California. I understand that my failure to provide truthful and correct information may result in prosecution for fraud, and that if after investigation, I am found guilty of fraud, I may be required to pay back any monies used for care on my behalf, and be subject to other civil penalties, including but not limited to fines and imprisonment. I therefore affirm under penalty of perjury, that all the information I have provided and given, in seeking to participate in California Children's Academy, is true and correct to the best of my knowledge.

\_\_\_\_\_  
Applicant Signature/Date

\_\_\_\_\_  
Eligibility Specialist Signature/Date