



California Children's Academy Family Handbook



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CHILDREN'S
ACADEMY
EST. 1971

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WELCOME MESSAGE



Welcome to 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 the California Department of Education and the 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 are part of 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 are glad you have chosen to take part in California Children's Academy, and we look forward to serving your children and family. Welcome!

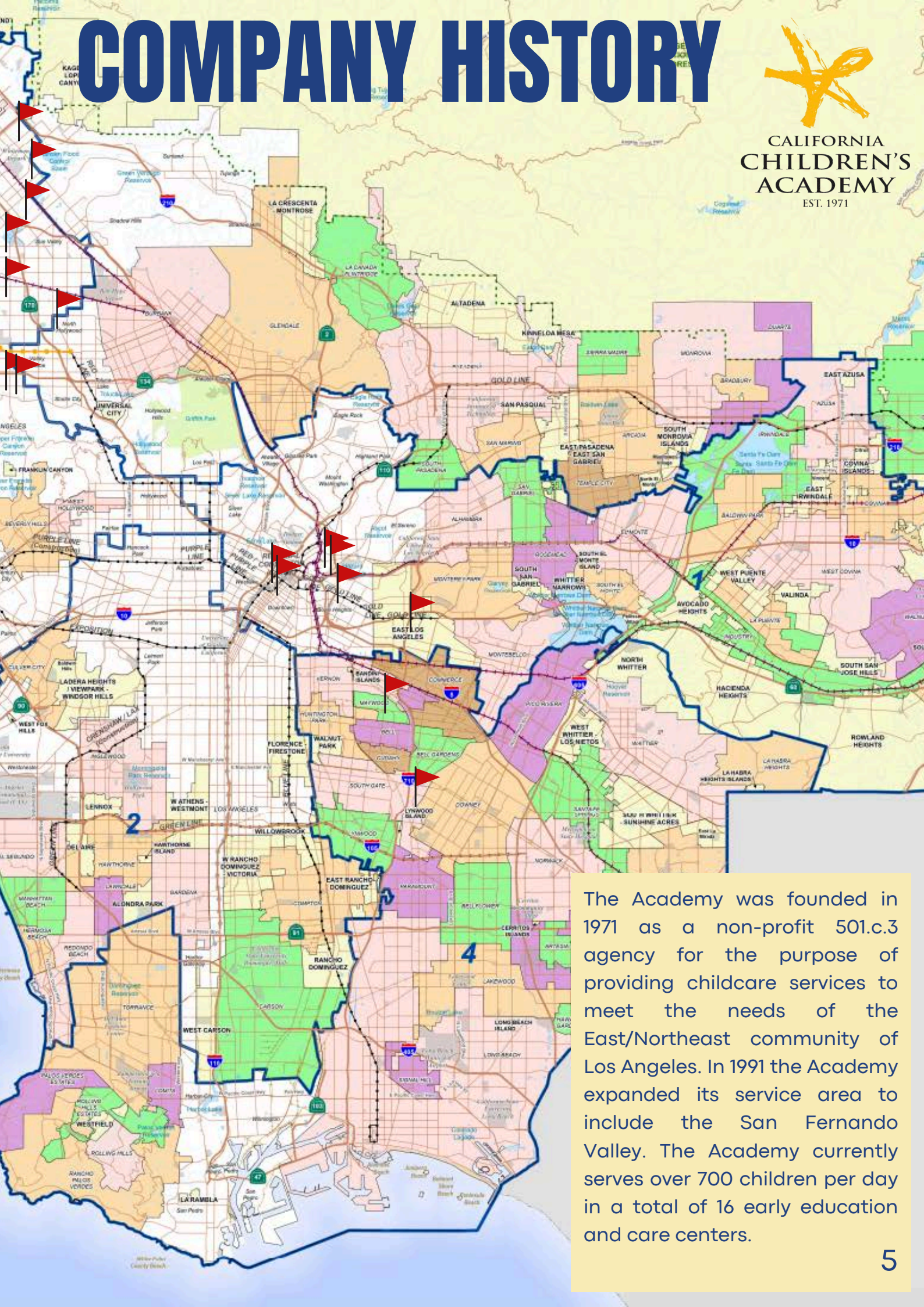
Warmly,

All of Us at California Children's Academy

COMPANY HISTORY



CALIFORNIA
CHILDREN'S
ACADEMY
EST. 1971



The Academy was founded in 1971 as a non-profit 501.c.3 agency for the purpose of providing childcare services to meet the needs of the East/Northeast community of Los Angeles. In 1991 the Academy expanded its service area to include the San Fernando Valley. The Academy currently serves over 700 children per day in a total of 16 early education and care centers.

VISION AND MISSION

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.

MISSION

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



Your child will initially attend:

CCA CAMPUS:

Address:

**Campus/Facility
License Number:**

**Ages served at
campus:**

**Hours of
Operation:**

**Campus Phone
Number:**

**Campus
Supervisor:**

**Campus
Supervisor Email:**

**Eligibility
Specialist:**

**Eligibility
Specialist Phone:**

**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)

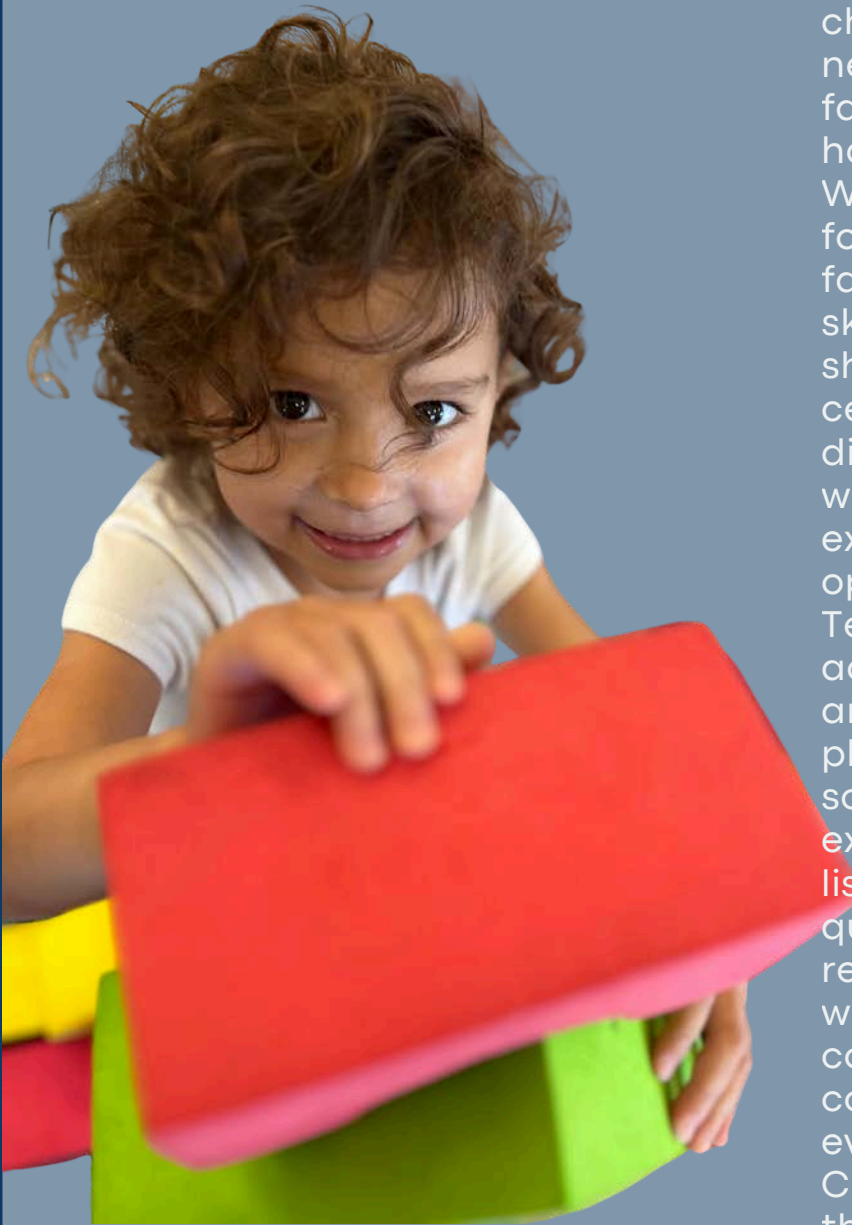
1 Adult – 8 Preschool children (36 months+)

ABSTAIN FROM RELIGIOUS INSTRUCTION

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



PROGRAM PHILOSOPHY, GOALS & OBJECTIVES



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, and 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.

PROGRAM PHILOSOPHY, GOALS & OBJECTIVES

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 campuses. 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 for parents or guardians 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.**

PROGRAM PHILOSOPHY, GOALS & OBJECTIVES

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 (323)223-3313 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, parent boards and lessons plans posted in each classroom.

PROGRAM PHILOSOPHY, GOALS & OBJECTIVES



ENVIRONMENT

Our goal is to provide a safe, healthy, and welcoming environment that supports the broad developmental needs of each child in our program.

In addition, our environments are set-up using our adopted curriculum. The Framework for 21st 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 21st 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.



PROGRAM PHILOSOPHY, GOALS & OBJECTIVES

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. CCA hires well-qualified staff who have the required child development education and possess Child Development Permits from the State of California. Staff attend training throughout the program year to further support them and their work with the children and families.

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.

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. All confidential information is stored in a locked and secure area. 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 to the Vice President of Education, and at appropriate and reasonable times and places (Administrative Office). All records are subject to on-site review by officials representing Community Care Licensing, the California State Department of Education, the Health Department, the U.S.D.A., or local police authorities in the event of suspected of child abuse or neglect.



PROGRAM PHILOSOPHY, GOALS & OBJECTIVES

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.

Guidance and Discipline



Expectations 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.

CCA does not allow any form 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.



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.

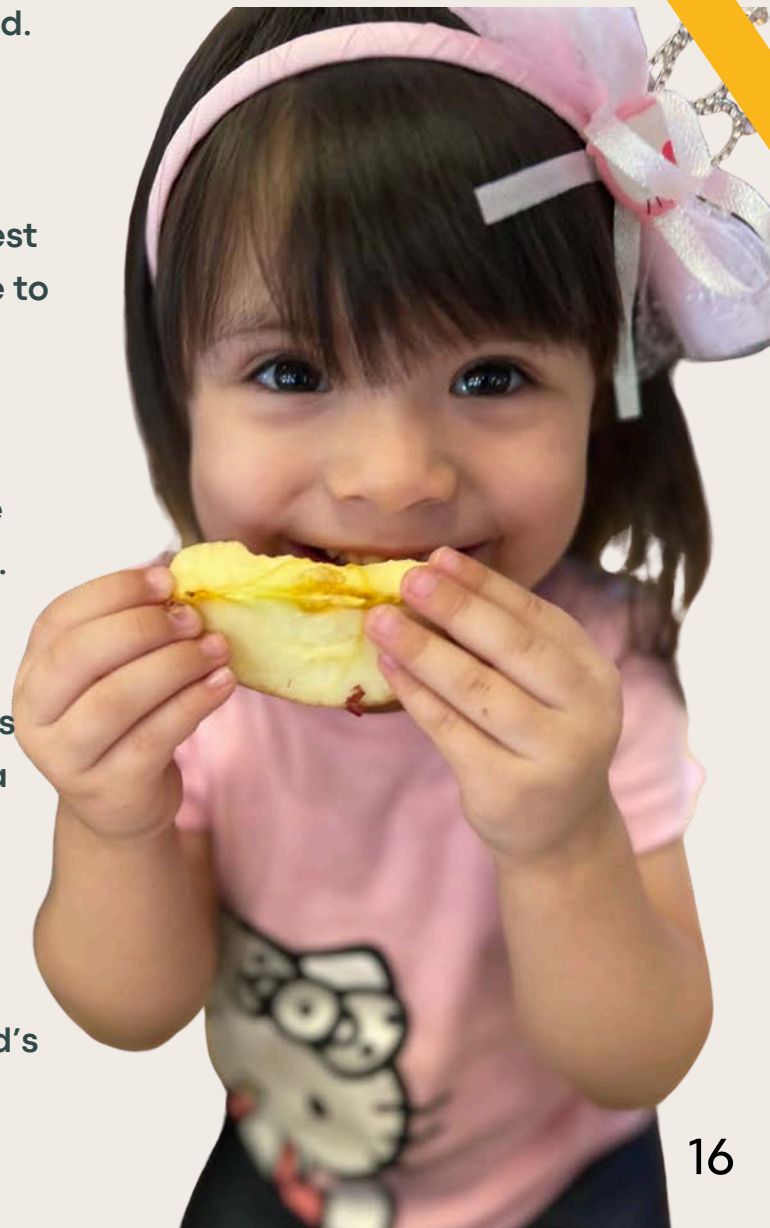


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TRANSITIONS

Transitions refer to a change in your child's routine. For example, the change from home to your child's school is a transition. Your child's transition into 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. Before 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. Please share the best communication methods 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, plan the transition, and introduce your child to the new classroom. This is done to minimize any stress or uncertainty a child may have about changing their environment. You will be notified when your child will start transitioning into a new classroom or program. If you have any questions, please address them with your child's current teacher or the site supervisor.



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. Teaching staff 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

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. Children's identities will not be disclosed at any time to the other parents. We will work together with the families of each to keep them informed and to develop strategies for change.



Behaviors

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.



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.

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



PLEASE REFRAIN FROM SENDING YOUR CHILDREN IN LONG SKIRTS/DRESSES, SCARVES, JACKETS WITH HOOD STRINGS OR ANIMAL EARS THAT HANG DOWN, HATS WITH STRINGS, JEWELRY, OR OTHER ITEMS THAT ARE DANGEROUS WHEN A CHILD PLAYS ON OR USES SCHOOL EQUIPMENT, AS THEY CAN GET CAUGHT. NECKLACES ARE A STRANGULATION HAZARD AND ARE NOT ALLOWED IN SCHOOL. EARRINGS SHOULD BE SMALL STUDS SO THEY DO NOT GET CAUGHT.



SHOES

Why are shoes discouraged in the CCA Classrooms?

Limiting outside shoes promotes good hygiene and health.

It **minimizes germs and bacteria**. Shoes track in dirt, dust, and germs from outside, which can be harmful to infants and children who are putting things in their mouths, sitting, and crawling on the floor. Removing or covering shoes helps **keep the environment cleaner and reduces the risk of spreading illnesses**. This precaution also **reduces exposure to allergens**--Pollen, pet dander, and other allergens can be tracked in on shoes and trigger allergies in some children. **The practice of removing outside shoes or covering shoes helps create a healthier environment for all.**

Infants

Developmental Benefits

- **Sensory exploration:** Infants learn a lot through their sense of touch. Removing shoes allows them to feel the different textures of the floor and other surfaces, which can aid in sensory development.
- **Foot health:** Allowing infants to be barefoot or in socks helps strengthen their foot muscles and promotes proper foot development.
- **We keep our youngest learners safe and healthy by leaving the outside germs and hazards.**

Shoes from outside track in dirt, dust, and germs, which can be harmful to infants who are constantly putting things in their mouths and crawling on the floor. 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.

Toddlers and Preschoolers

Toddler and Preschool classrooms are shoe optional, but we encourage outdoor shoes to stay outdoors. You may bring a pair of grippy socks or slippers for use indoors. For safety reasons, closed toed, rubber soled shoes must be worn when riding bikes, trikes and other riding equipment. Please do not send your child in sandals, open toed shoes, heels, Crocs, or flip flops.

INFANTS



Pacifiers and Bottles

To minimize germs and bacteria being shared all pacifiers and bottles need to be labeled with the child's name and last initial. All bottles need to have the child's name and last initial, date, time of service, and ounces written on the bottle (on masking tape or other writable surface). They must be taken home at the end of the day to be cleaned and sterilized and returned clean and labeled the next day.

Pacifiers must be free of all strings, lanyards, or stuffies.

Pacifiers are ONLY to be used during nap and while getting settled for nap time.

Pacifiers are not used during play to encourage children to explore with their mouths and be able to communicate.

Infant Gloves

Infant Gloves are not used at CCA. Infants need their hands during play to encourage sensory exploration. Infants learn a lot through their sense of touch. Having hands available allows them to feel the different textures of toys and the floor and other surfaces, which can aid in oral sensory development.

Napping



Napping Clothing

Hooded sweatshirts are not allowed during nap time. A crew neck sweatshirt may be worn. Blankets or swaddles/wraps are not allowed on campus nor are used with napping infants at any time.



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. Small blankets are only allowed in preschool and young preschool classrooms. Anyone in an infant or toddler classroom will not have anything in the crib or on the mat other than a tightly fitted sheet.

Infant Napping

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). Each infant 0 to 24 months is physically and visually checked for signs of distress every 15 minutes during napping times.

Safe Sleep Plan for Infants

- 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



Sleep Safety

THE ABCs OF SAFE SLEEP

1 They sleep **ALONE**

On their **BACK**

In a safe **CRIB**





Personal Items

Items from Home

Children are at various stages of development, and sharing can lead to conflicts in the classroom. We welcome books, family pictures and cultural/traditional music brought to the teacher for safe keeping and to be used with supervision, if age and developmentally appropriate. Leave all toys, playthings, electronics, money, jewelry, 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 stolen, 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 bring something special from home, parents/guardians can discuss it with the classroom teacher/supervisor in advance to see if it is age-appropriate to do a supervised activity with the child and their peers.

Attachment Items

Children may bring a familiar attachment object for rest time (i.e. small blanket square, small stuffed animal) after their parent/guardian discusses the transition item with the teacher at orientation before bringing them to the campus. All items must be labeled with the child's name. Parents are responsible for the daily cleaning of personal items. The Campus staff does not assume responsibility if these items are damaged, lost or stolen.

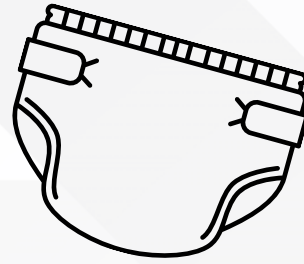


Diapering

Toilet Independance

▶ Diapers

CCA provides Comfees Premium Baby Diapers and Unscented Soft Pack Baby Wipes (Alcohol Free) for all children who are toileting in our program. If you do not wish to use the provided diapers/wipes, you will need to notify the Eligibility Specialist during enrollment and the Campus Supervisor at your orientation, and you then need to provide your own diapers and/or wipes for your child to use.



Toilet Independance

Toilet independence is the process in which your child learns to recognize and act independently upon the urge to use the bathroom. Teachers and parents will regularly confer and determine if the child is ready for this process. If ready, a Toileting Plan will be completed. 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! Accidents will be frequent in the first few weeks of learning. Soiled clothing will be put in plastic bags and sent home at the end of the day. So please take it home and bring extra changes with you the next day. When your child is ready, the staff will work with you and your child on appropriate toileting techniques. Gentle reminders and encouragement will be offered regularly. **Preschoolers are accepted into the program even if they are not fully toilet-independent.**



Celebrations

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 the 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 also know to tell your child's teacher if you do not wish to have your child's birthday recognized and your request will be respected.

Holidays

We encourage all families to share their culture and family traditions with us at any time during the year. We invite you to sign up on the volunteer calendar 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 child-initiated interests in 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.

Field trips

The CCA does not take field trips outside of the local community. Depending 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 of the date, time, and route. CCA does not transport children in vehicles.



Program

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, early childhood mental health specialists, 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.



NUTRITION SERVICES

CALIFORNIA CHILD & ADULT CARE 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. CACFP requires annual updates of food program eligibility data.

Please note: Families are not charged for these meals.

Food allergies or medical restrictions

For the safety of your child, please ensure the staff are aware of any allergies or restrictions your child may have or develop throughout their participation at CCA. 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. Children who require special diets for medical reasons can only be accommodated by providing written documentation signed by a State licensed healthcare professional. By October 1, 2025, institutions and facilities must also accept a medical statement signed by a registered dietitian. The medical statement must provide sufficient information about the child's dietary restrictions, such as foods to be omitted and recommended alternatives, if appropriate, that meet comparable nutrient values. Medical statement forms may be obtained from your eligibility specialist, site supervisor or the CACFP Coordinator.

Meal Time

Mealtime is a learning experience for our children. Meals are served family style, the dining table is set with plates and flatware, and the food is placed in small bowls from which the children can help themselves. This will enable children to learn self-help skills and to foster independence. The children are encouraged to self-feed to the extent of their ability. Children are encouraged to try a variety of foods but not forced. It is also an opportunity for children to learn social skills and expand their vocabularies through informal conversations with teachers and peers.



NUTRITION SERVICES

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 or breastmilk 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.



NUTRITION SERVICES

CACFP MEAL PATTERNS



Fluid Milk



Vegetables



Fruits



Meats/Meat Alternates



Grains

BREAKFAST Serve Milk, Vegetables and/or Fruits, Grains*

Component	Ages 1-2	Ages 3-5	Ages 6-18	Adults
Milk	1/2 cup	3/4 cup	1 cup	1 cup
Vegetables, Fruits or Both	1/4 cup	1/2 cup	1/2 cup	1/2 cup
Grains*	1/2 oz eq	1/2 oz eq	1 oz eq	2 oz eq

* Meats and meat alternates may be served in place of the entire grains component at breakfast a maximum of three times per week.

LUNCH/SUPPER Serve All Five Meal Components

Component	Ages 1-2	Ages 3-5	Ages 6-18	Adults
Milk	1/2 cup	3/4 cup	1 cup	1 cup*
Vegetables	1/8 cup	1/4 cup	1/2 cup	1/2 cup
Fruits	1/8 cup	1/4 cup	1/4 cup	1/2 cup
Meats/Meat Alternates	1 oz eq	1 1/2 oz eq	2 oz eq	2 oz eq
Grains	1/2 oz eq	1/2 oz eq	1 oz eq	2 oz eq

* A serving of milk is not required at supper meals for adults.

SNACK Select Two of the Five Meal Components

Component	Ages 1-2	Ages 3-5	Ages 6-18	Adults
Milk	1/2 cup	1/2 cup	1 cup	1 cup
Vegetables	1/2 cup	1/2 cup	3/4 cup	1/2 cup
Fruits	1/2 cup	1/2 cup	3/4 cup	1/2 cup
Meats/Meat Alternates	1/2 oz eq	1/2 oz eq	1 oz eq	1 oz eq
Grains	1/2 oz eq	1/2 oz eq	1 oz eq	1 oz eq

oz eq = ounce equivalents

Refer to USDA FNS Exhibit A Grains Chart for further guidance on grain serving sizes.



NUTRITION SERVICES



CACFP INFANT MEAL PATTERNS



Ages Birth Through 5 Months

Breakfast, Snack, Lunch & Supper Meal Patterns		
Milk	4-6 fl oz	breastmilk ¹ or formula ²

Ages 6 Months Through 11 Months

Breakfast, Lunch & Supper Meal Patterns		
Milk	6-8 fl oz	breastmilk ¹ or formula ²
Grains or Meats/Meat Alternates	0-½ oz eq	infant cereal ^{2,3} or
	0-4 tbsp	meat; fish; poultry; whole egg; tofu; tempeh; cooked dry beans, peas and lentils; or
	0-2 oz	cheese or
	0-4 oz	cottage cheese or yogurt ⁴ or soy yogurt ⁴ or
		a combination of the above ⁵
Fruits/Vegetables	0-2 tbsp	vegetable or fruit or a combination of both ^{5,6}
Snack Meal Patterns		
Milk	2-4 fl oz	breastmilk ¹ or formula ²
Grains	0-½ oz eq	bread ^{3,7} or
	0-¼ oz eq	crackers ^{3,7} or
	0-½ oz eq	infant cereal ^{2,3} or
	0-¼ oz eq	ready-to-eat breakfast cereal ^{3,5,7,8}
Fruits/Vegetables	0-2 tbsp	vegetable or fruit or a combination of both ^{5,6}

fl oz = fluid ounces oz eq = ounce equivalents

¹ Breastmilk or formula, or portions of both, must be served.

² Infant formula and dry infant cereal must be iron-fortified.

³ Information on crediting grain items may be found in FNS guidance.

⁴ Yogurt must contain no more than 12 grams of added sugars per 6 ounces.

⁵ A serving of this component is required when the infant is developmentally ready to accept it.

⁶ Fruit and vegetable juices must not be served.

⁷ A serving of grains must be whole grain-rich, enriched meal, enriched flour, bran, or germ.

⁸ Breakfast cereals must contain no more than 6 grams of added sugars per dry ounce.

Refer to USDA FNS for further crediting guidance.



NUTRITION SERVICES



U.S. Department of Agriculture Nondiscrimination Statement

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

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

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

Mail:
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or

Fax:
(833) 256-1665 or (202) 690-7442; or

Email:
Program.Intake@usda.gov

This institution is an equal opportunity provider.



NUTRITION SERVICES

Non-Participation in the CACFP Food Program

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 your child's meals following these guidelines.

Food Guidelines for Non-CACFP Participants

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.



CACFP CIVIL RIGHTS COMPLAINT PROCEDURE

California Children's Academy (CCA) is committed to providing children/families and staff equal access to services in compliance with applicable state and federal laws and regulations. A civil rights complaint is any allegation that an individual has been treated differently based on one or more of the six protected classes: race, color, national origin, sex, age, or disability.

CCA's civil rights complaint policies are consistent with the California Department of Social Services (DSS) Child and Adult Care Food Programs Branch (CACFPB) and comply with the U.S. Department of Agriculture (USDA) child nutrition program (CNP) regulations, as required by the Food and Nutrition Service (FNS) Instruction 113-1.

The Executive Director, Kathleen C. Brown (Civil Rights Coordinator) is the designated staff member responsible for receiving, investigating, and resolving civil complaints. Complaints can be made verbally, in writing, or anonymously.

When a complaint is received, the complaint will immediately be referred to the Civil Rights Coordinator. The Civil Rights Coordinator will log the complaint and request additional information from complainant: a) name, address, phone number or other means of contacting person (i.e.: email address if not reported anonymously); b) specific location and name of person and/or entity providing services; c) the nature and description of the complaint.

If the nature of the complaint alleges discrimination, the Civil Rights Coordinator will collect additional information:

The basis on which the complainant feels that discrimination occurred. To be considered a discrimination complaint, the complainant must feel discriminated against based on one or more of the protected classes stated above.

The names, titles, and, if known, addresses of persons who may have knowledge of the discriminatory action or situation.

The date(s) that the alleged discrimination occurred, or the duration of such action.

All civil rights complaints should be forwarded to:

Child Nutrition Programs
Civil Rights and Program Complaint Coordinator
California Department of Social Services
Child and Adult Care Food Programs Branch
744 P Street, Sacramento, CA 95814
916-651-7096

OR

USDA, Director, Office of Adjudication
1400 Independent Avenue, Southwest
Washington, D.C. 20250-9410
866-632-9992
Federal Relay Service 800-877-8339 (English)
or 800-845-6136 (Spanish)

The USDA will investigate and process complaints alleging discrimination in the CACFP

NON-CIVIL RIGHTS COMPLAINTS

Complaints that do not involve race, color, national origin, sex, age, or disability are considered program complaints. Program complaints must be addressed and investigated using the agency's internal complaint resolution process.



General Policies

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, CCA will attempt to contact the parent/family through a variety of communication methods. At least one communication attempt will be in writing, which may be through electronic methods. If CCA is 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 and description of the 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 voicemail available 24 hours a day, 7 days a week. Call the campus by 8:00 a.m., to report all absences or tardiness. You can also send a message via the Learning Genie App. If a parent does not inform the agency about their child's absence, staff will call families to inquire about their child.

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.





General Policies

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

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.





General Policies

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.

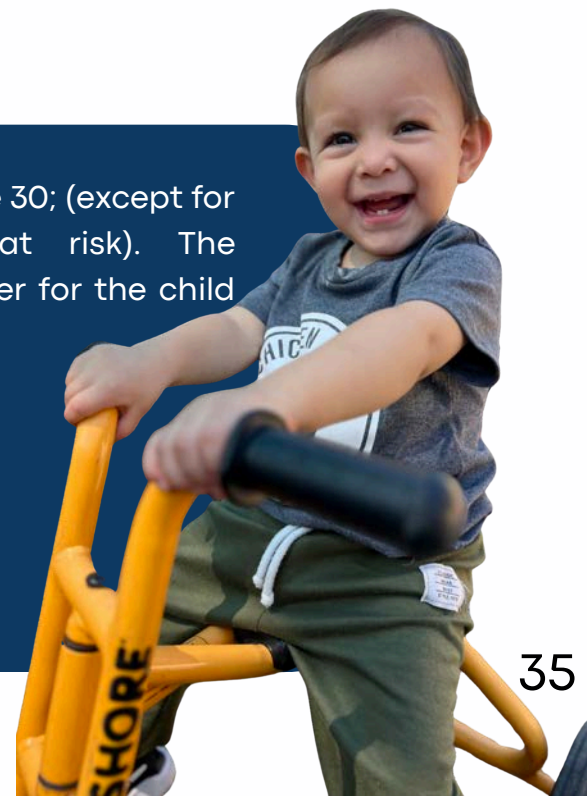
CCA'S HOLIDAY OBSERVANCES

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

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



General Policies



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.



CODE OF ETHICAL CONDUCT BY ALL MEMBERS OF THE CCA COMMUNITY

All families and staff must commit to demonstrating 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 and kind
- Show respect of others
- Take responsibility for own actions
- Be safe
- Respect diversity
- Be punctual

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 various 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 well-being 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 help obtain the needed family services. In partnership with the family, CCA will work together in supporting the child to reach his/her fullest potential.

CHAIN OF COMMUNICATION

If a parent/guardian has a concern or question about their child, they must first direct the concern to the child's teacher. If the parent does not feel comfortable with the teacher's response, then they can direct the concern to the Site Director/Supervisor. If the parent/guardian 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** they must first direct the concern to the Campus Director/Supervisor. If the parent/guardian is not comfortable with the response from the Campus Director/Supervisor, then the parent/guardian 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/guardian may contact the Education Coordinator at (323)223-3313, who will then address the concern or refer the concern to the appropriate component in the Administration Office.



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.

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.



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/guardian(s).
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 & Department of Social Service Notice of Action.

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.



Daily Health Screening

The purpose of the daily health screening is to determine if a child has any symptoms associated with a communicable illness. If your child does have symptoms of a communicable illness, he/she will not be accepted into care, to protect the health of the sick child and the other children in the center.

Expect the teachers to greet you at the door and stop for a brief discussion on how your child slept the night before, ate in the morning/before drop off, and their general demeanor. They will be doing a head-to-toe scan. It may take 3 to 5 minutes. Plan your time accordingly. If your child is excluded, they will not be able to stay at the campus. A doctor's note may be required in certain instances, including any injury (broken bone, head injury, etc.) regardless of the number of days missed.

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, please contact the Campus Director for special arrangements involving Epi-pens, Rescue Inhalers, and/or other life-saving medications.

PLEASE NOTE: Medication may not be stored in the child's backpack, onsite, in 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. State regulations regarding enrollment of children without immunizations due to religious or medical reasons are no longer allowed. Unimmunized children are no longer allowed in licensed child care programs.



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.

DAILY HEALTH SCREENING

AND EXCLUSION



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. You will be given a note with the reason for exclusion for illnesses with the times and symptoms noted.



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.

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



Is taking medication to control fever, diarrhea, vomiting or other illnesses.



Has a fever of 100 degrees or higher.



Has had diarrhea or loose stools within the last twenty-four (24) hours.



Has vomited within the last twenty-four (24) hours



Has a continuous runny nose (that is not allergy related).



Has a persistent cough.



Has red, watery, or mucous-filled eyes (pink eye or conjunctivitis).



Has an undiagnosed skin rash on any part of the body.



Has impetigo, ringworm, scabies, head lice, pinworms, strep throat, hand foot and mouth disease or other infectious diseases.



Is fussy, cranky, and generally not himself/herself.

CHILD INJURIES



Child Injury Report

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.

CAMPUS SAFETY POLICIES AND PROCEDURES

Campus Safety Practices

The campus staff, participating adults, and volunteers are primarily responsible 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

All 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 parents of children enrolled. CCA may choose to exhibit or distribute these recordings if required by childcare licensing authorities or in any legal matter.



CHILD SUPERVISION

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

Ensure gates and doors are closed and secured to help maintain a safe environment. Shutting gates and doors also ensures that campuses are only accessed by those that are supposed to be in the center.

Cell Phone Free policy when dropping off/picking-up your child. Your child needs your undivided attention they have been away from you all day and missed you.

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.



Family Involvement

We believe our campuses can be more helpful to you and your child when effective 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 Bulletin Board: Parent information is on the main bulletin board at each center's entrance.

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.



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 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.



PARENT ADVISORY COMMITTEE (PAC)

The PAC provides an important link between center operations and families. PAC members 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. 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.



Classroom. Activities

Enjoy and help your child’s class with these special activity examples.

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



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.

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:

- *Toilet Independence
- * Positive Guidance and Loving Discipline
- *Safety in the Home/Childproofing
- * Value of Reading to Your Child
- *Warning Signs for Developmental Delays
- *Supporting Your Child in Times of Stress
- * Food Allergies
- * Brain Development

ADULT STANDARDS OF CONDUCT



CALIFORNIA
CHILDREN'S
ACADEMY
EST. 1971

(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 disenrolled 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 WELL-BEING AND SAFETY OF OUR PROGRAM'S CHILDREN, FAMILIES AND STAFF 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 always be good role models for the children. If any of the above incidents occur, the following process shall be followed:

1. The parent/guardian is asked to leave the premises, or the police will be called.
2. The parent/guardian is required to meet face-to-face 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 a NOA for disenrollment of services will be issued.
3. Continuation in the program will be determined on a case-by-case basis, after the meeting with the parent/guardian, and based on the 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.
4. If the child is allowed to remain in the program, additional instances of a similar nature will result in disenrollment from the program.



CALIFORNIA
CHILDREN'S
ACADEMY
EST. 1971



The parent/legal guardian is responsible for conveying 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 used to determine initial or ongoing eligibility for subsidized childcare services may be grounds for disenrollment. 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.

NOTICE OF ACTION

A Notice of Action (NOA) is a document that would inform you of any changes to your services' status. 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.



PRIVACY & RECORDING DEVICE POLICY

For the safety and privacy of all children and staff, the use of any personal monitoring devices, including but not limited to GPS trackers, audio recorders, or video recorders, is strictly prohibited on campus grounds or within a child's clothing or belongings. This includes devices that record or transmit audio, location, or video data. Any discovered devices will be removed, and parents/guardians will be notified. Violation of this policy may result in suspension or termination of enrollment. Exceptions for medical devices must be pre-approved in writing by CCA Administration.



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.

ADMISSION REGULATIONS AND ENROLLMENT PROCEDURES

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. Families of 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.





ADMISSION REGULATIONS AND ENROLLMENT PROCEDURES

CDSS Programs (CCTR)

Once a family establishes eligibility & need, they will remain eligible & receive services for not less than 24 months. (WIC 10271)

Full-Day CSPP

Once a family establishes eligibility & need (if applicable), they will remain eligible & receive services for not less than 24 months. If the eligibility period ends before the end of a program year, it will extend until the end of the program year, as long as the child is age eligible. (EdCode 8208)





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
<p>First: Child is recipient of Child Protective Services or At-Risk of being neglected, abused, or exploited.</p>	<p>First: The child is a recipient of Child Protective Services or is At-Risk of being neglected, abused, or exploited. Second: Once the set-aside* is filled child with exceptional needs from an income eligible family AND the family meets a need criteria. (Enroll in income ranking order) Third: Eligible children not enrolled in TK AND family meets a need criteria. Prioritize children with the lowest income first and then within each ranking prioritize dual language learners, then based on dual language learner status and earliest application date.</p>
<p>Second: Eligible family that meets need criteria. Within each income ranking prioritize as follows:</p>	<p>Fourth: Family income is not more than 15% above the income threshold AND family meets a need criteria. Exceptional needs children prioritized, then 4 year olds, then 3 year olds. (limited to 10% of funded enrollment).</p>
<p>1) Exceptional needs child 2) Earliest application date</p>	<p>Fifth: Family meets the eligibility criteria but does not meet a need criteria. Within each ranking 4 year olds, 3 year olds, then 2 year olds are prioritized.</p>
	<p>Sixth: Approved CSPP site operating within the attendance boundaries of a qualified neighborhood school. CCA does not have this enrollment category.</p>

*NOTE: 5% of CSPP funded enrollment is reserved for Children with Exceptional Needs & the family meets the need criteria. Only the child in the family who has exceptional needs may be enrolled under this eligibility criteria.

ENROLLMENT

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 request this change to your services. If the child is program and rank-eligible, the appropriate enrollment process will occur.

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 offered a space will be contacted by email or 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 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.



ENROLLMENT

RECERTIFICATION FOR ALL FAMILIES

Enrollment into a program is determined by specific family eligibility and need criteria. In addition, a child's guardian 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 recertification period for their funding source requirements.

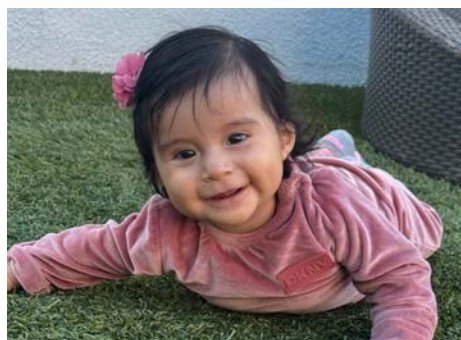
FAMILY DATA FILE

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



ENROLLMENT

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



ENROLLMENT

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)
- 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.





Enrollment



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 (CaWORKs programs)

HOURS NEEDED

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.



Enrollment

FAMILY INCOME

Family income is the “total countable income” of all individuals counted in the family size.

DETERMINING A CHILD'S SCHEDULE

Services are available when:

- Parent/Guardian meets a need criterion that precludes the provision of care and supervision of their child for any part of the day
- No parent/guardian in the family is available and 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

Service Approval

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 and 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.





Enrollment

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

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 and 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 and the family's income exceeds the maximum income threshold for ongoing eligibility (See Income Threshold Chart 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 and 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).



INCOME THRESHOLDS*

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

***SUBJECT TO CHANGE ANNUALLY BASED ON CA
LEGISLATION.**

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. You will be notified by your Enrollment Specialist when you are responsible for paying a family fee.



FEE ASSESMENT

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 Notice of Action 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)





Enrollment

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.

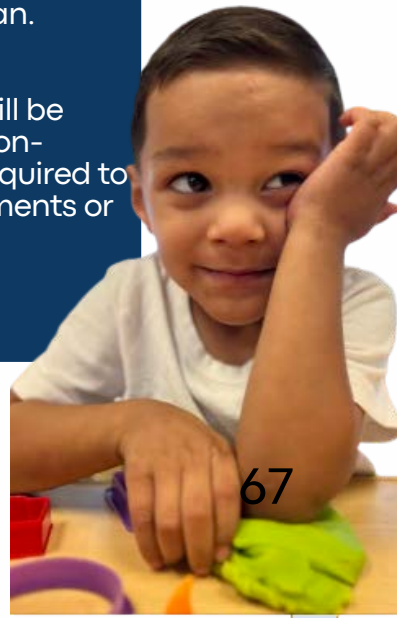
DELINQUENT FEES

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 15th 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.



CHILD SUSPENSION OR EXPULSION

Our program prohibits or severely limits the use of suspension and expulsion because of a child's behaviors. In addition, the program can not persuade or encourage a child's parents or legal guardians to voluntarily unenroll from the program due to a child's behavior.

The program will take many steps to address a child's challenging behaviors, with the goal being to aid the child's safe participation in the program.

In the event a child is suspended or expelled due to persistent and serious behaviors that impact the safety of children, the program will issue a Notice of Action effective 24 hours after after the notice is issued.

Persistent and serious challenging behaviors are either repeated patterns of behavior that significantly interfere with the learning of other children, or interactions with peers and adults that are not responsive to the use of developmentally appropriate guidance.

A parent has the right to file an appeal directly to the State Department no later than 14 calendar days after receipt of the Notice of Action. Note that the child may not attend the program during the appeal process.

The appeal must be filed directly to:

FOR CALIFORNIA STATE PRESCHOOL PROGRAM (CSPP) SUBMIT APPEAL TO:

MAIL: CALIFORNIA DEPARTMENT OF
EDUCATION (CDE)
EARLY EDUCATION DIVISION
ATTN: APPEALS COORDINATOR
1430 N STREET, SUITE 3410
SACRAMENTO, CA 95814
EMAIL: ELCDAPPEALS@CDE.CA.GOV
TELEPHONE: 916-322-1273
FAX: 916-323-6853

FOR GENERAL CHILD CARE (CCTR) SUBMIT APPEAL TO:

MAIL: CALIFORNIA DEPARTMENT OF SOCIAL
SERVICES (CDSS) | CHILD CARE &
DEVELOPMENT DIVISION
ATTN: APPEALSCOORDINATOR 744 P
STREET, MS 9-7-354
SACRAMENTO, CA 95814
EMAIL: CCDDAPPEALS@DSS.CA.GOV
TELEPHONE: 833-559-2417
FAX: 916-654-1048

PROGRAM DECISION COMPLAINTS (APPEAL PROCESS)

<p style="text-align: center;">1</p>	<p style="text-align: center;">REQUEST APPEAL HEARING</p>	<p>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 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.</p> <p>To file an appeal, contact: Vice President of Education California Children’s Academy 825 Colorado Blvd. Suite 228 Los Angeles, CA 90041 (323)223-3313, Extension 225</p>
<p style="text-align: center;">2</p>	<p style="text-align: center;">SCHEDULING A HEARING</p>	<p>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.</p>
<p style="text-align: center;">3</p>	<p style="text-align: center;">APPEAL HEARING</p>	<p>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 a chance to provide support documentation and explain the reasons they disagree with the proposed action indicated by the referenced NOA.</p> <p>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.</p>

PROGRAM DECISION COMPLAINTS (APPEAL PROCESS)

4	AGENCY HEARING DECISION	Hearing officer will send notification in writing, of decision within 10 calendar days after hearing.
5	If Parent Disagrees with Hearing Decision	<p>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.</p> <p>For Child Care and Development Programs (CCTR) submit appeal to: California Department of Social Services Child Care and Development Division Attn: Appeal Coordinator 744 P Street, M.S. 9-8-371 Sacramento, CA 95814 Phone: 833-559-2417 Fax: 916-654-1048 CCDDAppeals@dss.ca.gov</p> <p>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 Telephone: 916-322-1273 Fax: 916-323-6853</p> <p>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).</p>
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:

COPY TO SITE FILE

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:

COPY TO SITE FILE

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

COPY TO SITE FILE

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:



Photograph and Recording Release

I hereby voluntarily consent to and authorize the use and reproduction by California Children’s Academy (“the school”), or anyone authorized by the school, of any and all photographs taken of me, and/or my child (ren) for advertising, publicity, commercial, display, interactive student learning, internet publication, or other business purpose, including the use of biographical information supplied to the school and affiliated companies in conjunction with these photographs. I understand that the term “photograph” as used herein encompasses both still photographs and motion picture footage that may include my and/or my child (ren)’s name, image or likeness.

I give the school permission to publish in print, electronic, or video format my, and/or my child (ren)’s likeness or image. I make this authorization with the understanding that no compensation will be paid to me by the school. I also understand and agree that all photographs will become the property of the school.

I hereby waive any right that I may have to inspect or approve any photograph, likeness or derivative work thereof made pursuant to this agreement. I also release all such rights and hold harmless the school, its agents, licensees, and assignees from any liability, whether now known or arising hereafter, resulting from or arising in connection with the exercise of such parties’ rights pursuant to this agreement.

This agreement will be governed by the laws of the State of California and represents the final and exclusive agreement between the school and myself on this subject.

I have read the above agreement and fully understand its contents. I represent and warrant that I am of full age, that I have the right to contract in my own name, and that I have no pre-existing obligation that may restrict or limit my ability to sign this agreement.

I understand that I may revoke my consent for use of my and/or my child (ren)’s name, photograph or likeness, by written notification to the office (for staff) and to the school (for children).

Child’s Name (Print Name)

Parent/Guardian’s Name (Print Name)

Employee’s Name (Print Name)

Parent/Guardian’s Signature Date

Employee’s Signature Date

DECLINATION

I hereby decline to grant permission for the Photo Release described above. I represent that I am the employee, parent &/or guardian (circle one) of _____ (Child’s Name), and I hereby decline to grant permission for the Photograph and Recording Release described above.

Employee, Parent &/or Guardian Signature Date

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 Privacy & Recording Device 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 my 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 _____