

STATE CHILD DEVELOPMENT PARENT HANDBOOK



Striving for excellence through School Readiness



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OUR MISSION STATEMENT

To provide rich, high quality early learning experiences to a diverse population of children ages birth to five. Will promote access to comprehensive services with a holistic focus on the family by encouraging family engagement, supporting school readiness and instilling self-reliance in children and their families.

CAPK STAFF

Our staff is here to help ensure that we meet the requirements of the Office of Head Start and the State of California. Family Service Workers, working together with our teaching staff are here to help you understand the requirements of the program. Together we will ensure that all necessary documentation is complete and demonstrates your eligibility for services while meeting all regulations as mandated.

OUR PROGRAM

ADMISSION POLICIES AND PROCEDURES; INTERVIEW

The purpose of the HEAD START/STATE CHILD DEVELOPMENT Program is to provide quality early care and education for eligible families in Kern County for children six (6) weeks through five (5) years of age. The HEAD START/STATE CHILD DEVELOPMENT Program receives funding from the California Department of Education, Child Development Division for:

- California State Preschool Program
- General Child Care and Development Program
- California Migrant Program

To receive subsidized services, families must provide current documentation to validate the eligibility of income for one or both of our programs. A verification of need is required if applying for a full-day/full year program as well as current proof of address within the past 30 days.

EQUAL ACCESS

The Program does not discriminate on the basis of actual or perceived sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, mental or physical disability, age or on the basis of a person's association with a person or group with one or more of these actual or perceived characteristics.

The program staff conducts one or more personal interviews with the child's parent or authorized representative to enable staff to identify and understand the health history of the child. Each child six (6) weeks through five (5) years of age admitted shall be determined to be:

- A. Ready for the type of group experience that the program has to offer,
- B. Able to benefit from the program offered.
 - The program does not exclude eligible students with disabilities from its program.
 - The program offers an equal opportunity for eligible students with disabilities to participate in its program.



ENROLLMENT OF CHILDREN WITH EXCEPTIONAL NEEDS



Eligible children with disabilities/exceptional needs shall be enrolled provided the program is appropriate utilizing the least restrictive environment criteria contained in state and federal law for individuals with exceptional needs. Additionally, the program will provide all reasonable accommodations and/or modifications, services, and aids for children with disabilities so that they may participate in the child care and development program. If after review, it is found that the program would not be appropriate, the staff will assist parent(s)/guardian(s) in locating an alternate placement. The program will make reasonable modifications to its policies, procedures, and practices to allow students with a disability an equal opportunity to participate. Such reasonable accommodations, modifications, services, and aids will be provided at no cost to the parent(s)/guardian(s). Our program works with the Special Education program to support the identified goals in the child's Individual Education Program (IEP) or Individual Family Service Plan (IFSP).

WAIT LIST

The HEAD START/STATE CHILD DEVELOPMENT Program shall maintain a current Eligibility/Wait List in accordance with admissions priorities as based on our agency's selection criteria. Our program shall contact applicants in order of priority from the wait list as vacancies occur.

THE PROGRAM IS LICENSED BY THE STATE DEPARTMENT OF SOCIAL SERVICES, COMMUNITY CARE LICENSING

Community Care Licensing has the authority to interview children or staff without prior consent, and the licensee shall ensure that provisions are made for private interviews with any child(ren) and/or staff members. The Department of Licensing agency has the authority to inspect, audit, and copy child or child care program records upon demand during regular business hours. Records may be removed if necessary for copying. The licensee shall ensure that provisions are made for the examination of all records relating to the operation of the child care program. The Department of Licensing has the authority to observe the physical condition of the child(ren), including conditions that could indicate abuse, neglect, or inappropriate placement.

OPEN DOOR POLICY

Our program includes a strong emphasis on parent/guardian involvement and education in all phases of the curriculum. All parents and guardians of enrolled children are encouraged to visit at any time. We believe in and practice an "OPEN-DOOR" policy.

WORSHIP AND TEACHING OF RELIGION

While we believe, it is important to model and teach values, such as concern and respect for all people; we believe it is the parent's/guardian's responsibility to provide religious instruction of their choice. Therefore, in accordance with the Constitution of California, Article XVI, Section 5, "religion is not taught in any child development program administered by the HEAD START/STATE CHILD DEVELOPMENT Program and all programs refrain from religious instruction."

INFANT PROGRAM

Our young infant room is designed to maintain a high staff-child ratio and meet the needs of the individual child.

- The ratio of one (1) adult to three (3) infants allows for intimate interaction with caregivers, which is essential for the process of attachment. Staff maintains individualized plans for each child based on their stage of development, needs, and interests. Staff will keep a daily developmental log on your child.
- Staff will interact with infants during routines/transitions such as feedings, diapering, play, and creative activities which will enhance the development and growth of your child.

TODDLER PROGRAM

The toddler classroom maintains an adult-child ratio of one (1) adult to four (4) children. The daily schedule is a little more consistent and predictable than the infant program. For example, toddlers typically eat and sleep as a group. At particular times, they have routines and transitions in a timely, predictable, and unhurried manner. A consistent schedule helps toddlers feel more in control and thus more competent and secure, but should still be flexible enough to respond to children's individual needs. The classroom design has several distinct activity areas, which include:

- **ART-SENSORY:** messy play
- **LARGE MOTOR:** active play
- **FINE MOTOR:** eye-hand coordination
- **DRAMATIC PLAY:** social-emotional/imitating
- **LANGUAGE DEVELOPMENT:** story/music
- **NATURE/SCIENCE:** outdoor observation/experimentation

PRESCHOOL PROGRAM

The Preschool program is committed to providing an educational program focused on school readiness for children that fosters a positive self-image and a supportive social environment. Parents/guardians are considered partners in stimulating the children's enthusiasm for learning. We offer a developmentally appropriate curriculum designed to develop the child's knowledge and skills in all areas — physical, social, emotional, cultural, language, cognitive, health, and nutrition. The child development program is an excellent environment in which to prepare children for the diversity they are likely to encounter as they grow, enter school, and seek fulfillment as adults. Our curriculum provides experiences in the following:

- Creative Activities
- Dramatic Play
- Music and Movement
- Nature/Science
- Language Development
- Reading, Writing, and Math Readiness
- Physical Development
- Social-Emotional Awareness
- Health and Safety Practices
- Field Trips
- Individual / Small Group Learning
- Kindergarten Readiness



As a supplement to our curriculum, the children will take adult-supervised walks on the campus grounds.

SPECIAL HOLIDAYS / OCCASIONS

Parents/guardians are urged to share their cultural heritage with the staff and children as a way of reinforcing family bonds and enriching the lives of staff and students. If there are cultural or religious reasons why parents/guardians prefer that their child not participate in these observances, parents/guardians are asked to notify the teacher, and other activities will be provided.

PORTFOLIOS

Throughout the year, the staff gathers samples of your child's work to demonstrate their growth, effort, progress, and achievements. This portfolio will be given to the parent/guardian when they leave the program.

DESIRED RESULTS DEVELOPMENTAL PROFILE

Your child's development will be assessed by the teacher within 60 calendar days of enrollment (*usually in the fall*), in the winter and again in the spring with an evaluation tool called, *The DESIRED RESULTS DEVELOPMENTAL PROFILE (DRDP)*. Teachers observe and assess all children served for ten or more hours a week. The developmental profiles are used to plan and conduct age and developmentally-appropriate activities for children. Staff also plan individualized goals and objectives for your child and prepare a summary of his/her progress for review at a Parent-Teacher conference. Your input as a parent/guardian is a necessary component of this assessment. Staff will share how you can support your child's learning at home, and you will also have the opportunity to discuss your child's progress.

The program assesses the Overview of the Group Data Summary from the Desired Results Developmental Profiles from each classroom and addresses individual classroom needs. The Director and/or supervisor then access necessary resources particular to the classroom needs and administer an individualized in-classroom workshop for staff.

ENVIRONMENTAL RATING SCALES



Annually our program completes an environment rating scale assessment of each classroom to measure program quality. The scale measures various interactions that occur in a classroom between staff and children, staff, parents, and other adults and among children themselves. It also measures the interactions children have with the materials and activities in the environment, as well as those features, such as space, schedule, and materials, that support these interactions.

Staff turns in their evaluations to the Program Manager, and they both discuss improvements and strengths and make adjustments necessary to attain a higher rating on this instrument. The program may purchase materials for the classroom or plan staff training to provide information in achieving the goals and objectives for classroom and staff. The findings are analyzed, recorded and become part of the annual agency self-evaluation process.

PARENT SURVEYS

Every year in the fall our program will distribute a Parent Survey and ask parents/guardians to complete the questionnaire. This survey will assist our program in planning and conduct activities to support children's learning and development as well as meeting family needs. The results from the survey will become part of our annual agency self-evaluation process.

PROGRAM SELF – EVALUATION PROCESS

Our program is required to submit an annual self-evaluation due June 1st of each year; this ensures an efficient and effective child care and development system that meets the needs of children, parents/guardians, and the community. This evaluation consists of many components. The following assessments must be implemented to complete our Agency Self-Evaluation:

- Child Development Instrument for CATEGORICAL PROGRAM MONITORING (CPM) that reviews seven areas
- An assessment of the program by parents/guardians using the Desired Results Parent Survey

- Findings from Desired Results Development Profiles
- Results from Environment Rating Scales
- Procedures for the ongoing monitoring of the program to assure that areas of the program continue to meet standards

HOW TO QUALIFY FOR THE PROGRAM

GENERAL REQUIREMENTS

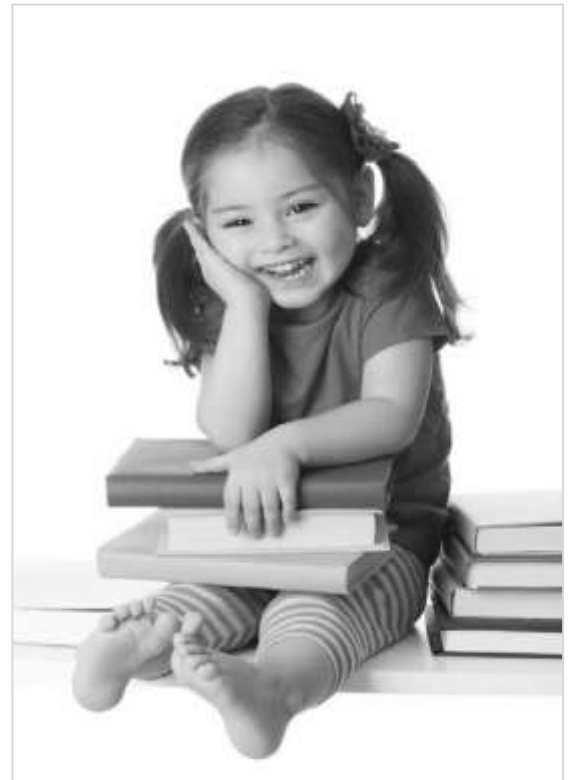
1. To be eligible for services, the child’s parent(s)/guardian(s) must live and/or work in the State of California. Current proof of address reflecting the family’s street address in Kern County will be sufficient to establish residency.
2. The determination of eligibility shall be without regard to the immigration status of the child or the child’s parent(s)/guardian(s) unless the child or the child’s parent(s)/guardian(s) are under a final order of deportation from the United States Department of Justice.

CERTIFICATION/RECERTIFICATION

According to the regulations of the State of California, all families subsidized for full-day, full year child care services must be recertified for service at minimum once every 12 months. At the time of recertification, parents must reestablish a need for service, provide proof of income, family size, and residency to continue to qualify for the full-day child care subsidy. It is the responsibility of the family to notify center staff within five (5) calendar days of ANY changes regarding address, income, family size, need for services, completion of a term in school or training.

After initial certification and enrollment, the agency will verify need and eligibility and recertify each family/child as follows:

1. Families receiving services because the child is at risk of abuse, neglect or exploitation shall be recertified at least once every three (3) months.
2. Families who are receiving services because of actual abuse, neglect or exploitation must be recertified at least every six (6) months. At the time of recertification, the agency will document that the family is participating in a protective services plan in accordance with the requirements of their local county welfare department, child protective services unit to alleviate the circumstances causing the abuse, neglect or exploitation.
3. All other families will be recertified at least once every 12 months and may be recertified every four (4) months depending upon documentation provided by the family.
4. The annual recertification process will begin at the start of the 11th month to ensure timely completion of recertification.
5. Families with variable work schedules will be updated every four (4) months per CDE regulations.



LIMITED TERM SERVICE LEAVE REQUIREMENTS

If the family temporarily will not have a need for subsidized child care and development services as specified in Education Code section 8263(a)(2), the family may be granted a limited term service leave. Limited term service leaves are approved by the Program Design and Management Administrator.

A limited term service leave may be approved for the following reasons:

MEDICAL OR FAMILY LEAVE

Family leave may be granted for up to 16 consecutive weeks per fiscal year and limited to two (2) times per year not to exceed 16 cumulative weeks. Family leave means an excused absence:

1. For the birth and care of the newborn child of the parent,
2. For placement with the parent of a child for adoption or foster care, and
3. To care for the parent's child, spouse, or parent who has a health condition

EMPLOYMENT OR VOCATIONAL TRAINING LEAVE

If the parent/guardian has enrolled in a vocational training program, a limited term service leave may be granted for up to 12 consecutive weeks per fiscal year and limited to three (3) times per year not to exceed 12 cumulative weeks. The period to be considered for leave is when the vocational training program is not in spring, fall, or winter sessions.

1. If the parent/guardian is employed by a school district, a limited term service leave may be granted for up to 12 consecutive weeks per fiscal year and limited to three (3) times per year not to exceed 12 cumulative weeks. The period to be considered for leave is when the school district is not in spring, fall, or winter sessions.

ENROLLMENT REQUIREMENTS

APPLICATION FOR SERVICES

The "Application Packet" consists of forms that must be turned in prior to enrollment:

- Documentation of 12 months of income for all adults listed on the initial federal application, in addition to 30 days of current income when applying for a full-day program.
- Documentation and Determination of Family Size
- Documentation of Need Criteria for full-day/full year only, must be within 30 days
- Physical for child(ren)
- Immunization Record
- Proof of current street address which must be within 30 days

HEAD START COLLABORATIVE FULL-DAY PROGRAMS

The selection criteria for Head Start Collaborative full-day programs meets the requirements as outlined in California Code of Regulations, Title 5 §18131.1.

PARENT ORIENTATION

When the application is accepted and before the child's enrollment date, there will be a parent orientation; at this time the child can be introduced to the teacher.

CONTRACT HOURS

Contract hours are the scheduled hours for which you are qualified for services and have signed a contract with the program. For your child to benefit from the program, he/she will need to attend all the hours for which he/she has registered. Both consistency and a regular schedule are vital to a child's feeling of security.

When five (5) days of non-compliance contract hours are reached, a conference will be scheduled with center and program staff to recertify the need for services. At the conference, any necessary adjustments will be made based on provided documentation of current need. Additional non-compliance to contract hours may result in a Notice of Action issued for termination of services.

Children in the pre-school age program are invited to participate during "core curriculum" hours regardless of the contracted hours.



Core curriculum hours are from 8:00 a.m. – 11:30 a.m. during the school year; hours for Early Head Start only are from 8:00 a.m. – 2:00 p.m.

FEE POLICY

Fees are charged in accordance with the State of California, Department of Education Child Development Division regulation to provide **FULL-DAY CHILD CARE SERVICES**. Not all families are required to pay a fee. Fees are calculated based on your income and family size and are due in advance of the day your child receives care. Monthly fees will be due after that prior to the first (1st) of the month.

The State of California requires that fees be charged for every day of enrollment, whether or not your child is in school. You will be charged for all absences including illness, vacation, etc.

Family assesses fees. If you pay another provider for childcare, you may be able to receive credit for your fees.

Payments at the office:

- Fees may be brought in or mailed to 5005 BUSINESS PARK NORTH, BAKERSFIELD, CA 93309.
- Fees will be accepted at the office MONDAY through FRIDAY during business hours.
- Checks and money orders will be accepted at the office.
- Make checks and money orders payable to CAPK.
- Write your child's name and center name on the check or money order.
- A receipt will be issued at the time of payment.

Please refer to the appendix for further information on the fee policy.

CHILD CARE TAX CREDIT

If you use the Child Care Tax Credit, it is important that you keep your receipts for tax purposes. The program may provide letters to currently enrolled parents/guardians at the end of the year. Parents/guardians of children no longer enrolled in the program may receive a letter if the request is made within one month of the end of the calendar year.

PROGRAM POLICIES

ATTENDANCE / ABSENCES

Regular attendance is required. Attendance must correlate with contract hours on current Notice of Action. It is the family's responsibility to contact the Center within one (1) hour of the center's start time on each day for which the child will not be in attendance. Parents/guardians should notify their Family Service Worker in advance of an anticipated or prolonged absence. After an absence of three (3) days without notification or three (3) unexcused absences within the fiscal year, a termination notice will be sent to the family.

EXCUSED ABSENCES ARE AS DEFINED:

1. Illness or quarantine of the child. A medical note from a physician may be required for returning to school.
2. Illness or quarantine of the certified parent/guardian.
3. Family emergency:
 - a. The funeral of an immediate family member (*mother, father or sibling*); (*limited to five (5) days, or seven (7) days if out of state*).
4. Time spent with a parent/guardian or other relatives as required by a court of law (*court document required*).
5. Best Interest Days (*limited to ten days per fiscal year*):
 - a. Time spent away from the program for reasons that are clearly in the best interest of the child; this can include time with a grandparent or other family member amongst other reasons.

EXAMPLES OF UNEXCUSED ABSENCES ARE AS DEFINED:

1. Parent/guardian does not attend work/school due to lack of transportation.
2. Parent/guardian does not notify staff of reason for child's absence.

**OUR AGENCY DOES NOT HAVE FOG DELAYS.
YOU MAY BRING YOUR CHILD TO THE CENTER WHEN YOU
BELIEVE IT IS SAFE TO DRIVE.**

SITE/CLASS CLOSURES

CAPK HEAD START/STATE CHILD DEVELOPMENT **CLOSES** in observance of NEW YEAR'S DAY, MARTIN LUTHER KING JR. DAY, PRESIDENT'S DAY, LINCOLN'S BIRTHDAY, MEMORIAL DAY, INDEPENDENCE DAY, LABOR DAY, VETERAN'S DAY, THANKSGIVING DAY, THANKSGIVING FRIDAY, CHRISTMAS EVE, CHRISTMAS DAY and NEW YEAR'S EVE. We also close three (3) additional days throughout the year to provide in-service training and professional development for our staff. Teaching staff will post notices in advance of these closures. On occasion, but rarely, we may need to completely close a site or close early due to other unforeseen circumstances. In this case, we will notify you as soon as possible and make every attempt to temporarily relocate your services to another site so that we can meet our obligations to you regarding your child care needs.

REFERRALS

In some cases, outside professional help may be recommended. It is crucial that home and school cooperate with mutual goals and procedures. Parents/guardians may seek information on various behavioral issues from the staff at any time. If we do not have information available on a particular matter, we will gladly refer parents/guardians to service providers who may be able to help. Additionally, staff will communicate all behavioral issues to parents/guardians so that they are aware of their child's behavior while in our care. Parents/guardians may also request a conference with their child's teacher or the Center Director at any time. Please let us know how we can help!

ARRIVAL AND DEPARTURE

Each child must be signed in and out of the center by a parent/guardian or designee. All sign-in sheets are located in the children's classrooms. For your child's protection, he/she will only be released to persons authorized on the emergency card. If someone other than the authorized person must pick up or drop off your child, he/she must have written permission signed by the parent/guardian and must be over 16 years of age. The person picking up the child must also provide photo identification.

ARRIVAL TO THE CENTER:

1. Every child must be accompanied into the classroom by a parent/guardian or authorized designee (16 years of age or older).
2. The parent/guardian or authorized designee must record the time of arrival and sign in with their full, legible legal name.
3. Be sure that a teacher in your child's classroom knows that your child has arrived.

DEPARTURE FROM THE CENTER:

1. Every child must leave the center with a parent/guardian or authorized designee (16 years of age or older).
2. The parent/guardian or authorized designee must record the time of departure and sign out with their full, legible legal name.
3. Be sure that a teacher in your child's classroom knows that your child is leaving.



PICK UP POLICY

If you are late in picking up your child, and you do not contact the program, staff will take the following steps:

1. Try to reach the person(s) listed on the emergency information form and ask them to pick up your child. It is important that the person(s) listed on the emergency contact list are aware that they may be called to pick up your child. You must notify us immediately if there are changes in their contact information.
2. If we are unable to reach you or the emergency contact person(s), we are required by law to call the police and/or Child Protective Services (CPS) to pick up your child. **Calling the police and CPS is the last resort.** Staff will try their utmost to locate someone to pick up your child before calling the police or CPS.

SAFETY

- All drivers should drive slowly and park safely at the program.
- **DO NOT PARK IN “HANDICAPPED” and “NO PARKING” (RED) ZONES.** Please reserve the handicapped spaces for those who need them.
- It is against the law to leave children under 13 years of age alone in parked cars.

Never leave any child alone in the car, no matter how short the time! It is not only unsafe but illegal.

TOBACCO/DRUG-FREE SCHOOL POLICY

Our program is committed to maintaining a safe and healthy environment for all families and staff. Therefore, the use of any tobacco or drugs on school property is prohibited at all times.

CHILD ABUSE POLICY

The California Penal Code states that our staff must report any unusual marks found on a child, or statements made by a child that may indicate “suspected” abuse or neglect, to the police or Child Protective Services. Failure by our staff to report suspicious situations within 36 hours is a misdemeanor for the staff members, punishable by six (6) months in jail and/or a \$1,000.00 fine. Parents/guardians whose children have birthmarks should communicate this to staff to avoid unnecessary reports.

CAR SEAT LAW

Effective January 1, 2012, California Vehicle Code states that children must be in an approved car seat until they are eight (8) years of age or older or weigh 80 pounds or more. HEAD START/STATE CHILD DEVELOPMENT is required by law to notify Child Protective Services and our local police authorities of non-compliance with this regulation. If a car seat is needed, please contact the Family Service Worker, and we will try to assist you in obtaining one.

Buckle Up!! State laws mandate that children should always be seated and secured in car seats. Your child must be in an approved car or booster seat until they are 80 pounds or eight (8) years old!



GENERAL POLICES

CONFIDENTIALITY OF INFORMATION/RECORDS

The use or disclosure of all information about the child and his/her family shall be restricted to purposes directly connected with the administration of the program. The agency will permit review of the basic data file by the child's parent(s)/guardian(s) or parent's/guardian's authorized representative upon request and at reasonable time and place.

DISCRIMINATION AND HARASSMENT POLICY

Programs and activities shall be free from discrimination and harassment based on race, color, national origin, age, disability, sex, gender identity, religion, reprisal and, where applicable, political beliefs, marital status, familial or parental status, sexual orientation, all or part of an individual's income is derived from any public assistance program, or



protected genetic information in employment or any program or activity conducted or funded by the Department.

The program prohibits discrimination, intimidation, or harassment of any child, parent/guardian, or staff by any person associated with the program. Prohibited harassment includes physical, verbal, nonverbal, or written conduct based on one of the categories listed above that is so severe and pervasive that it affects a child's ability to participate in or benefit from a program or activity, creates an intimidating, threatening, hostile, or offensive environment; or has the purpose or effect of substantially or unreasonably interfering with a child's ability to make adequate progress. School staff and volunteers shall carefully guard against segregation, bias, and stereotyping in the delivery of services, including but not limited to instruction, guidance, and supervision. Any person who observes an incident of discrimination or harassment should report the incident to the program's compliance officer, whether or not the victim files a complaint. Upon receiving a claim of discrimination or harassment the Civil Rights Coordinator shall immediately investigate the complaint in accordance with procedures.

PARENT CONCERN AND COMPLAINT PROCEDURE

From time to time parents/guardians may have a concern or complaint, such as: relating to another parent, a staff who is not performing to his or her expectations according to his/her roles and responsibilities, or the condition of the center.

Our goal is that parents/guardians feel comfortable and are encouraged to discuss any concerns which may occur during the program year with the appropriate center or home-based staff.

Parents, please review the following steps that have been put in place to assist you with sharing concerns or a complaint.

Please note, a parent has the discretion of bypassing all steps and going directly to whom he or she feels comfortable in requesting assistance for his or her concerns.

STEP 1: When a parent has a concern or complaint, the first step is to attempt a conversation with the agency staff person, with whom there is a concern. ***IF THE PARENT/GUARDIAN IS NOT SATISFIED, PLEASE GO TO THE NEXT STEP.***

STEP 2: The second step is to contact the staff person's supervisor immediately to discuss the area of complaint. At this point we encourage the parent/guardian, as well as the supervisor, to document the claim on the Parent Complaint Form. ***IF THE PARENT/GUARDIAN IS NOT SATISFIED, PLEASE GO TO THE NEXT STEP.***

STEP 3: The supervisor will contact the Program Manager immediately. He/she will present the Program Manager with all the documentation and the completed Parent Complaint Form. The supervisor will assist the parent/guardian in scheduling a meeting with the Program Manager. The Program Manager will offer a resolution to the parent/guardian. ***IF THE PARENT/GUARDIAN IS NOT SATISFIED, PLEASE GO TO THE NEXT STEP.***

STEP 4: The parent/guardian, with the assistance of the Program Manager, will bring the issue to the Assistant Director. The Assistant Director will evaluate the concern and bring the matter forward, up the chain of command as deemed necessary. The parent will have an opportunity to discuss and accept a viable solution to their concern.

***It is our UTMOST GOAL to bring RESOLUTION to any concern or complaint shared.
Some resolutions may be confidential especially if the concern is regarding a staff member.***

UNIFORM COMPLAINT POLICY

Our program will make every effort to resolve complaints and concerns; parents/guardians should address their concerns at the center level. If there is no resolution, or if you feel laws or statutes have been violated, refer to the Uniform Complaint Policy posted on the parent/guardian bulletin board or the copy you received at the time of enrollment. Copies of the procedure are free of charge and available in the front office.

If you believe a California State law and/or statute was violated, please send your complaint to:

California Department of Education
Child Development Division
Attention: Uniform Complaint Coordinator
1430 N Street, Suite 3410
Sacramento, CA 95814

In your complaint, please include the agency name, address, telephone number, and the law or statute that you believe was violated.

TERMINATION POLICIES

Community Action Partnership of Kern's HEAD START/STATE CHILD DEVELOPMENT Program has a commitment to serve eligible families in our programs. However, in a limited number of circumstances, it may be impossible for us to offer or continue to provide services.

Families may lose services for any of the following reasons:

- Failure to comply with agency policies, State or Federal regulations, and/or Community Care Licensing requirements.
- Excessive unexcused absences or tardiness.
- Abusive or threatening behavior towards children, staff, volunteers, consultants, or anyone who enters the center.
- Deliberate damage to program properties.
- Knowingly and willfully providing inaccurate eligibility information.

Please refer to the appendix for further information on the termination policy.

THE PARENT/GUARDIAN IS RESPONSIBLE TO:

1. Notify the center if the child is ill or will be absent.
2. Accompany and sign the child in and out at the center when arriving or leaving; including any time away from the center during the day for a doctor's appointment, etc. A full, legible signature is required.
3. Provide written permission authorizing an individual 16 years or older, with proper identification (a driver's license or other picture ID) in accordance with State law, if the parent/guardian is unable to accompany and sign a child in and out of the center.
4. Notify agency immediately of any changes such as address, telephone number, class schedule.
5. Provide up-to-date emergency contact person(s) and phone number(s).
6. Attend monthly parent meetings, teacher conferences, and participate in the classroom.
7. Conduct shall be socially acceptable while on program premises. All children and staff are to be treated with respect at all times.
8. Let the teacher know if anything has happened in your child's life that may affect their attitude or behavior at school. We want your child to have the best day he/she possibly can have at school.
9. Turn in a written request with a two-day notice for copies of any information from your child's file.
10. Provide at least one seasonally appropriate change of clothing at all times.
11. Complete the Daily Communication Sheet every day (Infant/Toddler program only).
12. Hold your child's hand, or have your child walk by your side when walking to and from the center.
DO NOT allow your child to get way ahead of you, or far behind you. Small children cannot be seen



and can easily be hit by a car. This policy is strictly enforced **FOR YOUR CHILD'S SAFETY**.
13. Meet regularly with your child's teacher to discuss your child's progress and to update information.

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APPENDIX

Statement of Understanding: Parent Fee Policy 15

***For more information on items such as the Notice of Action and parents' rights in the Program, please visit our Agency website at www.capk.org, and click the "Head Start" link on the left-hand side.

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STATEMENT OF UNDERSTANDING PARENT FEE POLICY

Community Action Partnership of Kern (CAPK) is required to follow State regulations issued by the California Department of Education, Child Development Division (CDE-CDD). The contractor, CAPK, is required to collect fees in advance of providing services. Fees are due on the first working day of each month. Fees shall be considered delinquent after seven calendar days from the date they were due (*California Code of Regulations, Title 5 § 18114(a)(b)*).

Community Action Partnership of Kern will utilize the following factors in determining the fee to be assessed for each family: (*California Code of Regulations, Title 5 § 18108 § 18109*)

- (1) Adjusted monthly family income
- (2) Family size
- (3) No adjustments shall be made for excused or unexcused absences
- (4) Parent fees are assessed at time of initial application and after that at each recertification
- (5) The fee shall be the full portion of the family's cost for services

No fees shall be collected from the following class of families whose children are enrolled:

- (1) because of a need for child protective services
- (2) with an income level that, concerning family size, is less than the first entry in the fee scheduled

FEE WAIVERS

According to California Code of Regulations, Title 5, (a) "When a contractor cannot meet all of a family's needs for child care for which eligibility and need as specified in Education Code Section 8263(a)(1) and (a)(2) have been established, the contract shall grant a fee credit equal to the amount paid to the other provider(s) of these child care and development services." (b) "The contractor shall apply the fee credit to the family's subsequent fee billing period. The family shall not be allowed to carry the fee credit beyond the family's subsequent fee billing period."

- Fee waivers are valid for children up to their 13th birthday
- Fee waiver forms can be obtained from the Center Director
- Fee Waivers are due on the first day of each month prior to services being provided

Failure to pay fees may result in termination of child care services.

*** For more information on items such as the Notice of Action and parents' rights in the Program, please visit our Agency website at www.capk.org, and click the "Head Start" link on the left-hand side. ***

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PARENT HANDBOOK ACKNOWLEDGEMENT OF RECEIPT

I have received and read the **PARENT HANDBOOK**, which also includes the policies and forms listed below. I understand the policies and procedures described and agree to follow the stated requirements and guidelines while my child(ren) is enrolled in the HEAD START/STATE CHILD DEVELOPMENT Program.

- **ADMISSION POLICIES AND PROCEDURES; INTERVIEW**
- **ATTENDANCE/ABSENCES**
- **NON-ADMITTANCE AND TERMINATION POLICIES**
- **FRAUD POLICY**
- **RULES AND REGULATIONS**
- **PARENT FEE POLICY**

Parent/Authorized Representative Signature

Print Name

Date

Staff Representative Signature

Date

