



alameda
f a m i l y
services

Early Childhood & Family Support Services

Parent Handbook

Head Start - Early Head Start
Early Learning and Child Care
California State Preschool
General Child Care Programs

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alameda family services

Early Childhood & Family Support Services
2325 Clement Avenue, Suite A, Alameda, CA 94501
Phone: (510) 629-6300 Fax: (510) 865-1930
www.alamedafs.org

ECFS Enrollment Office

2325 Clement Avenue, Suite B
Alameda, CA 94501
510-629-6350

SERVISCES & CHILDCARE CENTERS

HOURS

PHONE

Learning Together

(Child Care Partnership & Home Base Services)
2325 Clement Avenue, Suite B
Alameda, CA 94501

90 Minute
Weekly Visits
Twice Monthly
Group Socializations

(510) 629-6350

Angela Aguilar

(Esperanza Housing Complex)
1901 Third Street,
Alameda, CA 94501

8:30 AM – 12:00 PM
1:00 PM – 4:30 PM
M – TH
Group Socializations

(510) 865-6403
(510) 865-1090

College of Alameda

555 Ralph Appezato Memorial Parkway
(West Campus Drive)
Alameda, CA 94501

8:00 AM – 2:45 PM
M - F
*Extended Toddler Care
7:30 - 5:45 PM
M - F

(510) 748-9618
(510) 748-9628

Rosalie Sterling

(Christ Episcopal Church)
1700 Santa Clara Avenue
Alameda, CA 94501

8:00 AM – 2:45 PM
M - F

(510) 769-4835

Sue Matheson

(Alameda Point Collaborative)
670 West Midway Avenue
Alameda, CA 94501

8:00 AM – 2:45 PM
M - F

(510) 521-3453

Ruby Bridges Elementary

351 Jack London Avenue
Alameda, CA 94501

8:30 AM – 12:00 PM
1:00 PM – 4:30 PM
M/T – TH/F

(510) 629-6350

* Hours of care will be determined based on the work and/or school hours of qualifying families.

**Welcome to Alameda Family Services
Early Childhood & Family Support Services
We look forward to working with you and your child.**

The Early Childhood & Family Support (ECFS) Services Division of Alameda Family Services provides a variety of program options that support pregnant women, children birth to 5 and their families. We strive to meet the individual needs of each family by offering a variety of program options including home base and center base services. Our mission is to provide high quality, comprehensive child development, health and family support services that promote school readiness and foster parent, family and community engagement.

The purpose of this handbook is to provide an introduction to our program and its policies. There is much more to learn than can be addressed in this handbook. As the year progresses, we hope you will feel free to ask staff any questions you might have.

ADMISSION POLICIES

In order to participate in our early learning programs, families must qualify based on a variety of factors including, but not limited to: income, the child's age, residence in Alameda, etc. Once a family has filled out an application packet, it is reviewed by the enrollment office for eligibility. Information on Selection and Placement Criteria can be found at our website: www.alamedafs.org. Placements must comply with Federal and State of California regulations.

PROGRAM OPTIONS

Learning Together: In-Home Support

Alameda Family Services-Early Childhood & Family Support (ECFS) Services offers a locally designed in-home program option for pregnant women, toddlers and preschool age children. An assigned Early Child Care (ECC) Specialist will provide families enrolled with prenatal care, early childhood development, comprehensive health and family support services. The ECC Specialists in partnership with parents conduct and use screenings and ongoing assessments to create family and child school readiness goals. Through use of the Partners for a Healthy Baby Curriculum, parents will receive information, training and resources that support them in enhancing in-home learning opportunities that foster their child's growth and development. Families will be given the opportunity and are encouraged to participate in twice-monthly group socializations. Families enrolled in the Learning Together Program will receive priority placement for center based services to support continuity of care that better supports families as they transition from prenatal to infant, home-base to center-based, and toddler to preschool.

Early Head Start & General Child Care Programs

Early Head Start & General Child Care Programs offer services to help pregnant women and families with children under the age of three meet the medical, physical, emotional and developmental needs of their infant or toddler.

Our center-based program option uses The Creative Curriculum for Infants, Toddlers, and Two's. Curriculum for infants and toddlers is at its core about building safe, secure and stable relationships between caregivers and infants and toddlers. With this security infants and toddlers are free to explore the world around them. Creative Curriculum provides a concrete framework to accomplish this. Teachers plan classroom experiences for both individuals and small groupings that integrate the goals from the Office of Head Start Early Learning Outcomes Framework and the California Department of Education-Early Learning and Care Preschool Learning Foundations.

Toddler Option: A Toddler Option will be provided for children aged 18 to 36 months at our Rosalie Sterling, College of Alameda, Matheson, and Angela Aguilar sites. Parental permission is required prior to their child's placement within this option, and parents may submit a written request have their child removed from this option when their child is between the ages of 24 and 36 months.

Head Start & California State Preschool Programs

Children learn through relationships, and play-based activities such as dramatic play, block play, art, outdoor play, storytelling, and field trips. Each activity is designed to stimulate a child's imagination and awaken an interest in discovery and learning while promoting kindergarten readiness skills. In our preschool, children follow a daily schedule, which includes morning transition time, breakfast, indoor and outdoor play, circle time, small group activities as well as 'free' play.

The preschool classroom environment is designed to enhance the intellectual, physical, social and emotional development of each child. The program is guided by the Head Start Early Learning Outcomes Framework, National Association for the Education of Young Children, Developmentally Appropriate Practices, Anti-Bias Curriculum, Center for Social and Emotional Foundations of Early Learning, and The Creative Curriculum.

AUSD Inclusion Services

To ensure a smooth transition from preschool to kindergarten, ECFS partners with our local school district and by co-locating Head Start programs at sites offering Alameda Unified Special Education classes, we are able to provide inclusion services that benefit both children with and without disabilities.

CHILD DEVELOPMENT SERVICES

Educational programming is designed to meet each child's individual needs within the context of his/her culture. Early childhood research has shown that the needs of children vary considerably, and that to serve these needs most effectively, programs must take into account the developmental, individual, and cultural needs of each child served.

Every child is exposed to a wide array of learning experiences to foster intellectual, physical, social and emotional growth, either through a center-based or home-based setting. Children participate in indoor and outdoor activities and are introduced to skills and concepts through play. They are encouraged to express their feelings in appropriate ways, to develop self-confidence and self-esteem, and to learn to get along with others.

Children's Rights

The diversity of our program provides us with an opportunity to celebrate individual and cultural similarities and differences. The curriculum and classroom activities are reflective of the families and staff in the program. In accordance with the California State Constitution, all instruction offered is of a non-sectarian nature. The teaching of any religion or faith, and discrimination on the basis of race, color, national origin, sex, age, or disability is strictly prohibited.

AFS-ECFS shall ensure that each child is accorded the following personal rights:

- To be accorded dignity in his/her personal relationships with staff and other persons.
- To be accorded safe, healthful and comfortable accommodations, furnishings and equipment to meet his/her needs.
- To be free from corporal or unusual punishment, infliction of pain, humiliation, intimidation, ridicule, coercion, threat, mental abuse or other actions of a punitive nature including but not limited to: interference with functions of daily living including eating, sleeping or toileting; or withholding of shelter, clothing, medication or aids to physical functioning.
- To be informed and to have his/her authorized representative informed, by the licensee of the law regarding complaints.
- To be free to attend religious services or activities.
- Not to be locked in any room, building or center premises by day or night or placed in any restraining device.
- To receive or reject medical care, or health-related services, for whom a guardian, conservator or other legal author will determine.

Group Size

To ensure child safety and that children receive high quality care and education, center-based program options group size will not exceed 8 infant/toddlers or 24 preschoolers which has been authorized by an approved waiver from the Office of Head Start.

Adult-to-Child Ratios

Classrooms will maintain a ratio of one adult to every four children 0-36 months of age and one adult to every eight children 3-5 years of age.

Supervision

Each classroom will be assigned two teachers and our adult-to-child ratios often exceed requirements set by the Head Start Program Performance Standards and Community Care Licensing.

Any form of discipline or punishment (including corporal punishment) that violates a child's personal rights as specified in Community Care Licensing Section 101223 shall not be permitted, regardless of parental consent or authorization. This applies to everyone who participates in ECFS programming including, parents, volunteers, and staff, and to all classrooms, during home visits, while on school property or during any event or at program-sponsored events. Discipline involves teaching, not punishing. Staff members use a variety of positive approaches to guide behavior. Some strategies include: positive reinforcement of appropriate behavior, modeling correct behavior, maintaining appropriate expectations for the children, establishing simple rules, actively supervising and anticipating behaviors, assisting children in verbalizing their feelings, redirecting children to appropriate activities, setting up classroom environments conducive to positive interactions. If necessary, a staff member may remove a child from a situation - not as a "time out", but in order to help him/her calm down and regain composure.

ECFS staff will work closely with parents, family members and community agencies to facilitate any additional services necessary to meet each child's developmental needs. Parents who have concerns about their child's development should discuss these concerns with their child's teacher and/or the family service worker.

If a child consistently behaves in a manner that is dangerous to self, others, and/or property, or significantly disrupts the program, staff will work with the family to determine a plan of action that may include collaboration with or referral to outside services, and/or the exploration of an alternative placement that would better serve the child.

Individualization occurs for all children. For children with an IEP or IFSP, ongoing communication between you as the parent, the teacher, the school district, and other IFSP/IEP team members keeps us all up-to-date on your child's progress and challenges. Children with a diagnosed disability or with special needs actively participate in all aspects of the program. Understanding, knowledge of, and support for children with special needs and their families is an integral part of our program.

Throughout the year, ECFS staff will observe your child for continuing progress. Using the State of California's Assessment tool – Desired Results Developmental Profile (DRDP) – staff will meet with you to discuss their observations and to work with you to develop educational goals for your child.

All children enrolled in the program are valued and will be given the opportunity to learn and develop at their own pace.

Education Screenings and Assessments

All children grow and develop at their own rate. During the first weeks of your child's attendance, teachers will conduct developmental screenings designed to ensure that the program and classroom activities meet your child's individual needs. Sometimes these screenings may indicate potential developmental delays that require further evaluation. Concerns regarding your child's development will be discussed with you before any further evaluation is conducted.

Home Visits and Parent Conferences - Center Based

Home visits and conferences provide staff and you with the opportunity to share information, ask and answer questions. Teachers will schedule at least two home visits: one at the beginning of the year and one during the second half of the year. During the first home visit, you will have the opportunity to discuss your child's behavior and social/emotional development with your child's teacher. The teacher will conduct a short screening interview with you. This information will be used to help us meet the needs of your child and to address any concerns you might have. The first home visit will take place within 45 days of enrollment. The second home visit is to review your child's growth and progress, and to support children transitioning to preschool or kindergarten.

Parent conferences will take place twice during the program year as required by both Head Start Program Performance Standards and the State of California. During these conferences, your child's teacher will share Desired Results Developmental Profile assessment results, anecdotal records and your child's portfolio. You and your child's teacher will discuss your child's progress and work together in developing an Individual Child Education Plan (ICEP) to support your child's development.

Transitioning

ECFS staff will begin transition planning with each family at least six months prior to the child's third birthday and again six months before the child is scheduled to enter kindergarten. We involve parents in all aspects of transition services. Change can be hard for young children! Whether your child is changing childcare providers, changing classrooms, or leaving for kindergarten, you can support your child by doing the following:

- Participate in the program's Transition Planning process
- Locate paperwork you'll need for school registration.
- Teach your child his/her personal information: full name, address & phone number.
- Talk about how the new school or childcare will be different.
- Arrange to visit and introduce your child to his/her new teacher.

Parents are encouraged to participate in all aspects of their child's education. We value your expertise and welcome your input and suggestions. We encourage you to visit your child's classroom and offer a variety of volunteer opportunities. We recognize that you are your child's most important teacher and value your engagement in supporting your child in his/her early learning and development.

Classroom Schedule

The classroom is a place to watch, play, teach and learn. Parents are always welcome and encouraged to be equal partners in creating a safe, fun and exciting environment. The following is an example of a preschool classroom schedule with a brief description of each activity.

Arrival and Greeting
Parents and children enter the classroom and are greeted by a teacher or family service worker. Parents sign in on the roster with their full signatures and log actual time of arrival. Teachers conduct a daily health check. Children place personal belongings in their cubbies, greet friends and socialize as they prepare for breakfast or lunch. Parents assist with this first transition of the day by helping their child wash their hands. This is a good time for parents and staff to check-in and ask each other quick questions.
Meal Time and Clean Up
Children prepare for breakfast or lunch by washing hands and joining classmates at the table for a family style meal. They enjoy a nutritious meal while staff and parent volunteers model appropriate conversation and mealtime behavior. Children learn to serve themselves, eat with a group, clean up after themselves and try new foods. Children are encouraged to try at least one bite of a new food, but are not forced to eat or clean their plates. After eating and cleaning up, children brush their teeth before moving to the next activity.
Circle Time
Circle time helps children develop listening skills and a sense of belonging to a group. Teachers often introduce and explain activities for the day. Children enjoy group activities such as storytelling, singing, music and movement, exercises and games.
Activity and Small Group Time
Children have the opportunity to choose from a variety of classroom activities designed to support the development in accordance with the Early Learning Outcomes Framework. Activities include art projects, playing games, or participating in teacher directed projects designed to enhance each child's individual school readiness goals.
Outdoor Play
Outdoor play is for fun and physical development. The outdoor play area provides equipment designed for climbing, sliding, sand and water play, and gardening. Children can ride bikes, use a wagon, swing or just run around and chase each other. Balls, hula-hoops, jump ropes and bubbles are available for children to use.
Meal Time and Clean Up
Children wash their hands and help set the table for lunch or an afternoon snack. Afterwards, children help clean up before moving to a quiet area. The use of the library or listening center and drawing or writing are all activities that help transition children for the end of their school day. Full-day children transition after lunch to an afternoon nap.
Good-bye and Departure
Children and parents gather artwork, belongings, notes and flyers. This is a good time for children to share with parents the happenings of the day. Parents sign out on the roster with their full signature and good-byes are extended to friends, parents and teachers.

**This classroom schedule is only an example. Specific times will vary depending upon the program option, time of the year and the needs of the children.*

NUTRITIONAL SERVICES

Our child care centers provide healthy meals and formula to children enrolled no additional charge. Meals are served family style with a group, where children are encouraged to try new foods, and learn to use utensils, napkins and basic table manners and clean up after themselves. Meals which include fruit, vegetables, protein and whole grains prepared in accordance with the Child-Adult Care Food Program (CACFP) are prepared daily and delivered to the centers by AUSD's Food Services Division.

Due to the high percentage of families who restrict pork from their diets, pork products are not served at the centers. Vegetarian and vegan meals are available upon request. The Meal Modification form is available from your family service worker. Parents, visitors and volunteers are not allowed in the kitchen or areas designated for food preparation without the prior approval.

- **Infant/Toddler Meal Service:** Individualized Feeding Plans are updated monthly for infants and toddlers. Infants eat "on demand" similarly to how they eat at home. Older infants and toddlers eat in groups. If they are either tired or asleep when their infant/toddler group has their meals, they will be fed individually. EHS caregivers do not prop bottles for infant feedings, the children are held. Additionally, bottles only contain milk, breast milk, formula or water. [Note: *The following foods will not be served to children less than 12 months of age: eggs, corn, honey, peanut butter, chocolate, citrus fruits, or shellfish.*]
- **Preschool Meal Service:** Children enrolled in the full-day program option receive breakfast, lunch and an afternoon snack. Breakfast and lunch are served to children enrolled in the part day morning session and children enrolled in the afternoon session are served lunch and a snack.

Meal Modification

If your child develops allergies to certain foods, requires any special foods or eating apparatus, please request a Meal Modification from your family service worker. The form must be completed and signed by your child's Physician. In order for us to make appropriate accommodations and/or substitutions, this form must be submitted to your family service worker at least 15 days prior to the child's attendance or return for services.

CACFP Nondiscrimination Statement

Alameda Family Services receives funding through the United States Department of Agriculture (USDA) administered by the Child and Adult Care Food Program (CACFP) to provide nutritious meals for all children in the program. In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 14th and Independence Avenue, SW, Washington, DC 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider and employer.

HEALTH SERVICES

The Early Childhood & Family Support Services staff assists families in the establishment of comprehensive health services. In addition to ensuring that families have access to medical care and assistance with the establishment of a medical home for their children's care, the Head Start Program Performance Standards require a determination by a health care professional that a child is up-to-date on a schedule of well-child care.

Well-child care includes scheduled age appropriate preventive and primary health care including medical and dental, aligned with the State of California's Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) program and the Centers for Disease Control and Prevention immunization recommendations.

Health Requirements

Families will be reminded (and assisted if needed) to keep their children up-to-date on an age-appropriate schedule of well child care and immunizations, according to EPSDT and Centers for Disease Control Requirements. To comply with Head Start Program Performance Standards, Community Care Licensing and California Department of Education (CDE) regulations, parents must provide our program with the following supporting documentation:

- Up -to-Date Immunization Records
- Well Baby/Child Exams with appropriate sensory screenings, growth assessments and blood pressure results for age including child's Health History
- Blood Lead Test Results. Conducted at 12 months of age and 24 months of age
- Hemoglobin /Hematocrit (blood test results) appropriate for age
- Dental Exams are recommended for children once the first teeth appear and are required for children annually after 3 years of age

Health Advisory Committee

The Health Advisory Committee is made up of parents, staff and community health professionals. Quarterly meetings are held to assist the program in making decisions about health policies and in developing plans to address the health concerns of families and children. Please let staff know if you are interested in participating as a member of this advisory committee.

Mental Health

The Early Childhood & Family Support (ECFS) Services Division partners with mental health providers to support teaching staff, children, and families regarding children's healthy social-emotional development. Mental health interns from Alameda Family Services Behavioral Health & Clinical Services and clinicians from UCSF Benioff-Children's Hospital's SPARK (Successful Preschool Adjustment and Readiness for Kindergarten) Project support our staff and the children and families enrolled in our program.

FAMILY SERVICES

The Early Childhood & Family Support Service Division provides family-centered programming. Family services is a broad category and can include education, health, nutrition, mental health, social services, parent engagement, disabilities and transition into elementary school.

Family Assessment and Partnerships

After enrollment into the program, your family services worker will contact you to complete a Family Assessment. The information gathered from the Family Assessment will help your family identify its own strengths and begin thinking about areas you might like to strengthen and possibly develop goals and timelines.

You and your family will create three goals: a family goal, an educational parent support goal, and a social/emotional parent support goal. Goals can be related to your child, another family member or the whole family. Some examples of goals are:

- I want to improve my education.
- Our family wants to have better ways to communicate.
- I want to improve my relationship with my child's doctors.

Family Support Services Home Visits

After the Family Assessment is completed, the parent and family service workers might decide that a series of home visits would be beneficial. The purpose of home visits is to assist parents with their goals, update or change goals when necessary and provide additional assistance that may be needed during the year. Frequency and length of home visits is determined by a parent's work and school schedule. For example, one parent might want weekly home visits while another parent might ask for a home visit once a month.

Resources, Referrals and Services

Family service workers offer resources and referrals to families and assist them in obtaining necessary services. Following are examples of information and services parents might request.

- Information about where to get free food and clothes.
- Learn ways to reduce your child's fear about going to preschool.
- Where you could talk to someone about my feelings and stress.
- Trainings about helping my child learn letters.
- Support in learning the requirements for T-K and kindergarten.

Our goal is to provide services to the family as well as the child.

PARENT ENGAGEMENT

Parent engagement is central to our philosophy. Program services are enhanced when parents participate. You are a crucial part of this program. You can have fun, make friends, learn new skills and have your children see the wonderful talents you have. Tell us about your strengths and we will put them to good use in the program.

Parent Communication

Parents will receive eligibility and placement notifications from the ECFS Enrollment Office. Family service workers will provide parents with referrals and resources to support attendance, health, wellness and resiliency. Center Directors and Site Supervisors will communicate with parents regarding site-based activities, parent meetings, and parent education opportunities. Teachers will discuss children's progress with parents and work in partnership to support each child in achieving school readiness. Direct service staff and family service workers will use emails, texts messages and phone calls as appropriate to communicate and support parent engagement and to inform parents of urgent and/or emergency situations.

- **Monthly Menus & Calendars**: At the beginning of each month, parents will receive a copy of the monthly menu and an updated calendar of program and community events.
- **Parent Bulletin Board**: Our Child Care Centers will maintain an Information Bulletin Board which is accessible to visitors and parents. Posted will be information and notices about the center and its activities. The bulletin board and the classroom sign in/out tables should be checked daily in order to keep up with everything that is going on at the early childhood education/preschool program and will include relevant notices, licenses, and pertinent program information.
- **Parent Surveys**: The Desired Results Developmental Profile-Parent Survey issued by the California Department of Education (CDE) is conducted annually. The survey asks for your feedback pertaining to your child's education and the quality of our program. We are very interested in how our early childhood education program is meeting your child's learning and developmental needs. Your responses will be confidential and will help us to improve the services provided to you.

Volunteer Time (In-Kind)

AFS-Early Childhood & Family Support Services Division receives federal funding to support services to children and families in our community. Federal regulations require that we earn at least 20% of our total grant dollars. This 20% does not come in "real dollars", but is actually earned through parent and community volunteers, services and donations which are called "in-kind" donations.

One of the most important ways we meet the in-kind requirement is through parents volunteering in the program. Every time a parent volunteers by working in the classroom or attending a meeting or workshop, the amount of time volunteered counts toward the in-kind requirement. You can help us reach our funding goals by signing a Classroom In-Kind Form each time you visit the classroom or participate in a meeting, workshop or activity.

You can also help by completing and submitting our School Readiness Parent Activity worksheet, which logs the time you spend with your child working on his/her individualized school readiness goals. Every effort counts and we would like you to know we appreciate all of your volunteer efforts!

Parent Volunteers

All parents and guardians are encouraged to volunteer as often as possible. Each classroom has handouts for parents describing how to be good classroom volunteers and areas of the routine where parents can help the most. Your child's teacher or Home Visitor can also inform you of volunteer opportunities.

Parent Committee Meetings

Meetings with staff, other parents in your child's class or home base group, focus on information about what's going on and occasional training. Topics will be varied and reflect parent interest. Even if you cannot attend every meeting, we hope you'll experience the variety available to you. Watch for the schedule to be posted on the monthly calendar.

Policy Council -Parent Advisory Committee

The goal of the Policy Council-Parent Advisory Committee (PC-PAC) is to encourage parent engagement in program leadership. The parents on the committee will be a representative for the classroom. Parents elected to the PC-PAC participate with program management and the Alameda Family Services Board of Directors in making and approving decisions that directly affect the program. Through this process of shared governance, PC-PAC members, elected to represent each site and program option offered, meet monthly and are included in decisions about enrollment priorities, evaluations of the program, hiring personnel and writing the program's federal funding grant. Most importantly, PC-PAC Representatives discuss issues and concerns and work in partnership with direct services staff, parent committee members, and program management to shape the future and support continuous program improvement. Please let staff know if you are interested in becoming a PC-PAC Representative.

**While volunteering in the program is not mandatory,
children, parents and staff benefit when you become involved**

Every little bit helps!

Parent Teacher Aide & Student Internship Program

The Parent Teacher Aide & Student Internship Program was established in 1998 and provides job experience and educational opportunities to parents interested in entering the field of Early Childhood Education. This three-year training program has given our program the ability to employ a qualified, loyal staff that reflects the ethnically, culturally and linguistically diverse community we serve. Hiring qualified current or former parents enables us to provide services to families with a parent-focused perspective and an intimate understanding of the various program options we offer.

If you are interested in entering the field of Early Childhood Education and interested in participating in our Parent Teacher Aide & Student Internship Program please contact your family service worker and/or our Parent, Family & Community Engagement Coordinator for a job description and application.

CDE-CHILD CARE FEES

All ECFS programs are free to those who qualify. There will be no fees charged for services provided to families enrolled in stand-alone Early Head Start, Head Start, program options. Families interested in receiving full-day care and/or extended day services must also submit their most current income to assess eligibility for California Department of Education funded programming, which will be based in accordance with the current Family Fee Schedule.

Base on family size and gross income, some families may be required to pay parent fees for the hours or care not covered by federal funding. In such cases, the family free is determined by the State of California and adopted each year. Rate changes will be effective the month following the release of new fees and families must follow the following payment policies:

- State fees are to be paid in advance on or before the first day of the month.
- Fees are based on enrollment not child daily attendance.
- Bank fees for checks returned for insufficient funds will be paid by the parent
- Fees are considered delinquent after the 7th day of the month.
- A Notice of Action (NOA) will be issued to terminate services for delinquent fees.
- If fees are received by the end of the notice period, a new NOA will be issued reinstating services.
- The family is responsible for informing ECFS of any change in income and/or family size and may request a recertification of eligibility.
- Parents planning to disenroll their child(ren) from the program will be required to pay parent fees for the entire month.
- For a recipient of services who is determined ineligible due to fraud, the recipient will be required to reimburse the program for the cost of services.
- Fees not paid will be cause for termination. Withdrawing from the Program One week notice is to be given to the Site Supervisor specifying the last day of attendance.

PROGRAM POLICIES

For more information regarding policies and procedures presented in this Parent Handbook, contact your child's teacher or your family service worker. For comprehensive information, please feel free to contact your Family Service Worker or Site Supervisor for particular program policies and procedures. Copies of specific policies and procedures are available upon request from the AFS-ECFS Main Office located at 2325 Clement Avenue, Suite A, Alameda, CA 94501.

Confidentiality: All information between you and Alameda Family Services is held strictly confidential and complies with the Health Insurance Portability & Accountability Act (HIPPA) guidelines. Authorized information will be used for the sole purpose of administration of program services. No information will be released unless: (1) we have written authorization from the contracting parent to release of information, (2) the disclosure is allowed by a court order, (3) you present a physical danger to yourself or others or (4) child or elder abuse/neglect is suspected.

In the cases of potential harm, abuse or neglect, Alameda Family Services staff is required by law to inform the proper authorities so that protective measures can be taken. If you are receiving services through more than one Alameda Family Services program, relevant information may be shared between program staff in order to coordinate services.

Children's Records: Your child's re will be stored in a locked file cabinet. Information in your child's file will only be shared with others in accordance with the child abuse and confidentiality policy. Copies of children's records can be released to the contracting parent/guardian, who enrolled the children in the program. Copies of children's records will be made available to a non-contracting parent/guardian with the written permission of the contracting parent/guardian or through a court subpoena. The child's file is available for review by the California Department of Social Services (CDSS), Child Protective Services (CPS), Community Care Licensing Division (CCLD), Law Enforcement Personnel, California Department of Education (CDE) and/or authorized Alameda Family Services staff and/or mental and health professionals or interns under contract with AFS. We value your privacy and will restrict access to your child's file to only those necessary to ensure high-quality service delivery and the safety of your child.

NOTE: The AFS-ECFS Enrollment Office can provide you with a copy of a report showing your child's daily attendance, however, a court order must be obtained for official copies of you're the classroom Daily Attendance Roster since this document includes confidential information on other children and families enrolled.

Photographic Release/Consent: Your child's teacher and other ECFS will be taking photographs of the children and families for instructional, training and promotional purposes. Children take pride in seeing their pictures of themselves engaged in classroom activities. This is a very powerful motivator for learning. You may refuse permission for us to post pictures of your child on our web site or used for publicity purposes by completing the Refusal for Photo Release Statement section of the Admissions Agreement. Please contact your assigned family service worker if you have questions or need more information regarding this policy.

Daily Sign-in and Sign-out: The person who drops off and picks up the child must be authorized by the child's parent or guardian and be listed on the Emergency Information and Authorization form. No child will be released to a person not authorized by a parent to pick up the child. We must have advance written authorization for persons picking up children who were not listed on the child's authorization list at the time of enrollment. Authorized adults must sign the daily sign-in sheet using full signature, actual time of arrival and time of departure. Staff members will question anyone onsite who is unfamiliar as to their purpose and will require the individual to provide photo identification to confirm identity. A non-related person signing out the child must be at least 18 years of age, and with advance notice a family member over the age of 16 may be added to the authorization list when written consent is given by the contracting parent.

- In the event of a divorce or separation, we are legally unable to refuse visitation or the privilege of picking up a child to a parent unless we have a certificate of custody or a court issued restraining order from the legal guardian with physical custody.
- To ensure your child's safety please keep your list of authorized persons up-to-date.
- A child will not be released to anyone visibly impaired by drug or alcohol use.

Attendance: Your child will have a more fulfilling experience if he/she is here for their entire school day. It is important that your child attend class every day so that he/she may take full advantage of what the program has to offer. It is essential that the child is present on the days he/she is designated to attend. It is, therefore unfair to the children on the waiting list to continue to serve children with poor and or irregular attendance or tardiness. To provide delivery of services, the following absentee policy will be implemented.

Absenteeism: If your child will not be in the classroom for any reason, please notify your child's teacher in advance, call your family service worker, or leave a message on the classroom answering machine. If you do not notify us of your child's absence your family worker will contact you and offer assistance as appropriate. If your family service worker is unable to contact you and your child is absent for three (3) consecutive days, or displays a pattern of unexcused absences, you will receive notification in writing of your child's potential loss of placement.

When your child's monthly average daily attendance drops below 85%, your family services worker will contact you to discuss the reasons for the lack of attendance and will assist in the development of a plan of action to improve your child's attendance. If attendance does not improve, your family service worker will review and make amendments to the plan of action. If absenteeism continues to fall below 85% you will be notified in writing of your child's potential loss of placement. Your child may be dropped from the program or transferred to a different program option.

In the event you and your child will be on vacation, please notify your family service worker. When given prior notification, a vacation of up to two (2) weeks within the program year is considered an excused absence and your child's name will not be placed on the waiting list. If you and your child will be on vacation for more than two (2) weeks during the program year, or you do not notify us of your vacation plans, your child's name will be placed on the waiting list. During the summer transition, program absenteeism due to vacations of any length may result in loss of placement.

For those families receiving full-day and/or extended care through funding provided by the State of California Early Learning and Care Division the following definitions and conditions of enrollment apply:

Excused Absences include the following:

- Court ordered visitations (Copy of court order must be on file)
- Illness or injury of the child or parent
- Doctor or dental appointment for the enrolled child or parent.
- Funeral due to death in the immediate family of the child - immediate family is defined as a parent, step-parent/domestic partner, sibling, step-sibling, or grandparent.
- Family Emergency (Limited to 10 days per program year). Family emergencies must be listed on the sign in/out sheet and be specific.

Examples of a family emergency may include:

- Impromptu crisis or life threatening situation
- Medical / dental appointment for a sibling
- Sibling illness / injury
- Transportation Problems (limited to two consecutive days)
- Moving
- Court appearance by a parent of the child

Unexcused Absences include the following:

- Didn't feel like coming to school
- Sleeping in (Parent or Child)
- 10 Best Interest days have been used up
- Suspension due to behavioral issues
- After 3 unexcused absences your child will be terminated from the program

Best Interest Days (limited to ten (10) days for the fiscal year [July 1 – June 30])

- Time spent with parents/guardians
- Vacations
- Out of town
- Religious holiday

Sporadic Attendance: Children exhibiting a pattern of sporadic attendance over time may have their services terminated or be transferred to a more appropriate program option. Intermittent absences that compose 15 percent or more in any one quarter will be considered a pattern of sporadic attendance will be means for termination or transfer to an alternate program option.

Late Arrivals: Late arrivals are disruptive to the classroom and are difficult for the child who comes in late. To ease the transition from home to school, please bring your child to school on time. If you are going to be late, please notify the teacher. If parents are continually late bringing their children to school, the family service worker will work with the family to develop a plan to remedy the situation.

Late Pick Up: There is no grace period for late pick-up. Your child must be picked up by the scheduled ending time. If you are late, your child's teacher will begin contacting you and/or any emergency contacts. It is important to keep your Emergency Contact sheet current with correct phone numbers. If you or a contact from your emergency list has not been reached within thirty minutes of the Center closing, the Alameda Police Department may be contacted and they will take your child into their custody.

NOTE: *If late pick-up becomes an on-going issue, your family service worker will assist you in developing a family plan that ensures on time pick-up. If after this, your child's pick-up time continues to be an issue your child may be transferred to an alternative program option.*

Sick Child: Teachers will conduct daily health checks and children determined to be ill will be sent home. If your child is sick, please do not bring him/her to the classroom and call your family service worker or leave a message on the classroom answering machine. If you are scheduled to receive a home visit from a staff member and your child or any other person in your home is ill, please call and cancel your home visit.

In general, there are three reasons to keep your child at home:

- The child does not feel well enough to participate comfortably in routine activities, including mealtime and outdoor play
- The child requires more care than staff is able to provide without compromising the health and safety of the other children.
- The illness is on the list of diagnosed symptoms or conditions for which exclusion is recommended

The National Centers for Disease Control and Prevention, American Academy of Pediatrics and California Community Care Licensing recommend that sick children or children with symptoms should be excluded from child care either to reduce the risk of spreading the infection, or to allow children time to recover to the point where you can safely care for them or both.

If you child becomes ill, follow these suggestions:

- ✓ Have a backup plan for child care in the event of short or long term exclusions.
- ✓ We may request a primary care provider's note to readmit a child to determine whether the child is a health risk to others, or if there is any special care the child requires.
- ✓ Remember that the program staff will make the final decisions about whether children who are ill may stay based on the program's inclusion/exclusion criteria and their ability to care for the child who is ill without compromising the care of other children in the program.
- ✓ Review the Short Term Exclusion Manual. The manual is at the end of this Handbook.
- ✓ Describe to the classroom staff your child's condition to determine if the child is well enough to return.

Illness/Injuries: In case of accidental injury we will make an immediate attempt to contact a parent. If necessary we will also call the ambulance or the paramedics. Until the arrival of the parent, an ambulance or the paramedics, the Site Supervisor will be in charge and make all decisions about the care of the child. Parents will be expected to assume responsibility for any resultant expenses. AFS-ECFS will maintain a parent's signed consent form agreeing to this provision.

Medication: If your child is taking medication, prescription or non-prescription, and the medication must be administered during classroom hours, you and your Doctor must support us by following the **Incidental Medical Services (IMS)** procedure recommended by California Community Care Licensing.

Under specific circumstances, our program will provide the following types of incidental medical services:

- Inhaled medication
- Blood glucose testing
- EpiPen JR. and EpiPen
- Emergency Antiseizure Medication

All pertinent documentation, such as written permission from the parent's or legal guardian's to provide the incidental medical service, written instructions from the child's physician, verification of staff training; records of medication/service provided will be completed, secured and maintained in the child's working file.

Parent and child's primary physician must complete Medication Administration form and Individualized Health Care Plan. Whenever possible and for previously diagnosed chronic conditions, the Medication Administration Form must be signed by the child's primary care provider and submitted at least one week prior to the child's attendance.

This form must be updated every six months and/or every year your child is enrolled in our program. The form must accompany all medication that is to be administered by ECFS staff and all medication must be in its original container.

Parents must provide our program with:

- Medication in the original container, with instruction for exact dosage.
- The name of the health care provider who wrote the prescription.
- The medication's expiration date.
- Administration, storage, and disposal instructions.
- Container labeled by a Pharmacist with the child's name, the name of the medication and the date the prescription was filled.

AHS/EHS Medication Authorizations include designation of a trained staff member(s) to administer, handle and store child medications, and documentation of the child's physicians' instructions and written parent/guardian authorizations for medications administered by staff.

NOTE: The only non-prescriptions medications that ECFS staff will administer are: diapering creams/ointments, topical teething ointments/gels, and/or sunscreens. Non-prescription medications must be in their original containers and parents must complete a Medication Authorization Form with instructions for administration.

Medication Administration: To ensure child safety all medications, including those required for staff and volunteers, held at child care centers are to be labeled and stored in accordance with the Head Start Program Performance Standards, Community Care Licensing regulations and in accordance with established policies and procedures. ECFS program management will identify direct service staff at the sites responsible for providing medication administration and will ensure that the responsible staff person(s) have received training. Program management will conduct health and safety site visits to support the ongoing monitoring of medication storage, medication administration, use and maintenance of needed equipment, supplies, and in what to do in the event of an emergency.

- Training for staff is provided annually, during the all staff pre-services meetings, by CHDP pediatrician consultant and/or licensed health care provider, and the Assistant Director of Health & Family Support Services.
- ECFS will ensure that appropriate staff members can demonstrate proper techniques for administering, handling, and storing medication, including the use of any necessary equipment to administer medication.
- The designated staff person (usually the child's primary teacher) is responsible for the Medication Administration and an alternate staff person (Site Supervisor) at the site are trained by the child's Parent/Guardian, the ECFS Assistant Director of Health & Family Support Services, Health Coordinator, nurse consultant, or the child's physician on how to safely conduct Medication Administration. The designated staff will be available during field trips. In the case of the designated staff person's absence, the alternate will assume all the responsibilities of the designated trained staff person.
- The staff person dispensing the medication must follow universal precautions and blood borne pathogen procedures. Nonporous gloves will be provided and worn by staff when they are in contact with spills of blood or other visibly bloody bodily fluids.
- In the event of a disaster or emergency that requires relocation of a child from the facility, the designated staff person (usually the child's primary teacher) will collect any medications from the Medication Lock Box and follow Emergency Preparedness and Response Plan.
- Staff will record the time and dosage of medication given (including non-prescription medications) on the Medication Log located in each classroom. Staff will record behavioral observations of side effects that might be related to the medication(s) taken by the child. Parents are encouraged to check the log each day and talk with staff about the observations. All medications, including non-prescription medications, are to be kept in a locked child-safe storage unit
 - a) The time, the dosage given and any reactions are recorded each time the medication is administered.
 - b) Changes in behavior are recorded in the *Observation* column on the log.
 - c) If the child experiences any changes in behavior after taking the medication, the child's Parent/Guardian or if unavailable emergency contacts provided by the parent/guardian will be contacted immediately.
 - d) When medication is administered, the log is reviewed with the Legal Guardian and must be initialed by the Parent/Guardian daily.

Reporting Medical Emergencies: ECFS staff members are to report any unusual incidents that occur in the classroom and/or center to their supervisor immediately. The Center Director/Site Supervisor with support from the family service worker and program management will determine based on information provided by the staff witnessing and/or reporting the incident if the incident meets CCL reporting requirements. The Center Director /Site Supervisor, Content Area Manager, Assistant Director, or the Division Director will contact Community Care Licensing for advice if unsure whether incident would meet reporting requirement standards listed within the Community Care Licensing Regulation: Reporting Requirements 101212(d). A verbal report will be made to CCL by the next working day and a written report will be filed within 7 days.

Emergency Situations: Our Child Care Centers practice fire and earthquake drills monthly for all age groups. In the event of an emergency involving your child our first call will be to 911. We will then contact you. If we are unable to reach you, we will contact the emergency contact(s) listed in your child's file and apprise them of the situation. It is essential that you provide several local emergency contacts to the program, including all your current numbers, and update them regularly in case there is a problem and someone needs to be reached. It is to your child's benefit that all pertinent information such as, phone numbers, emergency contacts etc. are kept up-to-date.

Facility Related Situations: In the event of electrical outages, lack of water, extreme temperatures, poor air quality, plumbing and/or sanitation concerns the acting Center Director/Site Supervision will employ emergency protocols as trained to ensure staff and child safety and once completed, will contact the Assistant Director of Health & Family Support Services and/or the Child Development Services Manger to discuss the situation and assess the severity and potential duration of the facility concern. If the situation warrants evacuation and/or closure, children will be escorted to a safe location and parents will be contacted. Closure notifications will be emailed and posted, and alternative services and or placements will be made whenever possible and as appropriate.

Child Abuse Prevention: Legislation (AB-2710, Chapter 1718, States of 1984) requires that any person who enters into employment in a capacity in which they are required by law to report known or suspected cases of child abuse must sign a statement, to be provided by the employer, indicating knowledge of an agreement to comply with child abuse reporting requirements. All ECFS staff are mandated by law to report incidents of child abuse or neglect and suspected incidents of child abuse and neglect. This law is a mandate not a choice and all suspected child abuse cases will be reported to Child Protective Services and when warranted may be reported to Alameda Police Department and/or Community Care Licensing. The agency receiving the report will decide whether it will investigate the report.

Special Health Needs: ECFS staff members will work with parents to make accommodations and provide care for children with chronic illnesses and children with identified special health needs. Teachers, health and family service workers will collect the necessary information and conduct a case conference with the family and health care provider to establish an Individualized Health Care Plan.

Toileting: Children need not be "potty-trained" for enrollment and/or participation in any AFS-ECFS Child Care programming. Teachers will support and/or provide assistance as appropriate to the child's age and developmental needs.

Outdoor Curriculum: Outdoor play is crucial to a child's development and therefore children participate in outdoor activities daily, during all types of weather - warm, cold, foggy, and rainy. Please be sure to send your child to school in clothing appropriate for the current weather conditions. During periods of extreme heat, cold, and moisture, staff will make adjustments, such as remaining indoors or altering the schedule to go out earlier or later. Children who are too sick to participate in outdoor activities should remain at home.

Field Trips: Field trips are conducted throughout the program year. Examples include but are not limited to local parks, recreation areas, farmer's market and libraries. Parents will be notified in advance of all field trips and must give written permission for their child's participation. Parents are encouraged to volunteer for field trips but due to licensing regulations, non-enrolled children may not accompany parents who are chaperoning children. Parents are not permitted to buy anything for their children while on the field trip, since this causes conflict within the class.

Clothing: Our philosophy of active involvement, hands-on experiences, and learning through play often means children get 'dirty' during their stay with us, so please do not admonish your child to "Stay Clean!" We also believe children should be as self-sufficient as possible, so please dress children in clothing that will help him/her experience success as they learn to 'do for themselves' (no complicated belts, overalls or buckles while newly "potty-trained", and no clothing that is too expensive or too valuable to get dirty). Children should not wear open toe shoes or any clothing that may limit playing or movement. Tennis shoes are the safest to wear at the center. In the interest of safety, jackets are to have the cords removed. A change of clothing should be kept at the center for your child. Clothing has to be labeled and put in a sealed bag. NOTE: *Please make sure to replace the extra clothing in school in the event your child changes clothes at school.*

Naps and Blankets: Naps are part of the full day program to give the child the opportunity to rest or sleep. Your child is required to have a blanket for nap time. No thick blankets, quilts or pillows. All bedding will be washed at the centers. Bedding must be labeled.

Toys/Items from Home: Toys and items from home can be disruptive to the program and we request these to be kept at home. However, if your child needs a special item to help with separation or nap times, he/she may bring that from home to use as needed. The item may be kept in your child's cubby. No guns, or other toys representing destruction, are to be brought to the center.

Food and Candy: Please do not send food, candy or gum to school with your child.

Animals: For the safety of the children, please do not bring any animals to the program without prior written approval from program management.

Birthdays, Holidays and Celebrations: Our early childhood development programs serve families of very diverse cultural backgrounds. In our effort to respect each family's practices, religious holidays, cultural and birthday celebrations are not included in classroom practices. Please do not bring food or other items to school on these days. Classroom activities focus on broader themes such as the changing seasons, community building and family appreciation.

Transportation: Although Alameda Family Services does not provide transportation service, your family service worker can provide you with information about public transit options and assistance in coordinating transportation to and from ECFS activities

Car Seats: It is also the law that children be secured in a car seat appropriate for their age and weight. California Vehicle Code 27360. Babies and young children must ride in the back seat, properly buckled up, in a safety seat or booster until they are at least 8 years old OR are at least 4'9" in height. If program staff determines that a child is being transported to and/or from the program without the proper car seat, we are required by law to report this to the police. If a parent consistently transports a child without the proper car restraint, program staff is required to contact CPS and file a child endangerment report.

Children Left in Cars: It is imperative that children NOT BE LEFT ALONE IN CARS. This is a California law as well as safe practice. Because staff members are engaged in conducting other required activities, they are unable to provide supervision of a child left in a car. ECFS staff are required by law to contact the police and report it; California Vehicle Code 15620. (a) A parent, legal guardian, or other person responsible for a child who is 6 years of age or younger may not leave that child inside a motor vehicle without being subject to the supervision of a person who is 12 years of age or older.

Siblings in the Classroom: Other children may only accompany parents for a very brief period while you drop off and pick up your enrolled children. Siblings and/or other children not enrolled are not allowed to be on site while parents or caregivers are volunteering, nor can they participate in any meal service during classroom hours.

Visiting the Classroom: ECFS maintains an "open-door policy" and encourages parents to visit and volunteer in our classrooms. You have the right to enter and visit the classroom at any time during your child's regularly scheduled classroom session. We expect all visitors to model appropriate behavior and maintain confidentiality.

To ensure a positive experience for all, visitors to our classrooms and adult participants at any ECFS event must refrain from the following:

- Yelling, shouting, cursing, swearing or using demeaning or derogatory terms
- Disciplining any child in front of the other children, either verbally or physically
- Talking "negatively" about a child in her/his presence
- Using access to food as a punishment or reward
- Custody and visitation disputes
- Rude and/or malicious actions toward program staff, other parents, or children
- Causing injury to a child, other visitor, or staff member, or threatening to do so
- Possession of firearms, alcohol, drugs, physical altercations, theft, and destruction of property, immoral conduct, etc.

Smoke-Free Environment: Alameda Family Services maintains smoke-free environments for children, parents, staff and other participants, and the following policies apply to all programming:

- There will be no smoking by parents, staff and other participants when the children are present. This includes indoor activities, outdoor activities and off-site activities.
- There will be no smoking in any AFS facility at any time.
- The area outside of the classroom is smoke-free. There will be no smoking within the children's sight and at least twenty (20) feet from the main entrance of the classroom.
- There will be no smoking during outdoor activities within the children's sight and at least one hundred (100) feet from the activity area.
- There will be no smoking in any AFS vehicle at any time.
- There will be no smoking by parents, staff and other participants when personal vehicles are being used to transport the children, parents, staff and other participants on ECFS activities (e.g., field trip).
- There will be no smoking during off-site activities.

Sexual Harassment Policy Sexual Harassment: Alameda Family Services prohibits any form of discrimination including sexual harassment. Sexual harassment is abusive and illegal behavior that harms victims and negatively impacts AFS culture by creating an environment of fear, distrust and intolerance. In order to provide a safe and healthy environment, we provide an educational and employment environment free from sexual harassment.

Sexual Harassment includes:

- Unwelcome or unwanted sexual advances
- Requests or demands for sexual favors
- Engaging in sexually oriented contact that interferes with another's work performance
- Creating a work environment that is intimidating hostile, or offensive because of unwelcome or unwanted sexually oriented conversation, suggestions, requests, demands, physical contacts, attentions or the presence of sexually oriented materials.

Sexual Harassment Complaint Procedure:

- Any parent, general public, or employee who believes he/she has been harassed by a co-worker, supervisor, member/participant, volunteer, vendor, teacher or any employee of the AFS shall promptly report the facts of the incident to the Center Director /Site Supervisor and/or contact the Human Resource Director located at Alameda Family Services, 2325 Clement Avenue, Suite A, Alameda, CA 94501; Phone:(510) 629-6300 or email HR@alamedafs.org
- Any employee who has knowledge of any harassment of employees, parents or the general public must immediately bring such information to the attention of Human Resource Director, ECFS Division Director, or the AFS Executive Director. Human Resource will promptly investigate all such claims and take appropriate corrective action. All complaints are investigated confidentially to the degree possible. AFS will not tolerate any type of retaliation against any person who, in good faith, brings forth information regarding alleged harassment.

Termination of Enrollment: Enrollment in the program may be terminated for non-compliance with established procedures and/or policies, as well as for non-compliance with Community Care Licensing requirements. Any adult behavior that violates the personal rights of children, other clients, and staff, including but not limited to: threats, humiliation, intimidation, etc. may result in termination of services.

If in consultation with the child's parents, teacher(s), support staff, consultants, etc. it's determined that a child's continued enrollment presents a serious safety threat and that the program is not the most appropriate fit for the child, AFS will work with all involved to facilitate the transition of the child to a more appropriate placement.

Termination of AFS-ECFS services will also be considered due to the following:

- Changes that make a family ineligible for services according to Federal Regulations, State Regulations, or Funding Terms and Conditions.
- Knowingly providing inaccurate or false information on eligibility forms or sign-in sheets.
- Failure to submit completed eligibility forms, medical information, or other required documentation by required date.
- Consistent inability to abide by program rules and/or agency policies.
- Possession of illicit drugs, alcohol, weapons, or replicas of weapons on center property, or during an AFS-ECFS event.
- Insulting, berating, or threatening actions that presents a health and/or safety risk to himself/herself, children, parents, staff, interns, and/or consultants.

Licensing and Regulations: Our Child Care Centers are licensed by the State of California Department of Social Services, Community Care Licensing and follow Title 22 regulations which establish health and safety standards for child care centers. A licensing analyst has the authority to inspect the facility and interview children in care. The findings of each visit are posted on the parent bulletin board and a copy is available upon request. In addition, we abide by Head Start Program Performance Standards and California Department of Education mandates according to Title V regulations.

CONCERNS AND COMPLAINTS

It is our desire to share in a mutually respectful relationship to help ensure your child's success in our program. Our hope is to build positive partnerships between parents and staff providing direct services, and your child's teacher and/or your assigned family service worker will, in most cases, be able to assist you with most questions related to the program. In the event that issues or concerns arise we feel it is usually best to first try to resolve the problem with the person your problem is with. When this is not possible, please call one of the following for help.

WHO DO I CALL if I have a concern about or issue with...

My child's teacher?

- Speak with or call the SITE SUPERVISOR at your child's center

The Site Supervisor?

- Speak with or call the CENTER DIRECTOR at your child's center.

The Center Director?

- Call the CHILD DEVELOPMENT SERVICES MANAGER at 510-629-6335

My Early Child Care Specialist or Home Visitor?

- Call the CHILD DEVELOPMENT SERVICES MANAGER at 510-629-6335

My Family Advocate or Family Childcare Advocate?

- Call the ASSISTANT DIRECTOR OF HEALTH & FAMILY SERVICES at 510-629-6358

Another parent?

- Speak with or call the SITE SUPERVISOR at your child's center

The Mental Health Intern?

- Call the CHILD DEVELOPMENT SERVICES MANAGER at 510-629-6335

About another staff person or a program related issue?

- Call the ECFS DIVISION DIRECTOR at 510-629-6331

AFS-ECFS Internal Complaints Resolution Process: Complaints will be reported to the appropriate staff, supervisor and/or content area manager who will conduct activities towards appropriate and timely resolution. The complaint and resolution will be reported to the Division Director when warranted. When finding a resolution is not possible, the staff, supervisor and/or content area manager will notify the parties that a formal complaint will be reported to the Division Director. The Division Director will contact parties involved to gather information and will work towards resolution. The Division Director will report unresolved complaints to the AFS Executive Director who will attempt resolution.

If a resolution is not found, the Policy Council Co-Chairs will meet with the ECFS Division Director and the complainant to hear the complaint. Following the meeting and if a resolution cannot be reached at that time, the complainant will be requested to put the complaint in writing and submit it to this group. Upon receipt of the written complaint, the Policy Council will appoint a three-member committee to investigate the complaint. The assigned committee will investigate the complaint with the assistance of the appropriate ECFS Division Director, the AFS Executive Director and the AFS Board liaison.

If the nature of the complaint is urgent, the committee will complete the investigation within ten consecutive calendar days upon receipt of the written complaint. If the nature of the complaint is not urgent, the committee will complete the investigation within thirty consecutive calendar days upon receipt of the written complaint. Upon the completion of the investigation, the appointed committee will meet with the entire Policy Council to report their findings. The council will finalize the investigation and make a recommendation for resolution of the complaint. The resolution will be written, incorporating the final appeal process, and mailed to the originator of the complaint.

If the complainant is dissatisfied with the resolution, s/he will meet with the AFS Board President, the AFS Executive Director and the Policy Council Co-Chairs to restate the complaint and appeal the Policy Council resolution. Within five consecutive calendar days of the appeal meeting, if the matter is urgent, and ten consecutive calendar days if the matter is not urgent, the final decision of the above-mentioned parties will be written, mailed to the complainant.

Uniform Complaint Procedures: It is the intent of the AFS-Early Childhood & Family Support Services Division to fully comply with all applicable state and federal laws and regulations. Individuals, agencies, organizations, parents and interested third parties have the right to file a complaint regarding alleged violation of federal and/or state laws. This includes allegations of unlawful discrimination (Ed Code sections 200 and 220 and Government Code section 11135) in any program or activity funded directly by the State or receiving federal or state financial assistance.

Complaints must be signed and filed in writing with the California State Department of Education. Early Education Support Division Complaint Coordinator 1430 N Street, Suite 3410 Sacramento, Ca. 95814 If the complainant is not satisfied with the final written decision of the California Department of Education, remedies may be available in federal or state court. The complainant should seek the advice of an attorney of his/her choosing in this event. A complainant filing a written complaint alleging violations of prohibited discrimination may also pursue civil law remedies, including, but not limited to, injunctions, restraining orders, or other remedies or orders

CACFP Civil Rights Complaints Process: Civil Rights Procedure and guidelines are available at each center. All staff members are aware to direct parents with any questions with this regard to Civil Rights to: ECFS Division Director, Lynne Moore-Kerr (510) 629-6331 or by email at lmoorekerr@alamedafs.org

California Department of Education Appeals Process: For families enrolled in State of California funded preschool programming, whenever there is a change in service the enrolling parent will be issued a Notice of Action (NOA), which describes our action and why it was made. If you disagree with the action set forth on the NOA, you may file an appeal by following the instructions listed on the back of the NOA.

Once filed the action noted on the NOA will be suspended and any services you currently receive will continue until the appeal process has been completed. *[If you do not submit an appeal request before the deadline listed on the NOA, you will lose your appeal rights and the action noted will become effective on the date listed on the reverse side of this NOA.]*

To request a local appeal hearing:

STEP 1: Fill in the boxes which are located on the second page of the Notice of Action.

STEP 2: Make a copy of both sides of this form. Keeping the original for your records - fax, email, mail, or hand deliver the two-page copy of the NOA to prior to the deadline written on the NOA:

Alameda Family Services-ECFS
ECFS-Early Learning and Care Programs
2325 Clement Avenue, Suite A, Alameda, CA 94501
ATTN: Linda Bounsalat
Email: lbounsalat@alamedafs.org
Fax: 510-865-1930

STEP 3: The agency will notify you of the date, time, and location of your hearing within 10 days of your request. If the time and place of the hearing are not convenient for you, please contact the agency immediately to reschedule. *[If you do not receive written notification within 10 calendar days of submitting your request, contact the AFS-ECFS Division Director, Lynne Moore-Kerr at lmoorekerr@alamedafs.org or call 510-629-6300 for assistance.]*

STEP 4: Please arrive at the scheduled hearing at least 10 minutes in advance. During the hearing you shall have an opportunity to explain the reason(s) you believe the NOA was incorrect. *[If neither you nor your authorized representative appears at the scheduled hearing, your appeal will be deemed abandoned, the intended action on the NOA will no longer be suspended and the actions as stated will become effective.]*

STEP 5: Within 10 calendar days after your local appeal hearing, you will be issued a local hearing decision letter. *[If you do not receive the decision letter, please contact the local agency listed above immediately.]*

STEP 6: If you disagree with the local hearing decision letter, you may ask for a review by the Early Education and Support Division (EESD). To request a review, write a letter explaining why you believe our agency's decision letter is incorrect.

Your request must include: 1) your letter, 2) a copy of this NOA, and 3) a copy of the agency's decision letter. The EESD must receive the request within 14 calendar days from the date on the written decision letter.

Mail or fax your appeal to: California Department of Education Early Education and Support Division 1430 N Street, Suite 3401 Sacramento, CA 95814 Attn: Appeals Coordinator FAX 916-323-6853 You may contact the EESD at 916-322-6233 for additional assistance.

alameda family services

2325 Clement Avenue, Suite A, Alameda, Ca 94501

510-629-6300 Fax 510-865-1930

www.alamedafs.org

Alameda Family Services is a human service organization active in Alameda and the East Bay, whose programs improve the emotional, psychological and physical health of children, youth and families. Alameda Family Services serves Alameda and the East Bay by providing a wide range of intervention services for youth and families in crisis or at risk. Our programs include:

EARLY CHILDHOOD DEVELOPMENT (HS/EHS/CSPP/CCTR): (510) 629-6350

Early Childhood Development programming offers comprehensive child development, health and family support services to pregnant women, children birth to five, and their families. Teachers and family service staff work in partnership with parents to develop individualized child and family goals designed to ensure school readiness. Parent and community engagement is strongly encouraged and comprehensive health and family support services are provided. Center-based program options offer both full and part day services to children 6 months to 5 years of age at licensed child care centers, and our Learning Together Program offers families a home-based option serving pregnant women and children from birth to enrollment in kindergarten.

FAMILY SUPPORT SERVICES (FSSC): (510) 459-6134

Adult & Family Case Management empowers and supports individuals 18-50 years of age, and families by assisting with accessing resources in the community. Senior Connections Case Management provides case management services for elders over 50 years of age through a partnership with Mastick Senior Center. The Senior Connections Case Manager has the ability to connect with seniors at the Mastick Senior Center, the Family Support Center, or do home visits for limited or immobile individuals. MediCal / CalFresh and WIC enrollment are also offered at the Family Support Center located at 1903 Third Street, Alameda, CA 94501.

SCHOOL LINKED HEALTH CENTERS (SHC): (510) 337-7006

Alameda High: (510) 748-4085

Encinal High and Island High: (510) 748-4024 x137

Open to all students at Alameda, Encinal, Island, Community Learning Center and Base High schools in Alameda. Services include a medical clinic, counseling, health education, drug and alcohol prevention, tobacco cessation, crisis intervention and youth leadership opportunities.

BEHAVIORAL CLINICAL HEALTH SERVICES (CSL) Intake Line: (510) 629-6210

Professional therapists provide sliding scale counseling to individuals, couples, groups, and families; short term adolescent/family counseling at the School-Based Health Centers; crisis intervention, parenting education classes to Alameda residents with youth aged 10-18 as part of the Alameda County Delinquency Prevention Network; child-parent psychotherapy for ages 0-5; counseling and assessment at Alameda Point Collaborative; counseling services for elementary school students in a special needs class are offered through the **Counseling Enriched Classroom**. MEDI-CAL ACCEPTED

DRUG & ALCOHOL TREATMENT (DAT) Intake Line: (510) 629-6209

DAT offers alcohol and drug assessment, intervention and outpatient treatment for youth (12-18) and adults. Court-ordered drug diversion programs are also offered for clients referred by Youth Court, Probation, PC1000. Anger Management groups for Youth and Adults and a 52-week Domestic Violence Treatment (men only) is also provided. Serving Alameda County.

CLINICAL TRAINING PROGRAM (CTP): 629-6300: Alameda Family Services is a placement for graduate students & therapists collecting hours towards their degrees or licensure. Training focuses on supporting multi-stressed families in context.

SHORT TERM EXCLUSION POLICY MANUAL

The National Centers for Disease Control and Prevention recommends that children with the following conditions or symptoms should be excluded from child care either to reduce the risk of spreading the infection, or to allow children time to recover to the point where you can safely care for them or both:

Teachers will conduct daily health checks and children determined to be ill will be sent home.

Symptom	Documentation or Criteria To Return
1. Exclude children with symptoms or illness that prevents them from participating comfortably in program activities as determined by staff.	Children will be eligible to return to center base program 24 hours after these symptoms have resolved, or after a healthcare provider have cleared the child with signs of illness for re-admission.
2. Exclude children with symptoms or illness that results in a greater need for care than the class room staff can provide without compromising the health and safety of other children.	Children will be eligible to return to center base program 24 hours after these symptoms have resolved, or after a healthcare provider have cleared the child with signs of illness for re-admission.
<p>3. Cold/Flu symptoms Exclude children with symptoms of cold /flu symptoms which may include (not limited to):</p> <ul style="list-style-type: none"> A. Fever B. Child looks or acts very ill C. Difficulty breathing D. Blood red or purple rash not linked to an injury <p>Classroom staff may opt to exclude children with significant nasal discharge that prevents them from participating comfortably in program activities and/or needs greater care than the staff can provide</p>	<p>Children will be eligible to return to center base program 24 hours after these symptoms have resolved, or after a healthcare provider have cleared the child with signs of illness for re-admission.</p> <p>Parents should consider seeking medical attention.</p>
<p>4. Cough: Exclude children with:</p> <ul style="list-style-type: none"> A. Severe cough B. Rapid and/or difficult breathing C. Wheezing if not previously evaluated & treated D. Blue color of skin and mucous membranes E. Tuberculosis until treated ☒ F. Pertussis (whooping cough) until 5 days after antibiotic treatment ☒ 	<p>For further assistance <i>contact your Family Service Worker, the AHS/EHS Health Services Coordinator, or the Assistant Director of Health & Family Support Services.</i></p> <p>Health Care Professional Note: (510) 629-6358 ☒</p>
<p>5. Diarrhea is defined by loose or watery stools that are not associated with changes in diet.</p> <p>Exclude children with diarrhea (3 or more loose stools in a 24 hour period), until symptoms are resolved or medical evaluation indicates that inclusion is acceptable.</p>	<p>Children will be eligible to return to center base program 24 hours after these symptoms have resolved, or after a healthcare provider have cleared the child with signs of illness for re-admission.</p>

Symptom	Documentation or Criteria To Return
<p>5. Diarrhea - continued Exclude diapered children whose stools are not contained in the diaper or toilet-trained children whose diarrheal episodes are causing “accidents” that challenges the ability of classroom staff to maintain sanitary techniques and/or conditions.</p> <p>Exclude students of any age with uncontrolled diarrhea or stools that contain blood or mucus. 🗨</p>	<p>Children will be eligible to return to center base program 24 hours after these symptoms have resolved, or after a healthcare provider have cleared the child with signs of illness for re-admission.</p> <p>For further assistance <i>contact your Family Service Worker, the AHS/EHS Health Services Coordinator or Assistant Director of Health & Family Support Services.</i></p> <p>Health Care Professional Note: (510) 629-6358 🗨</p>
<p>6. Difficulty breathing or Noisy Breathing Exclude children (not limited to) :</p> <ul style="list-style-type: none"> ⑩ Hard, fast, difficult breathing that does not improve with any medication the program has been instructed to use for child’s difficult breathing. ⑩ Barking cough with fever or behavior changes ⑩ Chest retractions ⑩ Breathing problem that makes feeding very difficult ⑩ Looks or acts very ill 	<p>For further assistance <i>contact your Family Service Worker, the AHS/EHS Health Services Coordinator or Assistant Director of Health & Family Support Services.</i></p> <p>Health Care Professional Note: (510) 629-6358 🗨</p>
<p>7. Earache Exclude children with Earache if unable to participate and/or has a fever.</p>	
<p>8. Eye Irritation, Pinkeye: Exclude children with pink or red conjunctiva (whites of eyes) with white or yellow mucus, or diagnosed with bacterial conjunctivitis (purulent), until treated. ☐</p>	<p>Health Care Professional Note. If more than 1 or 2 children in group have watery red eyes without chemical irritant exposure, and</p> <p>For further assistance <i>contact your Family Service Worker, the AHS/EHS Health Services Coordinator or Assistant Director of Health & Family Support Services.</i></p> <p>Health Care Professional Note: (510) 629-6358 🗨</p>
<p>9. Fever : Fever is defined by age:</p> <p><u>Fever in a child 60 days of age or younger (axillary >100.5 or >101 rectally) requires immediate medical attention.</u></p> <p>For Infants 4 months of age and younger</p> <p>A. Rectal temperature: 101.0 ° F or greater (even if there has not been a change in child’s behavior)</p> <p>For Infants & Children older than 4 months of age:</p> <p>A. Axillary (under the arm) temperature: 100.0 ° or > B. Oral temperature: 101.0 ° F or ></p>	<p>Children will be eligible to return to center base program 24 hours after these symptoms have resolved, or after a healthcare provider have cleared the child with signs of illness for re-admission.</p> <p>Exclude children who have fever and do not have signs of illness, until medical evaluation indicates inclusion is acceptable and</p> <p>For further assistance <i>contact your Family Service Worker, the AHS/EHS Health Services Coordinator or Assistant Director of Health & Family Support Services.</i></p> <p>Health Care Professional Note: (510) 629-6358 🗨</p>
<p>Teachers will conduct daily health checks and children determined to be ill will be sent home.</p>	

Symptom	Documentation or Criteria To Return
<p>10. Exclude child with Headache, if child is unable to participate in school activities, as determined by classroom staff.</p>	<p>Children will be eligible to return to center base program 24 hours after these symptoms have resolved, or after a healthcare provider have cleared the child with signs of illness for re-admission.</p>
<p>11. Itching Exclude children with Head lice (at the end of day until first treatment; no exclusion for nits) from the end of the school or program day until after the first treatment with an appropriate pediculicide (medication) or other effective lice removal product.</p> <p>The American Academy of Pediatrics recommends that, until the end of the program day, students with head lice avoid any activities that involve the student in head-to head contact with other students or sharing of any headgear. Classroom staff may opt to exclude children immediately if close head-to-head contact cannot be avoided in the classroom/center setting. Sports or physical education governing bodies may impose additional restrictions on participation.</p>	<p>Parent Note: <i>See under "Rash" for chickenpox, shingles, scabies, impetigo, ringworm, eczema, contact or allergic dermatitis</i></p>
<p>15. Mouth Sores Exclude for sores, including mouth ulcers and blisters, inside the mouth.</p>	<p>Health Care Professional Note, documenting diagnosis and non-infectiousness. If diagnosed with recurrent HSV, Health Care Provider with diagnosis only</p>
<p>16. Rash Exclude children with symptoms of a contagious disease, which may include (not limited to):</p> <ul style="list-style-type: none"> A. Rash with behavior change or fever B. Oozing/open wound C. Bruising not associated with injury D. Joint pain and rash E. Unable to participate in school activities F. Scabies until treated G. Ringworm (at end of day until treatment started) H. Measles until 4 days after start of rash ☎ I. Rubella until 6 days after onset of rash ☎ J. Chickenpox (Varicella) until all lesions have dried (usually 6 days) ☎ K. Impetigo until treated for 24 hours ☎ <p>Exclusion is not required for:</p> <ul style="list-style-type: none"> A. Allergic or irritant reactions unless appears infected. B. Eczema unless appear infected. C. Shingles (must be able to keep lesions covered with clothes and/or dressing) 	<p>For further assistance <i>contact your Family Service Worker, the AHS/EHS Health Services Coordinator or Assistant Director of Health & Family Support Services.</i> Health Care Professional Note: (510) 629-6358 ☎</p>
<p>Teachers will conduct daily health checks and children determined to be ill will be sent home.</p>	

Symptom	Documentation or Criteria To Return
<p>17. Sore Throat (pharyngitis)</p> <p>Exclude children with Sore Throat if they have fever, excessive drooling with breathing difficulty and inability to swallow or unable to participate as determinate by classroom staff.</p>	
<p>18. Stomachache</p> <p>Exclude children with persistent abdominal pain (continuing for 2 or more hours) or intermittent abdominal pain associated with fever, vomiting, dehydration, yellow skin/eyes or other systemic symptoms.</p>	
<p>19. Swollen Glands (Lymph Nodes)</p> <ul style="list-style-type: none"> ● Exclude children with swollen glands associated with fever, difficulty breathing or swallowing. ● Exclude children with: red, tender, warm glands. ● Exclude children with Mumps, until 9 days after swelling of parotid glands 📞 	<p>For further assistance <i>contact your Family Service Worker, the AHS/EHS Health Services Coordinator or Assistant Director of Health & Family Support Services.</i></p> <p>Health Care Professional Note: (510) 629-6358 📞</p>
<p>20. Vomiting</p> <p>Exclude for Vomiting 2 or more times during the previous 24 hours, unless Child Health Care Provider determines that the vomiting is caused by a non-communicable condition and the child is not in danger of dehydration.</p> <p>No exclusion is required for a brief, non-repeating episode of vomiting with no other signs of illness.</p>	<p>Children will be eligible to return to center base program 24 hours after these symptoms have resolved, or after a healthcare provider have cleared the child with signs of illness for re-admission.</p>
<p>Teachers will conduct daily health checks and children determined to be ill will be sent home.</p>	

Symptom	Documentation or Criteria To Return
<p>21. Exclude children with <u>other manifestations of possible illness or symptoms</u> which may include (not limited to):</p> <ul style="list-style-type: none"> A. Unusual Lethargy (unusual tiredness or lack of energy) B. Unusually severe irritability, especially in younger Students C. Persistent crying D. Rapidly spreading rash E. Weeping or draining sores that cannot be covered G. Severe vomiting and diarrhea or vomiting blood H. When a student poses a risk of spreading a harmful disease to others in the school setting. 	<p>Children will be eligible to return to center base program 24 hours after these symptoms have resolved, or after a healthcare provider have cleared the child with signs of illness for re-admission.</p>
<p>22. Exclude for <u>conditions or illnesses that public health department or a health care provider indicates warrant exclusion.</u> This includes children determined to be contributing to the transmission of illness in the AHS/EHS Center.</p>	
<p>Teachers will conduct daily health checks and children determined to be ill will be sent home.</p>	

alameda family services
Early Childhood & Family Support Services Division

COVID-19 Pandemic Operation Plan for On-Site Services
(Transitory Changes in Policies and Procedures)

The following COVID-19 Pandemic Operation Plan for On-site Services was developed strictly following Center for Disease Control (CDC), State of California and Alameda County Public Health Department recommendations. This plan is dynamic and will be continually updated to reflect emerging information and best practice recommendations from the mentioned health authorities.

A) ON-SITE PLACEMENT & PRIORITY

1. On-site child development services in classrooms at existing child care centers that support stable small groupings of no more than twelve (12) children staffed by a qualified teacher, teachers assistants and/or aides in accordance with Community Care Licensing, Title 5, and Head Start Program Performance Standards.
2. Priority for placement has been determined based on our established **Selection & Placement Criteria** and the information you shared with us during your re-enrollment interview.
3. Your child has a placement reserved at the child care center noted on your placement letter. Placements may be held for up to six-weeks to allow for transition from remote to on-site services based on your family situation and comfort level regarding assessing on-site services amidst Alameda County's current coronavirus/COVID-19 rates of contagion.
4. Alternative scheduling may be required for children with diagnosed disabilities to allow for both inclusion, remote special education services and distance learning activities provided in accordance with a child's Individual Education Plan (IEP) or Individual Family Service Plan (IFSP).
5. A teacher, family service worker or other staff person will contact you to discuss participation options and to establish a time-line for your child's return to on-site services.
6. Notification of your child's return to on-site services must be submitted prior to attendance and a staff member will contact you to notify you of your child's official start date.
7. If your child is not yet able to return to on-site services, you will be required to participate in two remote meetings per week. One with your child's primary teacher to provide support with distance learning and one with your family service worker to provide health and family support services. Participation is required to maintain the option to return to future on-site services.

B) OVERVIEW OF ON-SITE SERVICE DELIVERY

8. On-site services will be provided 4-days per week: **MONDAY-TUESDAY & THURSDAY-FRIDAY**
9. In order to provide an opportunity for staff to conduct deep cleaning, disinfecting, and the time needed to provide remote services sites will be: **CLOSED ON WEDNESDAYS**
10. Parents and volunteers will not be allowed to visit classrooms nor participate in on-site activities. Family Service Workers, Center Directors and Site Supervisors will be on-site to monitor implementation of safety practices, ensure healthy learning environments and to provide additional support to children and families as appropriate.
11. Learning environments will be designed to promote physical distancing, individual and small group interactions.
12. Play yards will be transformed into outdoor classrooms and time outside will be increased to the extent possible and when the weather and climate allow.
13. Lesson planning will promote learning across all domains of early childhood development and will support children in understanding and addressing fears related to the coronavirus and COVID-19 pandemic.

B) CURBSIDE DROPOFF AND PICKUP

14. All children will be met curbside, or at designated doors near classroom entrance by teachers or assistants. Parents/guardians and the public are not be allowed in the building until further notice
15. New sign-in procedures and physical distancing requirements will be in place and enforced.
16. Start-times and pick-up times will be staggered to prevent the congregation of large groups and parents will be expected to adhere to their assigned schedule.

PLEASE NOTE:

- ***Your child will not be allowed to attend on days where you are unable to arrive during the scheduled drop-off times as presented to you.***
- ***Your child must be picked up each day during the scheduled times as presented.***
- ***Failure to comply may result in dismissal from on-site services.***

C) CHILD AND FAMILY SICKNESS AND SYMPTOMS

17. If you, your child or any member of your house hold has been exposed to someone who has knowingly been exposed to the coronavirus, tested positive for COVID-19 or exhibits any symptoms related to the coronavirus stay home and call your doctor and your child’s primary care physician for recommendations and notify our staff of the situation.
18. **DO NOT** bring your child to our child care facility if you, your child or any other member of your household exhibits any unusual symptoms associated with the coronavirus including but not limited to the following:
- **Fever or chills**
 - **Cough**
 - **Shortness of breath**
 - **Difficulty breathing**
 - **Fatigue**
 - **Muscle or body aches**
 - **Headache**
 - **New loss of taste or smell**
 - **Sore throat**
 - **Congestion or runny nose**
 - **Nausea or vomiting**
 - **Diarrhea**
19. Absences due to illness, sheltering-in-place and/or quarantine considered excused and will not result in any actions related to your child’s placement.
20. Participation and the accurate disclosure of COVID-19 related health information will be required during daily health and safety checks.
21. Non-contact thermometers will be used to take the temperature of those participating in on-site services. Those with temperatures over 100 degrees will not be allowed to participate and must not return until cleared by a physician.
22. Each day at drop-off staff will complete the following health screening. The child’s parent or the responsible adult will be required to answer the following questions. The child’s temperature will be taken using a non-contact thermometer. Based on the health screening results, a determination will be made as to whether you child will be able to attend.

COVID-19 Daily Health Screening	
In the last 24 hours, have you, your child or anyone in your household experienced any of the following symptoms that are new or different from what they usually have, and cannot be explained by another reason:	
Y	N
_____ fever 100° F, _____ new onset or worsening cough, _____ shortness of breath?	
Y	N
_____ chills, _____ muscle pain, _____ headache, _____ sore throat, _____ loss of taste or smell?	
Y	N
Have you or your child been in contact (within 6 feet for a prolonged time, typically 15 minutes or more) with anyone who has tested positive for COVID 19 in the last 14 days?	
_____ ° F client/child’s temperature today at: _____ AM / PM	
<input type="checkbox"/> Based on the information shared, temperature recorded, and my visual check of the child for signs of illness including flushed cheeks, rapid or difficulty breathing without recent physical activity, fatigue or extreme fussiness this client/child seems able to participate in classroom activities today.	
<input type="checkbox"/> Based on this assessment I have excluded the child from participating in our program today and I have asked the adult responsible for their care to seek medical advice prior to returning.	

23. During the school day children exhibiting any symptoms or signs of illness will be isolated, parents will be contacted and children must be picked up immediately and allowed to return only with a doctor's note.
24. Children known or suspected of having been exposed to the coronavirus will be excluded from on-site program participation until cleared by their physician and a quarantine protocol will be implemented in accordance with Alameda County Health Department recommendations and regulations.

Deliberate resistance, intentionally presenting misinformation, negligent actions, refusal and/or failure to comply with COVID-19 health and safety practices that potentially put others at risk of exposure to the coronavirus or spread contagion during this pandemic will result in immediate termination of services.

D) SOCIAL DISTANCING WITH ADULTS

25. Staff will practice disciplined social distancing (at least six feet apart) throughout the building and grounds (meeting spaces, office suites, kitchens, restrooms, the break room, and other common areas).

E) CHILD OR STAFF WITH SYMPTOMS DURING PROGRAM DAY

26. If a child or staff develops symptoms while on site, s/he will be sent home with instructions to remain off-site 10 days past when symptoms appeared and 3 days post-fever. The areas within that center will be cleaned and disinfected before programming resumes the following day.

F) CONFIRMED COVID-19 CASE

27. If a positive case is identified within a classroom, all children and staff from that classroom will take a mandatory leave from center-based programming. The areas within the pod will be cleaned and disinfected before resuming programming in accordance with guidance from the CDC and ACPHD.

G) CONTAINMENT OF GROUPS WITHIN THE BUILDING

28. Our program will be offered in small groups within the building. These small groups will not interact with each other throughout the day (e.g. the groups will have designated hallways and restroom). Community spaces/locations such as parks will not be used.

H) CLEANING AND DISINFECTING

29. We will follow a strict cleaning and disinfecting protocol throughout the building that includes regular cleaning with specified frequency in all classrooms, hallways, kitchens, offices, restrooms and other shared spaces.
30. Toys will be cleaned and disinfected daily when in use and children's bedding will be washed or replaced daily.

I) OUTDOOR PLAY SPACES

31. Outdoor play spaces will be used by a designate classroom on a rotating basis as needed. Areas will be sanitized before use by the next classroom. Public use of our outdoor spaces will be completely prohibited; playgrounds will remain locked.

J) HANDWASHING

32. All children and staff will wash hands using proper handwashing techniques when entering the building and regularly during their time on-site.

K) MASKS AND OTHER PROTECTIVE GEAR

33. Please note that due to safety concerns that require constant individual adult supervision, children participating in on-site services will not be allowed to wear masks or face coverings.

34. Staff working with children will wear cloth face coverings (i.e., masks) during the workday.

35. Protective clothing will be provided to staff and will be replaced or washed daily.

L) PARENT ENGAGEMENT

36. In class volunteering and at-home preparation of materials is suspended in order to limit classroom members and the handling of materials to stable groups of adults and children.

37. Teachers can share ideas on how to support your child's education from home.

38. Regular program components that encourage large group gatherings and/or interaction will be temporarily suspended or altered, such as: family style meals, tooth brushing, circle time, cooking projects, sensory play, and field trips.

39. Individual play will be encouraged as much as possible; small group activities will consist of stable groups of children and adults.

40. Outdoor activities will comprise a longer portion of the day, weather permitting - especially for those activities that involve singing, loud talking, movement, exercising, and games.

41. Children will receive individual meals and will sit in consistent groups to eat. Food and utensils will not be shared.

42. Parents should establish increased tooth brushing routines at home, as children will not brush their teeth at school.

43. The program will incorporate local, state, and national Covid-19 pandemic protocols as mandated and applicable.
44. Online parent committee meetings will be conducted monthly where information regarding service delivery, operations and current health information will be presented and discussed.
45. Parent representatives will be elected to the Policy Council and representatives will attend monthly meetings that support parent-community partnership in program planning, design and governance.

M) ITEMS FROM HOME

46. We cannot allow personal items from home, with the exception of outerwear and extra clothing. All children should have additional clothes in case of contamination with bodily fluids, which will necessitate changing the child's attire.

N) LATE ARRIVAL AND PICK-UP

47. We will not be able to accommodate parents who arrive at school outside of their scheduled drop off time due to the increased amount of time, staffing, and coordination required to follow CDC guidelines for drop off during the Covid-19 pandemic.

O) HOME VISITS & FAMILY SUPPORT SERVICES

48. Home visiting and traditional parent conferences are suspended. Alternate means of meeting and conferencing will include: on-line options, such as "Zoom"; utilizing outdoor spaces such as on-site yards or off-site parks; conversing via text, email, or other remote systems; meeting where physical distancing and/or barriers are possible.

P) TRANSITIONING (TO COVID-19 GUIDELINES)

49. You can help support your child's transition back to school in various ways depending on their developmental level:
50. Talk about how school will be different and what to expect, such as the new drop off/pick-up procedures, how the classroom may look different, that they will be playing farther away from their friends, that teachers will be wearing masks and different types of clothing, etc.
51. Ensure that your child is accustomed to seeing trusted adults in face coverings by sometimes wearing a mask at home. Play a game with younger children where you wear the mask and then pull it off your face while saying, "Peek-a-boo!" Let your child touch the mask, even try it on if they are OLDER than two years.

52. Practice increased hand washing at home, particularly if your child has challenges with any part of the process. Make it a fun experience by singing songs (any 20 second tune), using fun shapes or scents of soap, using a washable marker to draw a happy face on their hand somewhere that they have to make completely disappear, letting them place a sticker on a chart each time they wash their hands, making a game of it where they look to scrub the germs off in their hiding places (fingernails, palms, between fingers, etc.). Make handwashing part of a regular home routine: before and after eating, when coming in from outside, after using the bathroom, after touching nose/mouth, etc.
53. Teach your child to cough/sneeze into their elbow and comment when they do: “You’re being healthy, you coughed into your elbow!”
54. With older preschoolers discuss the idea of “physical distancing” and how you can still be together having fun even though you are farther apart. Show them what “6 feet” looks like with non-standard measurement (e.g. how many shoes long is 6 feet?) or with yard sticks, tape measures, etc. Practice at home - play a game while distancing.
55. Role model the various protocols of mask wearing, physical distancing, hand washing in a positive manner.
56. Remain calm - especially in front of your child, so that they do not become anxious themselves. Do not expose them to news stories about the pandemic. You should be their source for any developmentally appropriate information on the pandemic.

References:

<https://sites.google.com/view/reopening-child-care-alameda/home?authuser=0>

<https://www.acphd.org/media/588945/acphd-guidance-screening-programs-for-child-and-youth.pdf>

<https://www.cdc.gov/coronavirus/2019-ncov/community/schools-childcare/guidance-for-childcare.html#pickup>



Community Care Licensing

CHILD CARE CENTER



NOTIFICATION OF PARENTS' RIGHTS

THIS NOTICE MUST BE POSTED IN A PROMINENT, PUBLICLY ACCESSIBLE AREA OF THE CHILD CARE CENTER

AS A PARENT/AUTHORIZED REPRESENTATIVE, YOU HAVE A RIGHT

1. Enter and inspect the child care center without advance notice whenever children are in care.
2. File a complaint against the licensee with the licensing office and review the licensee's public file kept by the licensing office.
3. Review, at the child care center, reports of licensing visits and substantiated complaints against the licensee made during the last three years.
4. Complain to the licensing office and inspect the child care center without discrimination or retaliation against you or your child.
5. Request in writing that a parent not be allowed to visit your child or take your child from the child care center, provided you have shown a certified copy of a court order.
6. Receive from the licensee the name, address and telephone number of the local licensing office.
7. Be informed by the licensee, upon request, of the name and type of association to the child care center for any adult who has been granted a criminal record exemption, and that the name of the person may also be obtained by contacting the local licensing office.
8. Receive from the licensee the Caregiver Background Check Process form.

<http://www.cclcd.ca.gov>

For the Department of Justice
"Registered Sex Offender" database, go to
www.meganslaw.ca.gov

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

Licensing Office Name: **Community Care Licensing - Oakland Regional Office**

Licensing Office Address: **1515 Clay Street, Suite 1102**

Oakland, CA 94612

Licensing Office Telephone Number: **1-510- 622-2641**



PERSONAL RIGHTS**Child Care Centers**

Personal Rights, See Section 101223 for waiver conditions applicable to Child Care Centers.

- (a) Child Care Centers. Each child receiving services from a Child Care Center shall have rights which include, but are not limited to, the following:
- (1) To be accorded dignity in his/her personal relationships with staff and other persons.
 - (2) To be accorded safe, healthful and comfortable accommodations, furnishings and equipment to meet his/her needs.
 - (3) To be free from corporal or unusual punishment, infliction of pain, humiliation, intimidation, ridicule, coercion, threat, mental abuse, or other actions of a punitive nature, including but not limited to: interference with daily living functions, including eating, sleeping, or toileting; or withholding of shelter, clothing, medication or aids to physical functioning.
 - (4) To be informed, and to have his/her authorized representative, if any, informed by the licensee of the provisions of law regarding complaints including, but not limited to, the address and telephone number of the complaint receiving unit of the licensing agency and of information regarding confidentiality.
 - (5) To be free to attend religious services or activities of his/her choice and to have visits from the spiritual advisor of his/her choice. Attendance at religious services, either in or outside the facility, shall be on a completely voluntary basis. In Child Care Centers, decisions concerning attendance at religious services or visits from spiritual advisors shall be made by the parent(s), or guardian(s) of the child.
 - (6) Not to be locked in any room, building, or facility premises by day or night.
 - (7) Not to be placed in any restraining device, except a supportive restraint approved in advance by the licensing agency.

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

<small>NAME</small>		
Community Care Licensing - Oakland Regional Office		
<small>ADDRESS</small>		
1515 Clay Street, Suite 1102		
<small>CITY</small>	<small>ZIP CODE</small>	<small>AREA CODE/TELEPHONE NUMBER</small>
Oakland	94612	(510) 622-2641

DETACH HERE

TO: PARENT/GUARDIAN/CHILD OR AUTHORIZED REPRESENTATIVE:

PLACE IN CHILD'S FILE

Upon satisfactory and full disclosure of the personal rights as explained, complete the following acknowledgment:

ACKNOWLEDGMENT: I/We have been personally advised of, and have received a copy of the personal rights contained in the California Code of Regulations, Title 22, at the time of admission to:

<small>(PRINT THE NAME OF THE FACILITY)</small>	<small>(PRINT THE ADDRESS OF THE FACILITY)</small>
<small>(PRINT THE NAME OF THE CHILD)</small>	
<small>(SIGNATURE OF THE REPRESENTATIVE/PARENT/GUARDIAN)</small>	
<small>(TITLE OF THE REPRESENTATIVE/PARENT/GUARDIAN)</small>	<small>(DATE)</small>



Acknowledgement of Receipt

I have received a copy of the Alameda Family Services-Early Childhood & Family Support Services

_____ **AFS-ECFS Parent Handbook**

Head Start, Early Head Start, California State Preschool and General Child Care Programs

_____ **COVID-19 Pandemic Operation Plan for On-Site Services**

Transitory Changes in Policies and Procedures

I understand and agree that it is my responsibility to read and familiarize myself with the policies and procedures contained in the handbook. I agree to contact my assigned family service work if I require translation of the materials presented and/or if I have any reservations, questions or concerns regarding the information presented to me.

I understand that program policies and procedures are subject to change to reflect the needs of the program, children and families we serve and may be required in order to comply with regulations, requirements and/or recommendations from our funders and/or licensing agencies.

Alameda Family Services - Early Childhood & Family Support Services will inform parents of changes and will provide written notification in a timely manner as appropriate.

I understand and agree to adhere to the policies and procedures as presented.

Print Child's Name: _____

Print Parent's Name _____

Parent Signature _____ Date _____