



**CAPE Inc.**  
Community Association for Preschool Education



# Parent Handbook

## 2023-2024

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## **VISION STATEMENT**

CAPE's primary focus is providing the best quality early childhood development services that meet the needs of low-income children and their families.

## **CORE VALUES**

ACHIEVE EXCELLENCE

PROMOTE DIVERSITY

RESPECT INDIVIDUALS

EMBRACE RELATIONSHIPS

DEVELOP PARTNERSHIPS

PROMOTE LEARNING

ACCOUNTABILITY

INCLUSION

BEING THE ROLE MODEL

## **MISSION STATEMENT**

CAPE will provide the highest quality program for young children and their families in Alameda County.

CAPE's program will enhance the child and families development of social competencies and school readiness.

CAPE will incorporate best practices in education, health, nutrition, parent involvement, mental health, and disability services.

**CAPE INC.  
SCHOOL/OFFICE  
PHONE LIST**

CAPE Inc.

Administration  
2406 Armstrong St  
Livermore, CA 94551  
Phone: (925) 443-3434  
Fax: (925) 215-2415

[www.Capeheadstart.org](http://www.Capeheadstart.org)

Almond Center

1401 Almond Avenue  
Livermore, CA. 94550  
Phone: (925) 245-0991  
Fax: (925) 245-0705

Bess Platt Preschool Center

1401 Almond Avenue (rm 13 & 14)  
Livermore, CA 94550  
Phone: (925) 447-8710 (A)  
(925) 292-0471 (B)  
Fax: (925) 447-1213

Hill n Dale Preschool

4150 Dorman Rd.  
Pleasanton, CA 94588  
Phone: (925) 426-8341  
Fax: (925) 426-4714

Burke Academy

612 W A St  
Hayward, CA 94541  
(925)344-2980

CAPE Mental Health Service

Phone: (925)443-3434x121

MH Referral line: (925)518-6280

CAPE Inc.

Enrollment Office  
1401 Almond Ave, Building K  
Livermore, CA 94550  
(925) 443-3434 x124 or x125  
Fax: (925) 215-2415

Jackson Center

560 Jackson Avenue  
Livermore, CA 94550  
Phone: (925) 455-7270  
Fax: (925) 455-7271

Frederickson Center

7243 Tamarack Drive  
Dublin, CA 94568  
Phone: (925) 828-2761  
Fax: (925) 828-4531

Ormond Center

800 Marilyn Avenue  
Livermore, CA 94551  
Phone: (925) 606-1175  
Fax: (925) 606-5449

Sunset Center

22100 Princeton St  
Hayward, CA 94541  
(925)518-5831

Croce

5650 Scenic Ave, Rm 5  
Livermore, CA 94551  
(925) 606-4706 x7005

## Admission Information

Welcome to Community Association for Preschool Education (CAPE) Inc. We look forward to getting to know you and your family and partnering in the care of your child.

CAPE Inc. is funded through the Federal Head Start/Early Head Start Program and the California Department of Education and provides early childhood education services to children (0-5 years of age) at locations in Livermore, Pleasanton and Dublin and through an Early Head Start Childcare Partnership in Eastern and Central Alameda County. Children attend school for 3.5 hours, 4 days a week in the part day Head Start programs. Children enrolled in the extended day programs attend school for 6.5 hours for 4 days a week and 3 hours on Wednesdays. In the full day program, children attend school for 9 to 10 hours per day Monday through Friday and 6.5 hours on Wednesdays. Children enrolled in California State Preschool Program (CSPP) funded only Preschool slots meet Monday through Friday for 3 hours per day. CAPE is participating in the CDE Alameda County AB833 Pilot Program.

Part day and Full day State Funded Preschool programs, and General Childcare funded slots for toddlers, are operated with combined funds through subcontracts with Livermore Joint Unified School District, and a direct contract with the California Department of Education Early Education and Support Division and Head Start/ Early Head Start. In addition to Federal Head Start requirements, in order to participate in these programs, families must meet California Community Care Licensing Regulations and the California Department of Education requirements. Early Head Start Services for children 0-3 years of age are held at the Jackson Center/Almond Center in Livermore and the Burke Academy/Sunset center in Hayward.

In order to participate in the Head Start/Early Head Start/State Funded Preschool programs, families must qualify based on their child's age and income. Families in the full day programs must be working, attending school or a combination for a total of at least 30 hours per week.

Education programs and activities are made available to all qualified persons in compliance with the Americans with Disabilities Act (ADA).

All programs are accessible to persons with disabilities. The agency welcomes the enrollment of children with disabilities and understands the requirements of the American with Disabilities Act (ADA) to make and implement reasonable accommodations for such children. CAPE Inc. is an inclusive program in which all children are nurtured and participate in play and learning activities together. The philosophy of an inclusive program is to acknowledge and support the individual needs of each child and to make sure every child feels welcome.

Appointments are scheduled with the ERSEA unit to review documentation, to determine eligibility in the program, and to complete the enrollment process. An orientation is held in the classroom prior to the child beginning school.

Parents must complete the following documents during enrollment and orientation:

Admissions Agreement	Parent/Personal Rights
Emergency Information Card	Exclusion and Attendance Policies
Health History	Positive Behavior Support Policy (Preschool)
Late Pick up Policy	Agency Consent Form
Immunization records/requirements	TB Test/risk factors if over the age of 12 months
Nutrition Questionnaire	Code of Conduct

## CAPE INC. Full, Part & Extended Day Preschool Participation Guidelines

### Sign In/Sign Out Procedures

#### **Sign/In/Dropping your child off at school**

An adult (18 years or older) must accompany your child into the classroom where a member of the teaching staff will greet them each day and perform a “health check” on your child. The parent/guardian who drops off the child must sign the child in daily with **complete (full legal) signature**, time of arrival, and complete any other paperwork that may be necessary. Sign in will be done electronically. Parent/guardian should inform the teachers of any changes in the daily routine at this time.

### Daily Health Check

Before you depart the center, staff will complete a Daily Health Check to ensure your child is well enough to participate that day. Should your child exhibit symptoms requiring temporary exclusion, he/she will not be admitted into the program and sent home until symptoms improve.

### Hand Washing

To reduce the risk of illness, please take your child to wash his/her hands after you sign them in.

### Picking your child up from school

Your child must be picked up promptly according to your admission hours. Children will only be released to adults (**18 and older**) listed on the child’s emergency card. Picture identification is required. Your complete (**full legal**) signature and time of departure is required to sign your child out each day.

### Sign Out

**Children will not be released to an adult in an intoxicated condition.** If a parent, guardian or designated adult arrives to sign child(ren) out while under the influence of alcohol or drugs, the police will be called immediately and will handle the situation as necessary.

It is unlawful for a person under the age of 18 (other than a parent), to sign in or out, regardless of whether they are a sibling or relative. Therefore, children will not be released to siblings, relatives, or friends under the age of 18.

### Cars

**Never** leave your car running while dropping off or picking up your child.

**Never** leave children under 12 years old in car alone.

### Consent for Emergency Medical Treatment/Release Information

During the orientation process, you will complete an Identification & Emergency Information Card that will provide CAPE Inc. with the names of those individuals (over the age of 18) who are authorized to pick up your child from school and may be called in case of emergency. Your child can only be released to those persons that are listed on the emergency card. **NO verbal consents will be authorized.** **Picture identification is required.**

Your child is required to have Consent for Emergency Medical Treatment Form on file with CAPE Inc. Procedures specified on the Identification & Emergency Information Card will be followed.

**Identification & Emergency Information Card Updates** To make changes to your phone number, address, or emergency contacts, please contact your child’s teacher **immediately**. Only enrolling parent /guardian can make changes to the emergency card. All changes must be made in writing. Enrolling parent/guardian is required to update/verify and sign off on the Identification & Emergency Information Card monthly.

### **School Year**

The program year for part & extended day classes is from September to early-June. The program year for full day classes is August to August. A school calendar will be provided to parents with a list of all scheduled holidays, early release days, and modified schedule (attendance) days. Parents/guardians will be notified of any changes that may become necessary with a Notice of Action form, 14 days in advance of the change.

### **Health Requirements**

California Community Care Licensing (101220) (a) requires your child to have a current physical exam (within last 12 months) or a verifiable scheduled doctor's appointment for an exam within 30 days of enrollment. Your child must have up to date immunizations and a current documented TB test/risk assessment before they may begin school. Please indicate any health concerns your child may have on the Identification & Emergency Information card and health history form.

Children with an identified health condition, such as asthma, seizures, or other medical concern that may require medication, are required to have an "Action Plan" completed by their medical provider. This plan informs the staff of the child's medical concern and if there are any limitations to the child's participation in our program. Medical "Action Plans" are renewed each program year by your child's medical provider or throughout the year, if necessary.

Please update any changes in your child's health with the teacher.

Head Start children need to have a dental assessment within 90 days of enrollment.

### **Illness**

If your child is ill, he/she needs to stay home. If your child has a contagious disease, example, Chicken Pox, Measles, Pink Eye, etc., inform the center of the illness as soon as possible. (Refer to exclusion policy)

### **Medication**

If your child needs medications while attending school, you must contact the Health Specialist before your child starts school to make all the necessary arrangements and to complete the required paperwork. Only prescribed medications can be administered.

### **Nutrition**

CAPE serves well balanced, low fat/sugar nutritious meals and snacks and participates in the CACFP (Child and Adult Care Food Program). Menus and meal patterns are based on the CACFP requirements. All children are served regardless of race, color, national origin, gender, religion, age, disability or political beliefs. Children, who attend full or extended day classes, receive breakfast or a mid-morning snack, lunch and an afternoon snack. Children attending state preschool programs will receive a mid-morning or mid-afternoon snack. Children attending Head Start part day programs will receive a mid morning snack and lunch. Individualized nutrition plans for children with food allergies/restrictions are developed upon recommendations from child's physician. Meals will be served "family style" to children and adults in attendance. A Registered Dietician is available to provide nutrition education. In adherence to the Nutrition Policy, NO FOOD will be sent home or removed from the center. **Food from home is not permitted in the program at any time.** A menu of snacks and meals will be provided monthly.

**NO PEANUTS:** To reduce the risk of severe allergic reactions, CAPE Inc, will not be serving peanuts or peanut products. **Please do not bring any items into CAPE centers that contain nuts or nut products.**

### **Clothing**

Please dress your child in comfortable clothing so that she/he may participate in all activities. Our curriculum includes activities that can be messy. Children should be dressed according to the weather. Please remember to send sweaters, jackets, or raincoats when necessary. Rubber soled shoes such, as tennis shoes are the safest for running and climbing. Parents need to provide an extra set of weather appropriate clothes to be kept at school at all times. Please label all your child's clothing.

### **Nap Time**

California Community Care Licensing (101230) requires children attending the extended day or full day program be provided with an opportunity to nap/rest without distraction/disturbance from other activities at the center. Bedding and cots or mats are provided by CAPE Inc. to be used by your child during naptime.

### **Car Seat Safety Laws**

CAPE Inc. employees are mandated to report non-compliance of car seat safety laws. State Law (SB 255) outlaws leaving children unattended in a vehicle. Vehicle Code Section 27315 requires children to be secured in an appropriate child passenger restraint (safety seat or booster seat) until they are at least 8 years old. As of January 1, 2012, the children's "Backseat Law" took effect. If your child is younger than 8 years old or under 57", they must be properly restrained IN THE BACK SEAT (no matter what the age, the safest place to be). **Effective January 1, 2017, Children under 2 years of age shall ride in a rear-facing car seat unless the child weighs 40 or more pounds or is 40 or more inches tall.** The violation fine is \$351.00 and a point on your record. There are some exceptions-see California Vehicle Code 27363.

### **Diaper Policy**

In accordance with Head Start Performance Standard 1305.53 (b) (1), CAPE Inc. will provide diapers to those children enrolled in the Head Start/Early Head Start programs, including CAPE Child Care Partner Programs, during their hours of attendance. If a family wishes to bring their own specific brand of diapers for their child, the staff will keep them separate from the agency diapers.

### **Birthdays/ Celebrations**

In order to protect students with food allergies we do not celebrate Birthdays or other Holidays.

### **Parent Meetings/Trainings**

Parent Meetings/Trainings will be held on a monthly basis at your child's school to discuss classroom curriculum, school readiness, agency updates, community resources, parent issues, and special topics.

### **Parent Information Board**

Each classroom maintains a parent bulletin board containing information and resources for parents. Please check it regularly.

### **Open Door Policy/Parents Rights**

All CAPE Inc. classrooms maintain an open-door policy, welcoming parents to visit at all times. The enrolling parent/guardian has the right to enter and inspect the facility without advance notice during the normal hours of operation (CCL1596.857). During enrollment and included in this handbook, parents receive copies of the Parents' Rights/Personal Rights as well as information about the rights of the Licensing agency (Admissions Agreement). All parents volunteering in the classroom must have a current negative TB test and signed statement of good physical health (CCL 101216 3 A, B) As well as be in compliance with CA SB792 which requires that providers/volunteers have proof of vaccination for measles, pertussis and flu vaccine on record.



### **Bringing Materials from Home**

CAPE Inc. provides a stimulating environment rich with safe and age appropriate materials. **Please do not let your child bring toys, money, etc. to school.**

### **Child Abuse Reporting**

In accordance with the California Department of Social Services, Office of Child Abuse Prevention, all CAPE Inc. employees are mandated to report suspicion or knowledge of child abuse or neglect.

### **Neighborhood Excursions**

It is the policy of CAPE Inc. to limit field trips to within walking distance only. These trips will only take place when there is sufficient supervision for the children. There will be no public or private transportation involved.

### **Cell Phones**

**Please do not use your cell phone while at the center.** Staff and children need your full attention when you arrive at the center, when you pick up at the end of the day and especially when you are volunteering.

### **Smoke Free Environment**

Due to the acknowledged hazards, both to adult non-smokers and especially to young children, arising from exposure to environmental tobacco smoke, it shall be the policy of CAPE, Inc. to provide a smoke-free environment for staff, children, parents, and volunteers. This policy covers the smoking of any tobacco product and applies to both employees and non-employee participants of CAPE Inc. Staff and volunteers will serve as role models by not smoking in the presence of children, parents and participants.

There will be no smoking in any CAPE Inc. facilities or vehicles at any time.

### **Second Hand Smoke**

Second hand smoke can be harmful to young children who are exposed to environments where adults smoke. The effects of breathing second hand smoke are greater for children since they breathe more air in relation to their body weight than adults. The irritants and toxins in second hand smoke can do more damage since children's lungs and immune systems are still developing. Children depend on adults for care and supervision. They are not in control and not able to remove themselves from the environment of the smoker. Enforce a no smoking policy around your child!

### **Smoking in Cars**

Effective January 1, 2008, Health and Safety Code 118947 bans the smoking of any cigarette, pipe or cigar in a moving or parked vehicle while a youth younger than the age of 18 is present.

### **Curriculum/ Assessment**

Our classrooms use the *Creative Curriculum for Preschool, 6<sup>th</sup> ed.* or the *Creative Curriculum for Infants, Toddlers & Twos, 3<sup>rd</sup> Edition* along with incorporating individual needs/interest of the children in planning their classroom curriculum. The curriculum includes a plan that incorporates goals for children's development and learning. Assessments on all children are conducted three times a year during the program year using the California Department of Education Desired Results Developmental Profile (DRDP 2015). The assessment results are intended to be used by the teaching staff to plan curriculum for individual and groups of children and to guide continuous program improvement.

### **Screeners**

As part of CAPE's goal to provide the best start for your child, in collaboration with parents/guardians we will ask parents to complete two Ages & Stages Questionnaires. The

Ages & Stages Questionnaire® (**ASQ-3**), screens your child's cognitive development and the Ages & Stages Questionnaire® (**ASQ-SE2**) screens your child's social and emotional development. The ASQ helps identify your child's strengths and areas that your child may need support.

### **Parent Conferences**

Parent conferences will be held twice during the year. During the conference weeks, your child may have a modified school schedule (refer to the school calendar for details). Conferences are a time for parents and teachers to discuss their child's education goals and in collaboration develop a plan to implement appropriate strategies. Conferences may be requested at other times by either parents or teachers as the need arises. Parents are encouraged to speak with teachers daily.

### **Education Home Visits**

Education Home Visits will be scheduled by teaching staff with all Head Start/Early Head Start and childcare partner families a minimum of two times per year. Home visits are important for establishing relationships between teachers and student/families.

### **Positive Behavior Support**

In each CAPE Inc. classroom, our goal of discipline practice is: to teach children appropriate skills, to help them internalize important rules that make individual and group life more enjoyable, and to enable them to become responsible for their own behavior.

Guidance and discipline are part of an integrated program focusing on fostering positive self-esteem and building pro-social skills, including interpersonal problem solving techniques. Curriculum, schedule, classroom arrangement and supervision will be utilized to minimize and prevent discipline problems. In addition, CAPE Inc. classrooms will implement the following procedures:

1. Clearly stating the classroom expectations to the children in positive language.
2. A reminder about the rule, give a positive statement to the child about what behavior is expected.
3. Developing a plan - child and teacher will together explore replacement skills and develop a plan so that the child can meet the expected behavior.
4. In instances when a child needs time to regain self-control before a plan can be implemented, a teacher will stay with the child.

It is the policy of CAPE Inc., that no adult (teacher, parent or volunteer) shall use corporal or unusual punishment, infliction of pain, humiliation, intimidation, ridicule, coercion, threat, mental abuse or other actions of a punitive nature to discipline a child. (CCL 101223)

Any form of discipline or punishment that violates a child's personal rights shall not be permitted regardless of authorized representative consent or authorization.

### **Confidentiality**

All information provided by parents will be held in strict confidence. Information obtained from assessments, screenings, observations and all other sources will be used in program planning to individualize for the children. CAPE Inc. will share information only with enrolling parent(s)/guardian listed on the application or with parent designee with written authorization by the enrolling parent/guardian.

### **CAPE Emergency Disaster Plan**

In each classroom you will find an Emergency Disaster Plan Posted. The plan indicates staff assignments and procedures for evacuating the center. You should familiarize yourself with this information. In the event of an earthquake or serious disaster, you may not be able to have contact with the center or the teachers may not be able to contact you immediately. All of the CAPE centers have emergency supplies such as food, blankets and water. Staff will remain with your child until you or your representative is able to pick up your child. Fire drills and evacuation drills are practiced monthly. Children and staff are trained in what to do in the event of an earthquake and on lockdown procedures.

## **Sexual Harassment Policy**

It is the policy of CAPE Inc. to provide a professional environment for all employees, program participants or visitors that are free of unlawful discrimination and harassment. A professional workplace provides a safe and discrimination-free environment which promotes courteous treatment of both employees and the public served. Sexual harassment is a form of illegal discrimination and will not be tolerated by the organization. Sexual harassment includes unwelcome conduct of a sexual nature, or expressed sexual overtures; including verbal, physical, visual or written, by any employee or program participant. Specific examples include unwelcome sexual advances, requests for sexual favors or any other conduct of a sexual nature that, explicitly or implicitly, affects an individual's employment or the work environment; especially if the conduct has the purpose, or effect, of interfering with work performance or creates an intimidating, hostile, or offensive work environment. To support CAPE's position the person who believes that they've been sexually harassed should document time, date and location as well as what was said or done.

Additional examples include:

- Off-color jokes or teasing
- Comments about sex life or body parts
- Sexual suggestive pictures, posters, cartoons, calendars
- Leering, stares or gestures
- Unwelcome touching, pats, hugs, shoulder massages, pinches, brushes, blocking
- Making, or threatening to make, reprisals after a negative response to sexual advances

CAPE Inc. takes allegations of harassment seriously and expects allegations to be made in good faith. The organization will respond promptly to complaints of sexual harassment and where determined that inappropriate conduct has occurred, impose prompt and appropriate corrective action. This may include disciplinary action or an evaluation to determine whether to continue services.

All complaints and concerns should be addressed to:

Regina Garcia (Executive Director) 925-443-3434 ext. 102 OR

Human Resources Manager 925-443-3434 ext. 111

PC approval: 11/19/08

BOD approval: 12/11/08

## Parent Participation

At CAPE Inc. we believe that you are the primary educator of your child. Consequently, we believe that your involvement in the school experience is one of the best things you can do to help your child learn and grow. We believe that your child will learn more from you than anyone else in his/her life.

There are many ways that you can be involved in CAPE Inc. Parents participate in classrooms, on neighborhood excursions, in community events, in supporting program operations, in leadership groups, and in preparing materials at home. Speak to the teacher about what you would like to do for your child's classroom.

A TB skin test is required every two (2) years and every (4) years for chest x-ray for parents who volunteer in the classroom. Volunteers with a positive skin test must provide a chest x-ray clearance before they can be admitted into the classroom.

In addition to a TB clearance, all parents volunteering in the classroom must have a signed statement of good physical health (CCL 101216 3 A, B).

Parents must be in compliance with CA SB 792 which requires proof of vaccination for measles, pertussis and flu vaccine in order to volunteer in classrooms.

Your participation in the classroom can lead to employment opportunities. Many of our teaching staff began working with CAPE Inc. as a parent volunteer, then worked as a classroom substitute, furthered their education and became part of the permanent staff.

The way you choose to participate in your child's school is up to you. We want you to feel comfortable. We welcome you and your ideas and look forward to working with you!

## Parent/Guardian Roles and Responsibilities

CAPE, Inc. offers many opportunities for parents/guardians to have active roles within the program. These roles come with the responsibility of participating in many of our daily routines, trainings, and/or events. We welcome every parent/guardian to actively embrace any or all of these roles and responsibilities:

<b><u>Role</u></b>	<b><u>Responsibility</u></b>
Participant	As a participant you will attend planned activities such as: <ul style="list-style-type: none"><li>• Classroom parent meetings</li><li>• Classroom committee meetings</li><li>• Family events</li><li>• Literacy Days</li><li>• Program Leadership</li></ul>
Learner	As a learner you will have educational opportunities such as: <ul style="list-style-type: none"><li>• Parent education groups</li><li>• Health Related trainings</li><li>• Information on child development</li><li>• Assistance with enrolling for GED classes (High School Equivalency)</li><li>• Assistance with enrolling for college credit courses</li><li>• Assistance with enrolling for workshops, seminars, conferences, and talks</li><li>• Parent leadership training</li></ul>
Contributor	As a contributor you can give a part of yourself to the program such as: <ul style="list-style-type: none"><li>• Volunteering in various aspects of the program</li><li>• Explore ideas and thoughts on committees and classroom activities</li><li>• Program Decision Making</li></ul>
Supporter	As a supporter you can bring families together with activities such as: <ul style="list-style-type: none"><li>• Encouraging other parents/guardians to participate</li><li>• Spreading the good word about CAPE, Inc.</li><li>• Supporting all staff in their efforts</li><li>• Advocating for your child</li></ul>
Planner	As a planner you can work with the staff to initiate ideas such as: <ul style="list-style-type: none"><li>• Initiating and planning activities of interest to parents/guardians</li><li>• Identify goals for the CAPE, Inc. program</li><li>• Assisting in the planning process as a Committee Member</li></ul>
Decision Maker	As a decision maker you can attend meetings such as: <ul style="list-style-type: none"><li>• Parent Committee/ Policy Council group meetings</li><li>• Country-wide, city-wide, and state-wide Policy Groups</li><li>• State, Regional, and National Head Start Association meetings</li></ul>
Paid Employee	As a parent/guardian you have access to career opportunities such as: <ul style="list-style-type: none"><li>• Classroom postings for current job opening announcements</li><li>• Access to apply for openings to qualified candidates</li><li>• Access to learn about and obtain job qualifications</li></ul>

- Primary Educator      As a prime educator you can model your behavior in actions such as:
- Working with your child to reinforce what he/she learns in school
  - Remembering that you are your child's primary teacher
  - Remembering that you are your child's first role model
  - Teaching your child to value education and learning
- Child Advocate      As a child advocate your personal knowledge is key in:
- Understanding your child's needs and meeting them
  - Knowing and protecting your child's rights
  - Becoming an advocate for your child and other children in the community
- Leader      As a leader you can be supportive in areas such as:
- Involvement in community (schools, government, health and human services) activities
  - Learning the political system and how it works
  - Using your leadership skills to assume a community leadership role

# Policy Council

## **What is the Policy Council?**

The Policy Council (PC) is a decision and policy setting group made up of parents from our Centers and Community Representatives. Parents who are attending CAPE Inc. programs, elect representatives annually from their centers. PC representatives are elected at the parent meeting at the beginning of each program year.

## **What does the PC do and why should I be involved?**

CAPE Inc. is required to operate with the PC. The representatives are vital in that they must approve or disapprove major program decisions. These include but are not limited to:

- Approval of staff hires**
- Approval of changes in the budget as required**
- Approval of changes to program services**

The Office of Head Start establishes these guidelines. Parent Involvement is important to everyone participating in our program, especially your children. Research in Early Childhood Education clearly shows that children whose parents are involved do better, not only in preschool, but in elementary school as well!

## **What will I do as a PC Representative?**

Each PC representative attends monthly meetings. This is your opportunity to share ideas/concerns and to make suggestions from your center to the PC. The representative also reports back to the center Parent Committee about actions taken by the PC. The Executive Director, Head Start Program Director and the Support Services Manager attend the PC meetings to act as a resource and support for the council. As a representative you will be instrumental in the decisions affecting the whole agency and the classroom that you are representing.

The PC meetings are run using Parliamentary Procedures that have been established for non-profit organizations. If this is your first time participating in a group like this, it is a great opportunity to learn new skills that can be used in many other situations. Employers often consider this type of work leadership involvement when reviewing job applications and resumes. This is important work!

## **What is a PC Reimbursement?**

As a member of the PC, you will receive a reimbursement payment for transportation and childcare (if not using the childcare provided at the meeting). Meals will be provided for regular evening meetings.

**WE LOOK FORWARD TO WORKING WITH YOU  
AS A REPRESENTATIVE OF THE  
POLICY COUNCIL!**



## **Livermore Valley Joint Unified School District-Annual Notice Uniform Complaint Procedures (Board Policy 1314)**

For participants of the State funded extended and full day state preschool programs in Livermore, the following Livermore Valley Joint Unified School District's Uniform Complaint Procedure is available for use after the CAPE Inc. Uniform Complaint Procedure has been followed, with the exception of the Almond Center.

The Livermore Valley Joint Unified School District has uniform complaint procedures, which are to be utilized and followed when parents/guardians, students or staff has complaints alleging violation of applicable state and federal laws governing educational programs.

Applicable violations covered under these procedures include unlawful discrimination based on age, sex, sexual orientation, gender, ethnic group identification, race ancestry, national origin, religion, color, mental or physical disability; failure to comply with state and/or federal laws in adult education, consolidated categorical aids programs, migrant education, vocational education, child care and development, child nutrition, and special education programs. A copy of the uniform complaint procedures is available at each school site, as well as the Superintendent's office, or the Student Services office.

### **Process**

The principal will assist in filing the complaint and inform the Assistant Superintendent. Mediation and assistance from a third party is available but not mandatory. If mediation does not resolve the complaint, the investigation shall provide an opportunity for the complainant and district to present information relevant to the complaint. A written decision will be completed and submitted to the complainant. The complainant may appeal the decision of the program administrator to the Board of Education.

Complaints alleging discrimination must be filed no later than six months from the date when the alleged incident occurred or when the complainant first obtained knowledge of the facts of the alleged discrimination. The district will complete the complaint process, including appeals, within sixty (60) days.

Complainant has a right to file an appeal with the California Department of Education within fifteen (15) days of receipt of the district decision. Persons filing discrimination complaints must wait until 60 days has elapsed from the filing of an appeal with the California Department of Education before pursuing civil law remedies. It is the policy of the district that no person suffers any form of retaliation as a result of making a complaint.

### **Designated Program Administrators**

1. Discrimination-Director of Human Resources
2. Adult Education-Director of Curriculum, & Special Projects
3. Consolidated Programs, Migrant Education, Vocational Education-Director of Curriculum & Special Projects
4. Child Nutrition-Assistant Superintendent
5. Special Education-Asst. Director of Special Education
6. Child Care and Development-Director of Student Services
7. General Education-See policy

Civil Remedies. A complainant may pursue available civil law remedies outside the districts complaint procedures. Complainants may seek assistance from mediation centers or public/private interest attorneys. Civil law remedies that may be imposed by a court include, but are not limited to, injunctions and restraining orders. For further information regarding free to low cost legal services contact:

Affordable Legal Aid Inc.-Hayward 520-317-8000

Legal Aid of Alameda County-Hayward: 800-200-0982

Community Alliance for Special Education (CASE)-San Francisco: 415-431-2285

## CAPE Inc. UNIFORM COMPLAINT PROCEDURE

It is the intent of CAPE Inc. to fully comply with all applicable state and federal laws and regulations.

Individuals, agencies, organizations, students and interested third parties have the right to file a complaint regarding the CAPE Inc. 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 State Department of Education.

Child Development Division  
Compliant 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.

*Education Code*, section 200 and section 220 define the protected classes for allegations of unlawful discrimination to include: sex, gender, ethnic group identification, race, ancestry, national origin, religion, color, mental or physical disability, and sexual orientation or any other characteristic that is contained in the definition of hate crimes set forth in Section 422.55 of the *Penal Code*.

## **CAPE Inc.-Dispute Resolution Process --Impasse Procedures and Formal Communications**

Formalized Dispute Resolution, Impasse and Formal Communications procedures are established to ensure that as issues arise, they are conveyed to the appropriate staff member or governing body for action.

### **Parents:**

The following outline establishes a line of communication so the parties directly affected may become aware of questions and/or concerns and then work together towards mutual resolution.

- a) Any parent who has questions or concerns directly related to the preschool site should discuss these issues with the teacher. The teacher will respond to the parent's questions or concerns within 5 working days.
- b) If a parent feels that his/her questions or concern has not been satisfactorily answered, they should bring it to the attention of the Site Supervisor. The Site supervisor will respond within 5 working days.
- c) If a parent feels that his/her question or concern has not been satisfactorily answered they should bring it to the attention of the Center Operations Manager. The Center Operations Manager will respond within 5 working days
- d) If a parent feels that his/her question or concern has not been satisfactorily answered they should bring it to the attention of the Executive Director. The Executive Director will respond within 5 working days,
- e) Any parent who has questions or concerns related to Fiscal Services should bring it to the attention of the Executive Director. The Executive Director will respond within 5 working days.
- f) Any parent who has questions or concerns directly related to a Content Area Specialists in ERSEA, Health, Family Community Partnerships, Nutrition, or Education should be directed to the appropriate manager. Questions or concerns regarding Disabilities services should be directed to the Support Services Manager and Mental Health services related questions or concerns should be directed to the Mental Health Unit staff.
- g) Any parent who has questions or concerns related to the site based Child Development staff should contact the Center Operations Manager and related to Family Advocates should contact the Support Services Manager. The Managers will respond to the parent within 5 working days.
- h) If the parent is not satisfied, he/she may contact the Executive Director. The Executive Director will investigate the matter and report back within 5 working days.
- i) If the parent continues to feel dissatisfied with the action(s), he/she may bring the issue to the PC. The PC will establish a subcommittee to investigate and report their findings and recommendations. The PC may then vote on action to be taken to resolve the issue at the next scheduled PC meeting
- j) If the parent continues to express dissatisfaction with the action(s) and a resolution of the issue or dispute requires action of the BOD, a separate Board committee may be established to investigate the issue.
- k) Questions relating to general program operations, policies and /or procedures should be directed to the appropriate CAPE, Inc. manager (same as above).

PC Approval Date: 11-29-17

BOD Approval Date: 11-29-17

## **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:

Licensing Office Name: Community Care Licensing

Licensing Office Address: 1515 Clay Street, Suite 1102, Oakland, CA. 94612

Licensing Office Telephone #:510.622.6602

## **CHILD CARE CENTER--NOTIFICATION OF PARENTS' RIGHTS**

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

1. Enter and inspect the childcare 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 childcare 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 childcare center without discrimination or retaliation against you or your child.
5. Request in writing that a parent not be allowed to visit your child or take your child from the childcare center, provided you have shown a certified copy of a court order.
6. Receive from the licensee the name, address and telephone number of the local licensing office.

Licensing Office Name: Oakland Child Care Regional Office

Licensing Office Address: 1515 Clay Street, Suite 1102, Oakland, CA. 94612

Licensing Office Telephone #:510.622.6602

7. Be informed by the licensee, upon request, of the name and type of association to the childcare center for any adult who has been granted a criminal record exemption, and that the name of the person may also be obtained by contacting the local licensing office.
8. Receive, from the licensee, the Caregiver Background Check Process form.

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

## Extended and Full Day State (CSPP) Funded Preschool Programs

Part/Extended day and Full day State Funded Preschool programs are operated through a subcontract of the Livermore Valley Joint Unified School District or the State of California that receives funding from the California Department of Education, Child Development Division. To qualify for these programs, families must meet additional criteria as mandated by California Code of Regulations, Community Care Licensing and the California Education Code sections.

Services are funded through both Federal Head Start and State Funding at Ormond, Bess Platt, Jackson, Fredericksen and Hill n Dale Centers. Part/extended and full day state funded preschool programs may have specific requirements for family participation. Certification for state funded preschool services is required prior to enrollment in these programs. Required documentation for certification includes birth certificate, verification of current income sources for all adults counted in the family size, verification of birth for all children counted in the family size, and employment/ training verification for all adults counted in the family size (Full Day State Preschool program only).

Priority for admission is based on the following:

- a. Children referred by Child Protective Services or another social services agency
- b. Children in Homeless Families
- c. Children in Foster care
- d. Families on Public Assistance
- e. Children with exceptional needs
- f. Income eligible four-year-old children (as of September 1<sup>st</sup> of fiscal year they are being served in)
- g. Income eligible three-year-old children

Eligibility Criteria:

The state funded preschool programs have eligibility criteria that must be met by all families and children enrolled. Children must be between the ages of three (3) to five (5) at the time of enrollment of the fiscal year. Except for CPS children, the family's adjusted monthly income cannot exceed the income ceiling established by the Alameda County Pilot program (AB833). Documentation verifying CPS/at risk, homelessness and income status must be received prior to program enrollment. CPS/at risk referrals must be updated every twenty-four (24) months.

In addition to meeting the above eligibility requirements, in order to be enrolled in the Full Day State Funded Preschool program, all adults counted in the family size must have a documented **need** for child care services for the days and hours of enrollment in the center-based portion of the program. Documentation verifying employment, training, and/or incapacity must be received prior to program enrollment.

When family income exceeds the identified 85% of level of eligible income for the family size, the contractor must dis-enroll the family and issue a Notice of Action (NOA) citing the family has exceeded the 85% of the SMI adjusted for family size.

**Notice of Action** - Whenever an agency makes changes to child care services (for example, by approving or denying services, by changing the approved hours of care, or by terminating services), the agency must notify you by giving you a document called a "Notice of Action" (NOA). The NOA will inform you of the type of action taken, the reasons for the action and the date when the action shall take effect. Parents must file a notice to appeal the action within fourteen (14) days from the date the NOA is given to the parent. Notice of action form will be given to parents at least 14 days in advance of the effective date of the change (or mailed to parents at least 19 days in advance of the effective date of the change).

### **What to Expect at Certification**

Certification is a requirement of the state subsidy program under which you are receiving services. Please note that this is intended as a guide, only, and is not an exhaustive list of eligibility regulations or acceptable documentation. Your eligibility specialist will help you with your specific requirements.

- ☆ **Multi-Parent Household:** Please note that all co-applicants (parents/caretakers) must have a qualifying “need” for services during the hours that the child is in care (full day families). If *any* of the co-applicants is available for all or part of the day, childcare services will not be approved during those hours.
  
- ☆ **At least one adult is in school or in training:** Print out your upcoming semester’s schedule. You only qualify for childcare for those hours that you are in class, lab, and studying. Study time is limited to two hours per week per academic unit. A variety of training activities qualify including ESL and online classes as long as they support a vocational goal. *Childcare is limited to six years from the initiation of services; graduate-level students are allowed 24 units after a BA.*  
Certification occurs every twenty four (24) months.
  
- ☆ **At least one adult is working:** Be prepared to show your pay stubs and to sign a release for your employer to provide us with information. Remember, you only qualify for childcare for those hours that you are working; be sure to maintain as full a daytime schedule as possible. If pay stubs are not available be prepared to provide other documentation of income. Recertification occurs every twenty four (24) months.
  
- ☆ **At least one adult is self-employed:** Maintain good records, contracts, leases, sales logs, etc. You will be required to provide this information, be prepared to provide all income and expense information for your business. Certification occurs every twenty four (24) months.
  
- ☆ **At least one adult is employed in a family day care home.** Certification every 24 months unless there are any changes to report. You cannot qualify for childcare if you run a family day care home. You *can* qualify if you are an *assistant* employed in large family day care home that is licensed. Be prepared to have your employer document certain information such as their license, enrollment, and ratios as well as your pay stubs and hours.
  
- ☆ **At least one adult is seeking employment.** Be prepared to describe how you intend to secure, change, or increase employment. You are also limited to care for 5 day per week and 6.5 hours per day or 32.5 hours a week. Certification occurs every twelve (12) months.
  
- ☆ **At least one adult is physically, mentally, or emotionally unable to care for child:** Child care and development services shall not exceed 50 hours per week. Be prepared to have a doctor provide a statement of incapacity. The statement must indicate the number of hours per day you are incapacitated. Be prepared to document your source(s) of financial support while incapacitated. Certification occurs every twenty four (24) months.
  
- ☆ **You are engaged in more than one activity above:** You can have more than one qualifying need to receive childcare. If, for example, you are part-time employed and a part-

- ☆ time student, you will need to document both of those activities to receive full-time care. Be prepared to document all source(s) of financial support.
- ☆ **Child is in Child Protective Services or At-Risk.** A written referral from a legally-qualified individual is required. Your eligibility specialist can help you with this.
- ☆ **Family is homeless:** Be prepared with a description of your situation as well as your plan to search for permanent housing. If available, have a written referral from an emergency/temporary housing shelter. You are also limited to care of no more than five days per week and for 6.5 hours a day or 32.5 hours a week, unless you qualify for another need (e.g. working or in school) at the same time.
- ☆ **Family does not reside in California:** If none of the documents provided indicates you reside in California, you will not qualify for services. (Does not apply to homeless families).
- ☆ **Family receives child support, rent, disability, interest, inheritance, or any other non-wage income:** Be prepared to declare, under penalty of perjury, all non-wage income. (The above list is for example only and is not exclusive.)

**Age Eligibility for CSPP Part-day and Full-day (MB 14-02 & Alameda Pilot Child Care Program)**

1. **“CSPP eligible three-year-olds”** who, regardless of their chronological age, will have their third birthday on the fiscal year they are being served.
2. **“CSPP eligible four-year-olds”** who, regardless of their chronological age, will have their fourth birthday on or before September 1, of the fiscal year they are being served.
3. **“CSPP eligible five-year-olds”** who will have their fifth birthday on or before September 1 of the fiscal year they receive services, and who were receiving full-day services as a CSPP eligible four-year-old on or before June 30, may remain in a CSPP program until the child begins kindergarten, but no later than September 30.

**The following Requirements Apply to CSPP Part-Day Preschool Enrollment:**

**Age Eligibility CSPP MB 14-02 & Alameda Pilot Child Care Program**

4. **“CSPP eligible three-year-olds”** who, regardless of their chronological age, will have their third birthday on the fiscal year they are being served.
5. **“CSPP eligible four-year-olds”** who, regardless of their chronological age, will have their fourth birthday on or before September 1, of the fiscal year they are being served.
6. **“CSPP eligible five-year-olds”** who will have their fifth birthday on or before September 1 of the fiscal year they receive services, and who were receiving full-day services as a CSPP eligible four-year-old on or before June 30, may remain in a CSPP program until the child begins kindergarten, but no later than September 30.

## **Enrollment Process**

- Notification Process
- Documents to Bring for Appointment
- Application for Service

## **How to Qualify for the Program**

The parent is responsible for providing documentation of the family's total countable income and the contractor is required to verify the information, as described below. The parent(s) shall document total countable income for all the individuals counted in the family size. Eligibility:

1. Family has a child who is at risk of abuse, neglect, or exploitation, or receiving child protective services through a qualified social services agency.
2. Family is a cash aid recipient
3. Family is income eligible
4. Family is homeless – when the basis of eligibility stated on the application for services is homelessness, the family data file shall include documentation of homelessness. The documentation of homelessness shall include a written referral from an emergency shelter or other legal, medical or social service agency, or a written parental declaration that the family is homeless and a statement describing the family's current living situation.

The parent is responsible for providing documentation of the family's total countable income and the contractor is required to verify the information. The contractor shall calculate total countable income based on income information reflecting the family's current and on-going income

**Families in Half-day preschool programs are certified 24 months. CSPP Half-day programs do not assess a Family Fee.**

**The initial enrollment/certification ceilings identified in the fee schedule issued July 2022, Management Bulletin # 20-12 are used to determine the income ceiling for preschool enrollment.**

## **Family Size**

The size of the family, or composition of the family size, is initially determined by the number of adults and children that the applicant parent presents to your agency and who are identified on the application. “**Family**” means the parents and the children for whom the parents are responsible, who comprise the household in which the child receiving services is living. For purposes of income eligibility and family fee determination, when a child and his or her siblings are living in a family that does not include their biological or adoptive parent, “family” shall be considered the child and related siblings.

## **Birth record for each child counted in the family size,**

The number of children shall be documented by providing one of the following documents, as applicable:

1. Birth certificates;
2. Court orders regarding child custody;
3. Adoption documents;
4. Records of Foster Care placements;
5. School or medical records;
6. County welfare department records; or



7. Other reliable documentation indicating the relationship of the child to the parent.

### **Self-Certification, Absent Parent and Single Parent Status**

If only one parent has signed an application for enrollment in child care services, and the birth record information for the children counted in the family size indicates that there is a second parent who has not signed the application, the parent who has signed the application shall self-certify single parent status under penalty of perjury (Sections I and V, Confidential Application for Child Development Services and Certification of Eligibility) The parent who has signed the application shall not be required to submit additional information documenting the presence or absence of the second parent.

### **Parent Appeal information:**

Notice of Action - Whenever an agency makes changes to child care services (for example, by approving or denying services, by changing the approved hours of care, or by terminating services), the agency must notify you by giving you a document called a "Notice of Action" (NOA). The NOA will inform you of the type of action taken, the reasons for the action and the date when the action shall take effect. Parents must file a notice to appeal the action within fourteen (14) days from the date the NOA is given to the parent, or 19 days if mailed to the parent. Your Notice of Action provides you with specific instructions for appealing an action. Please keep a copy of your NOA. If a parent disagrees with the local hearing appeal decision, the parent may appeal for a state review of the local hearing decision. The Parent Appeal Information Pamphlet (attached) provides information regarding the two levels of appeal described above. Please see your Notice of Action for specific instructions on how to appeal.

### **The Following Requirements Apply to Both CSPP Full-Day Preschool and CCTR Toddler State Funded Programs:**

#### **How to Qualify for the Program**

The parent is responsible for providing documentation of the family's total countable income and the contractor is required to verify the information, as described below. The parent(s) shall document total countable income for all the individuals counted in the family size. Eligibility:

1. Family has a child who is at risk of abuse, neglect, or exploitation, or receiving child protective services through a qualified social services agency.
2. Family is a cash aid recipient
3. Family is income eligible
4. Family is homeless – when the basis of eligibility stated on the application for services is homelessness, the family data file shall include documentation of homelessness. The documentation of homelessness shall include a written referral from an emergency shelter or other legal, medical or social service agency, or a written parental declaration that the family is homeless and a statement describing the family's current living situation.

The parent is responsible for providing documentation of the family's total countable income and the contractor is required to verify the information. The contractor shall calculate total countable income based on income information reflecting the family's current and on-going income

Upon establishing initial eligibility or ongoing eligibility for services, **a family shall be considered to meet all eligibility and need requirements for those services for not less than 24 months**, before having their eligibility or need recertified, and shall not be required to report changes to income or other changes for at least 24 months. *Education Code (EC), Section 8261(h) (1) & Alameda Pilot Child Care Program.*

**When a family voluntarily requests a reduction to their family fee** by reporting a change such as family income, days and hours of care needed, or family size, the contractor must reassess the family fee as described above. The parent must provide documentation to support the reported change. The family fee reduction takes effect on the first of the month following the receipt and approval of the required supporting documentation. **This documentation may not be used to make any other changes to the family's service agreement (MB 20-13).**

**Reporting and Recording Attendance.** The excused absence written policy must conform to the Title 5 excused absence categories:

- 1) Illness or quarantine of the child or parent. May include child or parent medical appointments.
- 2) Court ordered visitations; the family data file shall contain a copy of the Court Order.
- 3) Family Emergency may include illness of siblings and other sudden and unexpected emergencies. In a subcategory for Family Emergency absences, the preschool may set a limit on the number of instances listed in the subcategory, for example the agency may wish to set a limit of 5 excused family emergency absences due to transportation.

**Abandonment of care.** Children missing from care with no contact or attendance for 11 days will be issued a NOA of terminating care on the 30<sup>th</sup> day.

**Notice to Parents regarding changes in state Law, July 1, 2019 for initial certification, continuing certification, and phase out recertification (Alameda Pilot Child Care Program).**

At initial certification, a family will be considered income eligible if that family's adjusted monthly income is at or below 85% percent of the SMI, adjusted for family size.

Once determined and certified as income eligible for services, families remain income eligible until their adjusted monthly income exceeds 85 percent of the most recent SMI, adjusted for family size. The schedule of income ceilings to establish ongoing income eligibility is included in MB 20-12.

Contractors must notify parents, at the time of initial certification, and at certification, the dollar amount that equals 85 percent of the SMI, based on their family size. **Parents are required to report when their family income exceeds the 85% dollar amount for their family size.**

When family income exceeds the identified 85% of SMI for the family size, the contractor must dis-enroll the family and issue a Notice of Action (NOA) citing the family has exceeded the 85 percent of the SMI adjusted for family size

Specifically, contractors must inform the parent in writing of the maximum adjusted monthly income the family could earn, based on the family size most recently certified, before the family is no longer income eligible for services. To do this, the contractor must provide the family with a copy of the most recent Schedule of Income Ceilings (85 percent SMI) for certification,

Management Bulletin 20-12 Certification Schedule of Income Ceilings (85 percent SMI) for Certification Child Care and Development Programs

Family Size	Family Monthly Income	Family Yearly Income
1-2	\$6008	\$72,095
3	\$6842	\$82,102
4	\$7941	\$95,289
5	\$9211	\$110,536
6	\$10,482	\$125,782
7	\$10,720	\$128,641
8 or more	\$10,958	\$131,499

**Family Size**

The size of the family, or composition of the family size, is initially determined by the number of adults and children that the applicant parent presents to your agency and who are identified on the application. “**Family**” means the parents and the children for whom the parents are responsible; who comprise the household in which the child receiving services is living. For purposes of income eligibility and family fee determination, when a child and his or her siblings are living in a family that does not include their biological or adoptive parent, “family” shall be considered the child and related siblings.

**Birth record for each child counted in the family size,**

The number of children shall be documented by providing one of the following documents, as applicable:

1. Birth certificates;
2. Court orders regarding child custody;
3. Adoption documents;
4. Records of Foster Care placements;
5. School or medical records;
6. County welfare department records; or
7. Other reliable documentation indicating the relationship of the child to the parent.

## **Self-Certification, Absent Parent and Single Parent Status**

If only one parent has signed an application for enrollment in child care services, and the birth record information for the children counted in the family size indicates that there is a second parent who has not signed the application, the parent who has signed the application shall self-certify single parent status under penalty of perjury (Sections I and V, Confidential Application for Child Development Services and Certification of Eligibility) The parent who has signed the application shall not be required to submit additional information documenting the presence or absence of the second parent.

### **Parent Appeal information:**

Notice of Action - Whenever an agency makes changes to child care services (for example, by approving or denying services, by changing the approved hours of care, or by terminating services), the agency must notify you by giving you a document called a "Notice of Action" (NOA). The NOA will inform you of the type of action taken, the reasons for the action and the date when the action shall take effect. Parents must file a notice to appeal the action within fourteen (14) days from the date the NOA is given to the parent, or 19 days if mailed to the parent. Your Notice of Action provides you with specific instructions for appealing an action. Please keep a copy of your NOA. If a parent disagrees with the local hearing appeal decision, the parent may appeal for a state review of the local hearing decision. The Parent Appeal Information Pamphlet (attached) provides information regarding the two levels of appeal described above. Please see your Notice of Action for specific instructions on how to appeal.

**Family Fee** – Families will be assessed a full-time fee based on hours of care certified for the month, income, and family size. Families with a certified need of 130 hours or more per month will be assessed a full-time fee. The Standard Reimbursement Rate may be used to determine actual cost of service for center-based programs. The assessment of the family fee is based on a family fee schedule issued by the California Department of Education.

The family fee is paid prior to service each month. No adjustment is made for excused nor unexcused absence. The Family Fee is assessed based on the family's child enrolled for the longest period of childcare. Family **fees shall be considered delinquent after seven (7) calendar days from the date the fees were due.** A Notice of Action shall be issued for delinquent family fees.

Childcare services shall be terminated two (2) weeks from the date of the Notice unless all delinquent fees are paid before the end of the two (2)-week period for NOA appeal. Upon termination of services for nonpayment of delinquent fees, the family shall be ineligible for childcare and development services until all delinquent fees are paid. The program shall accept a reasonable plan from the parent(s) for payment of delinquent fees. Childcare service shall continue to be provided to the child, provided the parent(s) pays current fees when due and complies with the provisions of the repayment plan.

**The fee for the initial certification is due upon enrollment.** For new family fees due as the result of certification and updates to the family file, a NOA must be issued to the family showing the new fee to be imposed and contain an effective date either 14 or 19 calendar days after service of the NOA, depending upon whether the NOA was personally served or mailed to the family. The fee is due on the first of the month following the effective date of the NOA.

When the initial enrollment is not on the first day of the month, the contractor can assess a fee based on certified hours for the partial month and another fee for each subsequent month based on certified hours as documented in the application for services. For example: a family works 40 hours per week or full-time; and their initial enrollment date is May 20. For the month of May, the family will utilize less than 130 hours. In this example, the family will be assessed a part-time fee for May and a full-time fee for each subsequent month of service. If a new family fee is assessed, the fee will become effective on the first day of the month following the issue date of the NOA.

### **Credit for Fees Paid to Other Service Providers:**

This section shall apply to childcare and development services provided by someone other than the contractor:

(a) When a contractor cannot meet all of a family's needs for child care for which eligibility and need as specified in Education Code Section 8263(a)(1) and (a)(2) have been established, the contractor shall grant a fee credit equal to the amount paid to the other provider(s) of these child care and development services.

(b) The contractor shall apply the fee credit to the family's subsequent fee billing period. The family shall not be allowed to carry over the fee credit beyond the family's subsequent fee billing period.

(c) The contractor shall obtain copies of receipts or cancelled checks for the other childcare and development services from the parent. The copies of the receipts or cancelled checks shall be maintained in the contractor's fee assessment record

### ***When Families Voluntarily Request a Reduction of Family Fee***

When a family voluntarily requests a reduction to their family fee by reporting a change such as family income, days and hours of care needed, or family size, the contractor must reassess the family fee as described above. The parent must provide documentation to support the reported change. The family fee reduction takes effect on the first of the month following the receipt and approval of the required supporting documentation. **This documentation may not be used to make any other changes to the family's service agreement.**

A Notice of Action (NOA) must be issued immediately upon receipt and approval of the required supporting documentation so that the new family fee will become effective on the first day of the month that follows the issue date of the NOA. For example, if a NOA is issued on July 28, 2020, the effective date of the reduced fee would be August 1, 2020.

**Note:** Unlike other changes to the service agreement, the fee reduction should be implemented immediately and prior to the parent's opportunity to appeal so as to give families the immediate benefit of the reduction in fees.

Families must still be given 14 calendar days from the issue date of the NOA, if the NOA is hand delivered to the parent, or 19 calendar days from the issue date if the NOA is mailed, to file an appeal. The reassessed fee must be collected monthly in accordance with 5 CCR, Section 18114.

### **Documentation of Need for Full-day Preschool and Infants & Toddlers**

**Upon establishing initial eligibility or ongoing eligibility for services, a family shall be considered to meet all eligibility and need requirements for those services for not less than 24 months, before having their eligibility or need recertified, and shall not be required to report changes to income or other changes for at least 24 months *Education Code (EC), Section 8261(h) (1).***

Each adult counted in the family size must have a need for childcare services. If it is determined by the enrollment specialist that there is no documented need for subsidized childcare, a Notice of Action to deny or terminating services will be issued. The following are some Title 5 regulatory categories of documentable need for childcare and adjusted to meet the Alameda Child Care Pilot Requirements:

**1. At Risk of Abuse or Neglect** - When the basis of need is At Risk of Abuse or Neglect, a child who has been identified by a legally qualified professional in a legal, medical, social services agency, or emergency shelter as being at risk of abuse, neglect, or exploitation, and referred for child care and development services. At-risk/CPS families may receive a 24 month fee exemption when a legally qualified professional from a legal, medical, social services agency, or emergency shelter specifies in the referral that it is necessary to waive the family fee. For families with a fee exemption, income information will not be required and fees will not be assessed or collected.

If the referral from the legally qualified professional from a legal, medical, social services agency or emergency shelter does not waive the fee, income information must be obtained from the family. Fees must be assessed and collected, as applicable, based on the most recent fee schedule issued by the CDE, CDD. Fee assessment and collection will begin on the first day of enrollment unless the fee is waived.

**2. Child Protective Services (CPS)** - When the basis of need is CPS, a written referral from a legal, medical, social service agency, or emergency shelter is required. The written referral shall include a statement that the child is at risk of abuse or neglect and that the childcare services are needed to reduce or eliminate that risk. CPS shall certify that the child is receiving protective services and that childcare is a necessary part of CPS plan. Note: A "legal qualified profession" means a person licensed under applicable law and regulation of State of California to perform legal, medical, health or social services for the general public.

**3. Employment** - When the basis for need is employment, means of verification may include but is not limited to: Pay Stubs, Record of Wages, Proof of Self-Employment, and/or Tax Returns, as well as completed Employment Verification Form.

**4. Vocational training leading directly to a recognized trade, para-profession, profession, or education degree** - When the basis of need is training, childcare services may be authorized for six years from initiation of services. Twenty four semester units or its equivalent after the attainment of a Bachelor's Degree. Parents must identify a vocational, occupational, or educational degree objective.

**5. Seeking employment** - When the basis for need is seeking employment, participant may be approved to seek employment for not less than 12 months, working days, and for no more than 32.5 hours per week.

**6. Seeking permanent housing for family stability** – When the basis of need is seeking permanent housing, participant may be approved to seek permanent housing for no more than 32.5 hours per week for consecutive working days, Monday to Friday.

**7. Incapacity** - When the basis of need is Incapacity, childcare and development services shall be based on the documentation provided by the legally qualified health professional which shall include; a statement that the participant is incapacitated and incapable of providing care and supervision for the child. The documentation must identify the extent to which the participant is incapable of providing care and supervision. Childcare cannot exceed 50 hours per week.



## BIKE SAFETY

### CARRYING YOUR CHILD SAFELY ON A BIKE

- ❑ NEVER carry a baby under age 1 on a bicycle. A baby does not have the neck strength to wear a helmet. The baby's back is not strong enough to sit straight with the motion of the bike.
- ❑ When a child is old enough to ride on an adult's bike, only a skilled rider should carry him/her.
  - Ride only in safe areas like parks, bike paths, or quiet streets.
  - Make sure both adult and child are wearing properly fitting helmets.
  - Make sure the child carrier has a high back, a lap and shoulder harness, and foot guards to keep feet away from the spokes.
  - Make sure the bike trailer has a high-backed seat and a lap and shoulder harness.
  - Check that carrier or trailer is fastened firmly to the bike.  
Buckle the harness snugly around the child.

### HEAD OUT SAFELY!

- ❑ Wearing a bike helmet is the most important way for your child to stay safe on a play vehicle, tricycle, or bike. A helmet can help reduce the risk of head injury by 85% when worn correctly.
- ❑ Toddler helmets are lightweight, because a toddler's neck is not strong enough for a regular helmet. Also, these helmets come down low around the back of the head for more coverage.
- ❑ Insist that your child wear a helmet whenever he/she rides. Every new helmet must meet the Consumer Product Safety Commission (CPSC) Standard and display a label stating that it meets the standard. On older helmets, look for a CPSC, ASTM<sup>1</sup>, ANSI<sup>2</sup>, or Snell<sup>3</sup> sticker inside the helmet.

### THE RIGHT FIT IS IMPORTANT!

- ❑ Make sure the helmet covers the upper part of the forehead and sits level on the head (two finger widths above the eyebrows).
- ❑ Use the foam pads inside to fit the helmet snugly so it doesn't slip around.
- ❑ Adjust the chin strap tightly enough so the helmet pulls down when the child opens his mouth.
- ❑ Adjust the two side straps so they meet in a "V" right under each ear.

## Pedestrian Safety



### Teach Your Children:

- Do not cross the street alone if you're younger than 10 years old.
- Stop at the curb before crossing the street.
- Walk, don't run, across the street.
- Cross at corners, using traffic signals and crosswalks.
- Look left, right, and left again before crossing.
- Walk facing traffic.
- Make sure drivers see you before crossing in front of them.
- Do not play in driveways, streets, parking lots or unfenced yards by the street.
- Wear white clothing or reflectors when walking at night.
- Cross at least 10 feet in front of a school bus.





## VEHICLE SAFETY TIPS

The danger zone is the area on all sides of the bus where children are in the most danger of being hit. Children should stay ten feet away from the bus (or as far away as they can) and never go behind it. They should take five giant steps in front of the bus before crossing, so they can be seen by the driver.

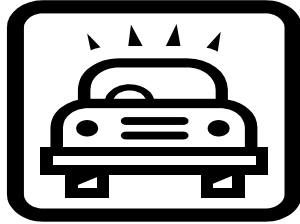
## TEACH YOUR CHILD TO GET IN AND OUT OF VEHICLES SAFELY:

- ❑ When getting on the bus, stay away from the danger zone and wait for the driver's signal. Board the bus one at a time.
- ❑ When getting out of the vehicle, look before stepping out of the vehicle to be sure no cars are passing on the shoulder (side of the road). Move away from the vehicle.
- ❑ Look left-right-left when coming to the edge of the vehicle to make sure traffic is stopped. Keep watching traffic while crossing.

## SAFETY STEPS YOU CAN TAKE:

- ❑ Supervise children to make sure they get to the stop in time, wait far away from the road, and avoid rough play.
- ❑ Teach your child to ask the driver for help if he/she drops something near the vehicle. If a child bends down to pick up something, the driver cannot see him/her, and the child may be hit by the bus. Have your child use a backpack or book bag to keep loose items together.
- ❑ Make sure clothing and backpacks have no loose drawstrings or long straps, to get caught in the handrail or bus door.
- ❑ Encourage safe school bus loading and unloading.

## KEEPING KIDS SAFE IN OR AROUND VEHICLES



**NEVER leave children alone in or around vehicles....  
NOT EVEN FOR A SECOND!!**

Many caring and responsible parents have left their children alone in a car, not realizing the risks involved. Some parents think it is safe to leave a child alone in a car while they run into the store, quickly drop off dry cleaning or while dropping another child off at school. Results of leaving a child alone in or around a vehicle can be deadly.

- ❑ The temperature inside a car can reach deadly levels in minutes.
- ❑ Children can set the vehicle in motion.
- ❑ The child might leave the vehicle to go look for you.
- ❑ Your child can be abducted.
- ❑ Drivers have difficulty seeing small children when they back up.

### SAFETY TIPS

- ❑ Children **should never** be left alone in a vehicle, not even to run a quick errand.
- ❑ Keep vehicles locked at all times, even in the garage or driveway.
- ❑ Keys should never be left in reach of children.
- ❑ Teach your children to never play around a vehicle; drivers have difficulty seeing small children when they back up.
- ❑ Consider installing cross-view mirrors and/or backup detection device on your vehicle.
- ❑ Always make sure that all child passengers have left the car after it is parked. Don't overlook sleeping babies.
- ❑ If a child is locked inside a car, get them out as quickly as possible. If they are hot or seem sick, call 911 or your local emergency number immediately.
- ❑ When a child is missing, check vehicles and car trunks right away.

### REMEMBER.....

A car is not a toy....

A car is not a playground.....

### AND...

A car is certainly not a babysitter.

# Lead Testing

CAPE has begun conducting lead testing in the water and paint in our program classrooms to comply with recent regulations. Testing our drinking water and paint for lead exposure is important so that we can continue to provide a safe and healthy environment for your children to learn and play.

You cannot see, taste, or smell lead in drinking water. The only way to confirm that water contains lead is to have it tested. Even at low levels, lead exposure can damage the brain and nervous system, impair development, and contribute to learning and behavior problems. Children under the age of six are most vulnerable to the detrimental impacts of lead exposure.

Please note: CAPE Inc. is being proactive. There is no evidence or suspicion that our facilities currently have elevated lead levels in our drinking water or paint.

If you have questions or concerns, please contact the Executive Director, Regina Garcia, at [rgarcia@capeheadstart.org](mailto:rgarcia@capeheadstart.org)

Or if you would like more information on lead testing, please visit the Alameda County Public Health Department <https://acphd.org/lead-poison-prevention/> or the Alameda County Healthy Homes Department <https://www.achhd.org/leadpoisoning/leadp.htm>



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*Children under 6 years are more vulnerable. Too much exposure to lead during early childhood can cause development issues, including damage to their developing nervous systems, intelligence, and behavior. This can lead to challenges at school, growth delays, and behavioral issues.*

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## Distance Learning Plan

**In the event of a state/national emergency or health/medical emergency.** We are committed to making sure that students continue to experience the care and commitment of our staff and the routine of daily learning, even when that learning is happening virtually. Therefore, in collaboration with Education Coordinators/Coach, teaching staff will provide distance learning materials, lessons and weekly check-in to children that are receiving distance learning. The plan includes:

- Teachers will create specific activities aligned to meet the developmental needs of your child. Educational materials/activities will be mailed to families
- Parents will be asked to share specific activities that their child has completed, to support teachers in completing child assessments (DRDP 2015).
- Screener questionnaires will be completed by parents online. ASQ Online gives parents access to complete questionnaires from any device: phones, tablets or laptops. Parents may complete questionnaires anywhere there is internet access. Please ask your child's teacher if you need support in completing the ASQ Questionnaires online.

## EARLY HEAD START/ HEAD START FULL DAY PARENT NOTIFICATION OF ATTENDANCE POLICY

Early Head Start/ Head Start Full Day center-based and Family Child Care Home services are designed to meet the child care needs of parents that are in school, work or formal training while providing a high-quality child development program and comprehensive health and family services. Early Head Start/Head Start centers and Family Child Care Homes are open between 9 and 11 hours per day Monday through Friday, with periodic breaks and holidays as indicated by the center calendar. Parents may utilize childcare services at any time between those program hours in accordance with the schedule agreed upon in the Admission Agreement.

Our program regulations require a phone call from the parents each time their child is absent from school within one hour of program start time or earlier on the day of the absence. If a child is unexpectedly absent for more than thirty minutes and a parent has not contacted the program, staff will attempt to contact the parent to ensure the child's well-being. If your child is absent for three days or more due to illness, a doctor's note may be required. If a child is absent without notification for 2 days, staff will do a home visit to reengage family.

Regular attendance on your scheduled days ensures that the program is meeting federal guidelines. **Irregular attendance is defined as two (2) excused or unexcused absences within a thirty (30) day calendar month and absence rate that exceeds 10%.**

Excused Absences may include:

- ❖ hospitalizations, serious illness, injury or other health ailments that temporarily prevent attendance
- ❖ communicable disease
- ❖ death in the immediate family (*immediate family includes mother, father, sister, brother, grandmother, grandfather, granddaughter, grandson, son, daughter, son or daughter of the spouse; and spouse, domestic partner, or any relative living in the immediate household*)
- ❖ religious family activities
- ❖ certain temporary situations that prevent attendance (with prior submission of an extended absence request)

In order for an absence to be excused, families must contact the center/Family Child Care home to inform them of the reason for absence within one hour of program start time or earlier on the day of the absence. If you do not contact the center/Family Child Care Home, the absence will be considered unexcused. If your child has chronic unexcused absences, the family may be required to move to another program option (if available) in order to offer the Head Start/Early Head Start slot to a child who will be able to attend regularly.

Parents must also pick up and drop off their child at their contracted hours. Children also may not be picked up early or dropped off late on a regular basis. Failure to attend regularly and punctually may result in the development of a plan to improve attendance and/or punctuality or moving to another program option (if available).

Staff can work together with you to provide resources to ensure that your child will be able to attend regularly. We hope that, together, we can ensure regular attendance and a wonderful experience for you and your Early Head Start/ Head Start child.

## Excused Absences

The following are excused absences:

- Death in the immediate family
- Serious Illness, communicable disease, Hospitalization, injury or accident of the child or a relative or specific quarantine
- Family Displaced from home
- CPS Intervention
- Court Mandate to be with a parent/Guardian/relative (copy of court order required)
- Catastrophic Weather conditions
- Religious family activities

**Requires prior approval from Enrollment Office, requested with Extended Absence Request form.**

- Vacation
- Visit with a relative that the child does not get to see often

If a family is absent for a reason besides those listed in the excused absences, it is unexcused. Also, if a child cannot attend because they have not met required health requirements (i.e. physical and TB within 30 days of entry), those absences are unexcused. Children cannot benefit from the program when they do not attend, and CAPE Inc. does not receive state funding for unexcused absences. We encourage parents to have their children attend the program on a regular basis.

## Summary of Services

Thank you for applying to CAPE Inc. We are committed to provide high quality child development and comprehensive services to our children. CAPE Inc. is funded through grants with the Federal Head Start Program and the California Department of Education. In order to receive these grants, we are mandated to have health, education and family service requirements completed on all children. As a participant in our program, you will be asked to complete required paperwork as well as meet health standards mandated by federal and state guidelines. All information obtained from children and families will be held in strict confidence by CAPE Inc. and used for program planning.

### Education

Education Home Visits

Parent Conferences, Assessments, Behavioral and Developmental Screenings

### Health Requirements for children in preschool

- Negative TB Skin Test/ Risk Assessment, Clear Chest X-Ray, or clearance from a physician before entry into classroom and every 2 years
- Physical Exam
- Hearing and vision screening
- Blood Pressure
- Dental Exam
- Follow up Medical and Dental treatment
- Hemoglobin
- Lead Testing
- Current Immunizations
- Nutrition Questionnaire
- Health History
- Proof of medical and dental insurance
- Plans for specific health/nutrition conditions

### Health Requirements for children in Early Head Start

Well Baby Checks at 2, 4, 6, 9, 12, 15, 18, 24, 30, 36 months

Negative TB Skin Test/ Risk Assessment, Clear Chest X-Ray, or clearance from a physician

Current Immunizations

### Family Services for children in Head Start/Early Head Start

Family Assessment

Family Partnership Agreement

### Eligibility for Full Day Families

Working or in school full time

In addition, you will be invited to participate in classroom activities, parent meetings and trainings throughout the year. To participate in your child's classroom you will need to provide a negative TB test or chest X-Ray, a Statement of Good Health and in compliance with CA SB 792 (Proof of vaccination for measles, pertussis & flu Vaccine) We look forward to establishing a partnership with you and your family and working to make this a year filled with rewarding opportunities.

## EXCLUSION GUIDELINES

Exclusion will be based on the following criteria:

- The child's illness poses risk to others.
- The illness prevents the child from participating comfortably in routine activities.
- The illness requires more care than the childcare staffs are able to provide without compromising the health and safety of the other children.
- The child has any of the following:
  1. Fever along with behavior changes or other signs of illness such as sore throat, rash, vomiting, diarrhea, earache, etc. Child must be fever free for 24 hours before returning or until medical clearance or symptoms are gone. Fever is defined as having a temperature of 100 F or higher taken under arm or oral temperature of 101 F or higher, and ear temperature of 102 F or higher. Oral temperature should not be taken on children younger than three years of age. Rectal temperatures are not allowed in the childcare setting.
  2. Symptoms and signs of possible severe illness which may need further medical evaluation may include unusual tiredness, uncontrolled coughing, wheezing, continuous crying, irritability, or difficulty breathing.
  3. Diarrhea (loose, watery) not associated with changes in diet or medication. Child must be diarrhea free 24 hours before returning to childcare. Any bloody stools.
  4. Vomiting associated with illness occurring more than once in the preceding 24 hour period.
  5. Unexplained body rash.
  6. Sore throat with fever and swollen glands or white patches in back of the throat.
  7. Eye discharge – redness of the sclera (white of the eye), thick mucus or pus draining from eye.
  8. Lice; See lice policy.
  9. Scabies, until after treatment is completed.
  10. Severe coughing – harsh barking cough causing child to get red or blue in the face, or making a high-pitched whooping sound after coughing. Severe coughing that prevents the child from participating in normal activities.
  11. Strep throat, or other streptococcal infection, until 24 hours after initiation of antibiotic treatment and no fever (see definition of fever).
  12. Jaundice – yellowing of the skin or the entire white area of the eyes.
  13. Impetigo, until 24 hours after treatment has been initiated.
  14. Mouth sores with drooling or blisters.
  15. Pertussis (Whooping Cough), until 5 days of antibiotic treatment.
  16. Chicken Pox (Varicella), until all sores are crusted over.
  17. Tuberculosis, until a health care provider states that the child can attend childcare.
  18. Hepatitis A, mumps, measles, rubella or shingles until cleared by health care provider.



## Parent Volunteer Agreement

Volunteering is essential to all CAPE Inc. programs. The success of the program depends upon active participation of parents/guardians and others in the community. The Head Start program is required to have a certain amount of volunteer efforts (called "In-kind") in order to continue to receive funding from the federal government.

By volunteering, you will become acquainted with our program, see its strengths and goals, and help staff make it a fun learning experience for all.

There are many ways that volunteers can contribute to our program both inside and outside of the classroom. Each volunteer comes to the program with different experiences, skills, and talents.

### Why Volunteer?

- Volunteers receive work experience and training
- Parents/Guardians who volunteer become partners in the daily operations of the program
- Volunteers provide increased services to the children and families that we serve
- Volunteers become positive role models to children and other parents/guardians in the program

### Parent Guidelines for Quality Classroom Participation

- Keep cell phone use outside of the classroom.
- Volunteering in the classroom is defined as anything longer than drop off and pick up except for prescheduled parent events.
- Communicate with your child's teacher when you plan to stay in your child's classroom to find out how you can be most useful.
- Although we value all children, **our licensing regulations prohibit us from having siblings in the classroom** except for drop off and pick up.
- Your child has the luxury of having you for their own while at home. While in the classroom, please share yourself with all of the children.
- When needed, please redirect a child. Do not discipline, **including your own child**; instead ask a teacher for assistance
- We are working on helping the children to learn to do things independently. Please join us in showing (role modeling for) the children how to do, rather than doing for them.

### Requirements:

- TB Skin Test/Chest X-Ray Clearance, mandated vaccinations in accordance with CA SB 792 (proof of vaccination for measles, pertussis and flu vaccine) and statement of good health for volunteering inside of the classrooms and in the presence of children.
- Volunteers are responsible for maintaining complete confidentiality of all information. **Confidentiality will be maintained at all times and case information will only be released with the written authorization of parent/guardian.**
- Volunteers are expected to follow CAPE, Inc.'s employee dress code.
- Respect and promote the unique identity of each child and family and refrain from stereotyping on the basis of gender, race, ethnicity, culture, religion or disability.

Partnering with parents is a valued part of CAPE Inc. We look forward to your joining us in creating quality classrooms for our children!

## **PARENT CODE OF CONDUCT**

CAPE Inc. staff and parents/guardians must work together to maximize each child's success in our programs. CAPE Inc. staff is committed to supporting families and we request the support of parents/guardians.

As a parent/guardian of a child enrolled in a CAPE Inc. Program, you are expected to:

Ensure staff, consultants, contractors, and volunteers do not maltreat or endanger the health or safety of children, including, at a minimum, that staff must not:

- Use corporal punishment;
- Use isolation to discipline a child;
- Bind or tie a child to restrict movement or tape a child's mouth;
- Use or withhold food as a punishment or reward;
- Use toilet learning/training methods that punish, demean, or humiliate a child;
- Use any form of emotional abuse, including public or private humiliation, rejecting, terrorizing, extended ignoring, or corrupting a child;
- Physically abuse a child;
- Use any form of verbal abuse, including profane, sarcastic language, threats, or derogatory remarks about the child or child's family; or,
- Use physical activity or outdoor time as a punishment or rewards;

Ensure staff, consultants, contractors, and volunteers respect and promote the unique identity of each child and family and do not stereotype on any basis, including gender, race, ethnicity, culture, religion, disability, sexual orientation, or family composition;

Require staff, consultants, contractors, and volunteers to comply with program confidentiality policies concerning personally identifiable information about children, families, and other staff members in accordance with protections for the privacy of child records of and applicable federal, state, local, and tribal laws; and,

Ensure no child is left alone or unsupervised by staff, consultants, contractors, or volunteers while under their care.

### **Staff Rights**

All staff have the right:

1. To be treated and talked to respectfully by other staff, parents and children.
2. To work with healthy children and to be free from exposure to disease.
3. To be free to develop a curriculum based upon developmentally appropriate practices.
4. To feel safe and to work in a non-threatening environment.
5. To be listened to with respect and heard by staff and parents.
6. To be able to leave work at their scheduled hour (this means that children will be picked up at the scheduled time).
7. To be appreciated for the hard work of providing the best for your child.

## **CAPE Positive Behavior Philosophy**

CAPE believes that all children have a right to learn and play in a safe, nurturing environment where they are treated with respect and kindness. CAPE staff strives to develop strong social-emotional skills in our students as a foundation for academic learning and lifelong relationships, and to promote safe and respectful interactions at CAPE. CAPE believes that families and school staff are partners in fostering children's social and emotional well-being, and we look forward to working with you to support your children's success at school and in their life.

### **Our Commitment to Promoting Positive Behavior**

The healthy social and emotional development of children is a priority for CAPE. When unsafe or inappropriate behavior occurs in our schools, our staff address the behavior and help redirect the child to pro-social behavior. Our teachers use the following strategies to help address unsafe/inappropriate behaviors:

- Staff strive to create a safe and welcoming environment for all children and families.
- Staff acknowledge each child as often as possible for pro-social behaviors such as being kind, being safe, being friendly, listening, problem solving, taking initiative, helping others, etc.
- Staff use a variety of methods to support children in developing friendships, learning to express and recognize feelings, and learning how to manage anger and impulses.
- Staff model and coach conflict resolution skills to help children learn to resolve conflicts independently.
- Staff will meet as a team to discuss ways to teach pro-social skills and prevent and address unsafe/inappropriate behavior.

### **Expectations for Children's Positive Behavior at School**

CAPE guides students in meeting the following expectations:

- Develop positive relationships with peers and adults: "We are friendly. We are kind."
- Understand and respect the rights and feelings of others: "We are respectful."
- Engage in safe behavior and be responsible for own behavior: "We are safe."

**Admission Agreement for CAPE Inc.**

CAPE Inc. provides an educational school experience for children at centers located in Livermore, Pleasanton, Dublin, and Hayward. CAPE Inc. receives funding from Head Start/Early Head Start and the California Department of Education and does not charge for services for income eligible families. Fees for state funded services are based on a sliding fee schedule.

When your child is enrolled, you can expect to receive the following services:

**CENTERS:**

<b>Bess Platt Center:</b> _____ RM A _____ RM B	<b>Almond Center:</b> _____ EHS 36a _____ EHS <b>36b</b> _____ EHS 37a _____ EHS <b>37b</b>	<b>Jackson Center:</b> _____ EHS A _____ Preschool
<b>Ormond Center:</b> _____ RM A _____ RM C	<b>Hill and Dale Center:</b> _____ Preschool	<b>Fredericksen Center:</b> _____ Preschool
<b>Sunset Center:</b> _____ EHS 1 _____ HS	<b>Burke Academy:</b> _____ EHS 1 _____ EHS 2  _____ EHS 3	<b>Croce:</b>  _____ Preschool

**FULL DAY PROGRAMS**

\_\_\_\_\_ **Early Head Start:** Mon/Tues/Thurs/Fri 8:00-5:00, Wednesday 8:00-2:30  
 Toddler Option component of a Preschool license serving children 18-36m

\_\_\_\_\_ **Early Head Start:** Mon/Tues/Thurs/Fri 8:00-5:30, Wednesday 8:00-2:30

\_\_\_\_\_ **Preschool:** Mon/Tues/Thurs/Fri 8:00-5:00, Wednesday 8:00-2:30

**EXTENDED DAY PROGRAMS**

\_\_\_\_\_ Mon/Tues/Thurs/Fri 9:00-3:30; Wednesday 9:00-12:00

**MODIFIED PROGRAM HOURS**

\_\_\_\_\_ **Please indicate modified hours child will attend:**

\_\_\_\_\_ (for ERSEA personnel use only)

Nutrition: Children who attend full or extended day classes receive breakfast, lunch, and an afternoon snack. Children attending part day Head Start classes receive a.m. snack and lunch. Children attending part day state classes will receive a mid-morning or mid-afternoon snack.

Health: All children must complete California Community Care Licensing as well as Head Start/Early Head Start health requirements.

Social Services: Families will be informed of available community resources.

Parent Services: Families will be provided information for training, education, career development, and opportunities to become involved in every aspect of the program.

Exceptional Needs: All Head Start/Early Head Start children will be screened within 45 days of enrollment. Referrals for evaluation through the school district/Regional Center of the East Bay will be done as needed. If the child is eligible, follow-up services are provided. CAPE Inc. provides an inclusive classroom experience in which all children are nurtured and participate in play and learning activities together. The philosophy of an inclusive program is to acknowledge and support the individual needs of each child and to make sure every child feels welcome.

Absences/Attendance: Children are required to attend school daily. If your child is ill or unable to attend school, the center must be notified. If the center is not notified, your child's teacher will call to verify the absence. Absences of 2 consecutive days without contact from the parent/guardian will be followed up. Children who have chronic absences due to illness may be asked to provide documentation from their medical professional for absences. Excessive, unexcused absences can result in termination from the program. (Please see CAPE Inc. Attendance Policy)

Withdrawal from the Program: If you are withdrawing your child for any reason, please notify the CAPE Inc. enrollment office at **(925) 443-3434 x124 or x125**. If you are moving to another city in our service area and would like to continue services, we will make every effort to transfer your child when an opening becomes available.

#### Termination from the Program

This agreement shall be terminated should any of the following occur: excessive absenteeism; fraud; failure to re-certify; failure to meet California State/licensing requirements; fees for services (fee paying state funded preschool slots) are not kept current; verbal or physical abuse of any child, staff, school property or other parent by the enrolled family or its designee; failure of parent/guardian to honor the obligations contained in this agreement or rules and regulations provided by the program; or the program determines that it is unable to meet the needs of the child and/or it is not in the best interest of the child and other enrolled children to have the child in attendance in the center.

Family Fees: Fees for state funded programs are based on a sliding scale adjusted for income level and family size. If fees are required, an official Notice of Action will be provided prior to enrollment stating the daily charge. When fees are applicable, they are due in advance of service and are delinquent seven (7) calendar days from the 1<sup>st</sup> of each month. If fees are not collected, a Notice of Action will be sent terminating the child from the program. Payments are to be made by check or money order only. Cash will not be accepted. There will be a \$35 charge for checks returned for insufficient funds. Overpayment of fees will be reimbursed at the rate in effect at the time of overpayment. When enrollment hours or fees are to be amended, a Notice of Action will be issued, and a new agreement will be signed.

Requirement to Refrain from Religious Worship: CAPE Inc. refrains from the practice of religious instruction and/or worship as part of the children's classroom program or overall agency functions.

#### Rights of the Licensing Agency

The Department of California, Division of Community Care Licensing Agency shall have the authority to:

- The Department has the authority to interview children or staff without prior consent.
- The Department has the authority to inspect, audit and copy childcare center records upon demand during normal business hours. Records may be removed if necessary, for copying. Removal of records shall be subject to the requirements in Sections 101217(c) and 101221(d).
- The Department has the authority to observe the physical condition of the children, including conditions that could indicate abuse, neglect, or inappropriate placement.

Signing of this Admissions Agreement acknowledges your understanding and acceptance of all conditions for enrollment/policies & procedures and your receipt of the Parent Handbook, operating regulations, Personal Rights of the Children and Rights of the Parent.

## LATE PICK- UP POLICY

For the purpose of this policy, the term parent represents the child's primary caregiver.

- It is the parent's responsibility to notify their child's center if they are unable to pick up their child at the time specified on their admission's agreement. (Parent is still required to sign Late Pick-Up Documentation Form).
- It is a parent's responsibility to provide the school with LOCAL names and telephone numbers of those persons who are authorized to pick up their child. Children will be released only to those persons **over the age of 18 and listed on the Identification and Emergency Card**. These cards must be verified monthly and updated in writing by the primary parent/guardian when changes occur.
- If a child has not been picked up by the closing time of the center and no one on the Identification and Emergency Card can be reached to pick up the child, the following procedure will be implemented: The teaching staff and administrative staff will determine the best plan of action which may include calling the Police Department. CAPE Inc. staff must never transport children from the center. **The child will only be released to persons over the age of 18 and listed on the child's Identification and Emergency Card**.
- If your child is picked up late, the staff and the person picking up the child will sign the Late Pick -Up Documentation form. A copy will be provided to the parent.
- After three (3) late pickups within the program year, the parent will be required to meet with the center staff, family advocate and ERSEA Staff within ten days to develop a plan of correction.
- During the Late Pick-Up meeting with center staff, family advocate, and ERSEA staff, the parent will be informed that their child's services are at risk of termination if late pick-ups continue.
- If after the Late Pick-Up meeting another late pick-up occurs, a management team meeting will be conducted to review the case. The team may explore other placement options that would better meet the child's needs. The child may be terminated, and a Notice of Action for termination of services may be issued immediately for children in a state funded program and given to the parent.

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## Termination of Services

Termination of services by CAPE Inc. may occur for the following reasons:

- Excessive absenteeism
- Fraud (providing false information or false documentation)
- Failure to re-certify (State preschool)
- Failure to meet California State/licensing requirements including physical exam, TB and immunization requirements
- Fees for services are not kept current for full day state preschool classes
- Failure of parent/guardian to honor the obligations contained in the admissions agreement or rules and regulations provided by the program
- The program determines that it is unable to meet the needs of the child and/or it is not in the best interest of the child and other enrolled children to have the child in attendance in the center
- Verbal or physical abuse of any child, staff, school property or other parent by the enrolled family or its designee
- Violation of the CAPE Inc. Late Pick Up Policy
- If termination of services should occur, CAPE Inc. will work with the families to provide resources for other child care options

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