



Family Resource & Referral Center  
Serving San Joaquin County

# Joan Richards Learning Village

## Handbook and Written Information For Parents



We are friendly, safe and respectful.



<b>Table of Contents</b>	
Table of Contents	2
Dedication	3
Welcome - Our Mission - Program Information - Contact Information	4
Hours - School Holidays	5
<b>Philosophy, Goals and Objectives</b>	
Philosophy, Goals and Objectives - Education Program	5-7
Desired Results Developmental Profile (DRDP) - Environment Rating Scale (ERS)	7-8
Staff Development - Parent Involvement and Education	8-9
Health and Social Services - Nutrition Services	9-10
<b>Program Policies, Procedures and Requirements</b>	
Program Self-Evaluation - Enrollment - Admissions (Includes How to Qualify for the Program - Child Ages Served, Eligibility, and Need)	10-22
Family Fees - Assessment - Collection/Due Dates, Non-Payment - Credit for Fees Paid to Other Service Providers	22-24
How to Continue the Program (Recertification Requirements) - Reporting Changes	24-26
Other Program Policies, Procedures and Requirements: Open-Door Policy - Religious Instruction Policy - Equal Access - Non-Discrimination - Inspection Authority	26-27
Mandated Reporter - Attendance - Late Pick-Up Policy	28-29
<b>Health and Safety Policies</b>	
Daily Health Check - Immunizations - Medical Assessment - Wellness Policy - Exclusion Policy	32-34
Incidental Medical Services, General First Aid - Medications - Sunscreen - Epi-Pen -	35-36
Blood Glucose - In Case of Emergency - Emergency Disaster Plan, Information & Consent Form	37-38
Displacement - Termination Policies - Program Integrity Policy - Fraud	38-40
Adult Code of Conduct - Violence Free Agency, Zero Tolerance Policy, Drugs, Alcohol and Tobacco Use, Parking	40-41
Care Seat Law, Discipline Philosophy, Behavior Success Plan, Transportation	42-43
Field Trips - What to Wear to School - Nap/Rest Time Policy	44
Complaints and Concerns, Notice of Action (including What is a Notice of Action?)	45-46
Parent Request for an Appeal Hearing - Complaint/Grievance Procedures - Uniform Complaint Procedure	46-47
<b>Additional Information</b>	
Ways We Can Work Together - Community Involvement - Statement of Children's Rights	47-49
Statement of Parent's Rights - Commitment to Desired Results - USDA Civil Rights Statement	49-50
About Family Resource and Referral Center - Mission Statement - Values and Beliefs	51
Family Resource and Referral Summary of Services	52
Handbook and Written Information Receipt and Acknowledgement Form (	54

## *Dedicated to Joan Richards*



*The Joan Richards Learning Village was named to honor a great champion for the needs of children and families in San Joaquin County. Joan Richards (1932-2016) originated from New York and traveled extensively in her youth before settling in the Bay Area to attend high school and college. A graduate from UC Berkeley, she settled in San Joaquin County with her husband where they raised their three children as she continued to pursue her love of art and calling to community service.*

*Everywhere Joan went, she sought ways to contribute to the community—whether with the YMCA or Camp Fire Girls; she had a keen eye for discovering a need and creatively and collaboratively working with others to fulfill that need. No place was that passion more evident than in San Joaquin County.*

*Joan was the founding Executive Director for the Family Resource and Referral Center and for 21 years gave tirelessly in the struggle to enhance quality childcare, child development and family well-being in San Joaquin County. She was devoted to connecting families to the resources they needed to be the best parents they could be. Her drive was as inspiring as her art was beautiful. We are fortunate to have one of her paintings displayed in our center and her name for our program.*

*Joan's legacy spreads far and wide throughout the county; visible in various programs and agencies that she has had a hand in collaborating with, supporting, or otherwise contributing toward a shared vision for caring about our community's children and their families.*

*Joan Richards Learning Village strives to honor our namesake with a shared commitment for children and families; by providing high quality early childhood programs and by supporting the achievement of school readiness and family goals during this most precious period of their children's lives.*

# Welcome to Joan Richards Learning Village

Joan Richards Learning Village (JRLV) is a California State Preschool Program (CSPP) operated by Family Resource and Referral Center (FRRRC). JRLV is licensed through the California Department of Social Services, Community Care Licensing Division (CCLD) and is funded primarily through the California Department of Education, Early Learning and Care Division (CDE/ELCD). As such, this program operates in accordance with all regulations associated with each Department. The policies, procedures and regulations included in this Handbook are based in part on Education Code (EC), California Code of Regulations, Title 5 (CCR 5) and Title 22, as well as FRRRC agency policies.

The *Handbook and Written Information for Parents* is designed to answer some of the questions that you may have concerning JRLV, FRRRC, as well as policies and procedures. This handbook cannot anticipate every situation or answer every question that you may have. Should you desire further clarification regarding any matter pertaining to policies and procedures, please consult the center's site supervisor, director or FRRRC administrator.

The following information is included in this handbook and may be discussed during parent orientation or intake upon enrollment:

Program Information, including Philosophy, Goals and Objectives, and Curriculum	How to Qualify for the Program
How Families are Selected	Enrollment Process
How to Continue in the Program	Program Policies and General Policies
Termination Policies	Home-School Partnership

## OUR MISSION

**Joan Richards Learning Village is committed to building a strong, nurturing foundation, in partnership with families, to create a positive environment that provides high-quality early education experiences for preschool-age children.**

## PROGRAM INFORMATION

### **Center Contact Information**

**Physical Address:** 5211 Barbados Cir.  
Stockton, CA 95210

**Mailing Address:** 3127 Transworld Drive, Suite 100  
Stockton, CA 95206

**Phone Number:** (209) 461-2750

**Fax Number:** (209) 461-3082



## Hours of Operation

- JRLV is open Monday through Friday, year-round.
- Part-Day classes are open 8:00-11:30am and 1:00-4:30pm.
- Full-Day class is open 7:30am-5:30pm.
- The program observes all designated holidays and is closed for staff in-service training 2-3 days per year.
- Advance notice for all closures shall be provided to you so that arrangements for alternate care may be made.

## School Holidays

The program will be closed for the holidays listed below and for additional days to be determined annually to accommodate staff trainings:

- New Year's Eve and New Year's Day
- Martin Luther King Day
- President's Day
- Memorial Day
- 4<sup>th</sup> of July
- Labor Day
- Thanksgiving and the day after
- Christmas Eve and Christmas Day

If a holiday falls on a weekend, it will be observed either the Friday before or the Monday after the holiday.

## PHILOSOPHY, GOALS AND OBJECTIVES

The programs offered at Joan Richards Learning Village are designed to meet individual and developmental needs of children and support the goals of each family while maintaining a standard of high quality. Our approach embodies the philosophy that children learn through play, promotes children's active involvement in their own learning, and places high value on family engagement.

This commitment to providing high quality early education programs has earned JRLV the highest rating in San Joaquin County's **Raising Quality!** program. *Raising Quality!* is a quality rating and improvement system for early care and education programs in San Joaquin County. Funded by quality initiatives and coordinated by First 5 San Joaquin, *Raising Quality!* helps improve childcare in our community by:

- Emphasizing the value of quality in early care and education
- Empowering parents to make well-informed decisions about the quality of care their children receive
- Giving childcare providers valuable tools for improving their programs
- Establishing uniform standards of excellence in early care

Currently, Joan Richards Learning Village uses *The Creative Curriculum* as its primary curricula to support school readiness. *The Creative Curriculum* is a research-based, integrated curriculum that uses a project-approach for learning. Integrated curriculum refers to an in-depth study of a topic that is used as a framework around which meaningful activities in a variety of learning areas are designed. The topic is usually drawn from the world that is familiar and of interest to the children. Individual needs of each child are addressed while providing experiences that promote critical thinking skills and support school readiness goals for all children. Activities are intentionally planned as a result of authentic observation and individual child assessments. Assessments offer information on children's skills, abilities, interests, and assists in identifying areas for growth and support. Referrals for mental health, nutrition, health, and disability services in our community are also available to families in response to family-generated goals.

In support of these objectives, JRLV implements the *Desired Results*; a system by which educators can document progress made by children and families in achieving goals as participants in our program. This system includes information collected about each child using the *Desired Results Developmental Profile (DRDP)*, information collected from parents through an annual survey, and information taken from annual assessments of the classroom environment. These components of the *Desired Results* system work together to inform and facilitate activities aimed at promoting high-quality programs for children in California. The following describe how JRLV integrates this system into its Education Program.

### **Education Program**

Joan Richards Learning Village provides a developmentally, linguistically, and culturally appropriate program using a research-based curriculum that promotes the critical thinking skills and social-emotional skills needed for school readiness. Activities are geared toward individual needs and abilities of children based on the *California Preschool Learning Foundations* and information gathered from the *DRDP* for each class. We work closely with the school district and with each parent as partners in ensuring children and parents are ready for kindergarten. Parents are respected as their child's first teacher at JRLV, so we encourage parents and staff to work together to establish partnerships based on mutual trust and respect in support of developing learning goals together for each child.

Each classroom has a daily schedule and a lesson plan posted for your viewing. The schedule includes a consistent routine with activities that vary from day to day, generally including the following:

- Active and quiet activities
- Indoor and outdoor activities, with provision of sufficient time, space, and materials for active play and movement

- Independent learning activities where children choose from a variety of options to practice self-expression and self-regulation
- Large group activities, like circle time, to promote social-emotional development and interaction and language use among children and adults
- Small group and individual activities that are specifically planned for the child
- Music, art, dramatic play, science, math, early literacy, and socialization activities which promote skill-building across domains
- Family-style mealtimes to encourage healthy nutritional habits and to embrace diversity
- Health and safety practices to promote self-care, respect for others, and development of emotional and physical security

The lesson plans in each classroom provide more detail about specific opportunities for exploration that are facilitated by staff and led by the interests of the children. Parents are encouraged to read the plan and offer input, including special interests or explorations their children may enjoy.

### **Desired Results Developmental Profile (DRDP)**

The primary goal of JRLV is to ensure that all children are making progress in the domains of physical, cognitive, language and social-emotional development, including self-regulation.

- To assess the development of individual children and each class group, teachers use the Desired Results Developmental Profile (DRDP) as required by CDE/ELCD.
- Each child is assigned to a teacher who is responsible for recording observation notes of children's demonstration of various skills and collecting various samples, such as writing, drawing, and cutting, as evidence of progress within each domain over time. Notes and samples, including photos, are collected, and compiled into a portfolio.
- Teachers reflect on notes and samples, as well as parent input, and use them to complete a DRDP assessment initially within the first 60 days of enrollment and then every six months thereafter.
- Parent-teacher conferences take place bi-annually at which the portfolio and assessment is reviewed together and shared goal setting for the child's next assessment period takes place. Ongoing parent-input is a valued part of this process.
- DRDP assessments and subsequent related goals set by teachers and parents set the foundation for curriculum planning for both individual children and each class.

### **Environment Rating Scale (ERS)**

The Environment Rating Scale is used as a tool by program staff to assess learning environments and practices for children by individual classroom. As part of the self-evaluation process, scores from the ERS provide for a reliable and valid assessment that may be used for program improvement in terms of identifying any training needs, needs for materials or supplies, health and safety concerns, or other programmatic enhancements. Agencies that contract with

CDE are required to earn a rating of 5 (out of a possible score of 7) using the Early Childhood Environment Rating Scale (ECERS). Results are used to modify and improve environments and practices for children currently enrolled in the program and are included in the annual report provided to CDE each year as a means of ongoing overall program improvement. Parents are invited to participate in this process with staff to offer a fresh perspective and understand the many considerations made to support school readiness through the classroom environment.

### **Staff Development**

- JRLV is committed to quality early childhood education. All staff hold the appropriate Child Development Permit as required by the CDE/ELCD issued by the Commission on Teacher Credentialing.
- New employees are provided an orientation to guide them to understand how agency policies relate to their respective job description.
- FRRC supports continuous staff growth by assessing the needs of staff and providing professional development activities to enhance their growth.
- Staff members receive an annual performance evaluation.
- Sound internal communication mechanisms are in place which include email, phone, and regular meetings to provide staff with information necessary to carry out their respective duties.

### **Parent Involvement and Education**

Studies have shown that children are more successful in school when their parents or families are involved. Involvement is encouraged:

#### **At school by...**

- Participating in initial intake or orientation
- Consistent attendance and participation in parent conferences
- Taking part in monthly parent meetings
- Active parent volunteering, such as:
  - Reading to children or sharing a story or song from your childhood
  - Bringing photos, clothing, musical instruments from your culture to share with the children
  - Changing the class bulletin board
  - Contributing to the classroom garden
  - Eating snack or lunch with your child(ren)
  - Participating in planning a center-wide special event
  - Participating in ERS assessments
  - Bringing a special recipe and teaching the children how to make it
  - Completing and returning the annual **Parent Survey**
  - Results of the survey will be used to plan and conduct activities to help support children's learning and development and to meet the family's needs



- Participating as a member of the **Parent Advisory Council (PAC)**. PAC members:
  - Represent the interests of enrolled participants,
  - Advise and/or make recommendations on issues related to families and children,
  - Provide ideas on topics for workshops, and
  - Build and support parent involvement.

To become involved in the PAC, contact the site supervisor or let your child's teacher know.

### **At home...**

Tape a story or song in your home language to share with your child's class

- Sew, wash, or repair doll clothes
- Call other parents to notify them about and invite them to events
- Write a parent newsletter
- Make games and felt board stories
- Cut things out for projects
- Gather collage materials or other "loose parts" for projects

Provisions for educational opportunities for parents are made in a variety of ways at JRLV to facilitate the home-school partnership:

- Monthly parent meetings may include a variety of topics, including, but not limited to, aspects of child development, nutrition education, school readiness, health and safety, positive parenting, early literacy, and social-emotional development. Guest speakers from the community will be invited frequently to assist with connecting families to resources, such as opportunities for adult education or classes for those learning English as a Second Language, and support services for children with special needs.
- Quarterly special events may include opportunities to participate alongside program staff and provide hands-on experiences related to program curricula.
- Parent newsletters include a variety of topics related to positive parenting, family life issues, opportunities for community involvement, sharing information about the program, and information about the background and education of program staff.
- Community-based parent education opportunities may be posted on the center information board or on classroom parent boards.

### **Health and Social Services**

Upon enrollment, a *Family Assessment* takes place as part of the intake or orientation process.

The *Family Assessment* seeks to:

- Identify the strengths and needs of the child and family for health or social services.
- Refer a child or family to appropriate, community-based agencies based upon the health or social services support requested.
- Include follow-up with each parent to ensure that identified needs have been met.

## Nutrition Services

Nutritious meals and snacks are provided free of charge. These meals meet the Child and Adult Care Food Program (CACFP) requirements for the child's age and are low in fats and sugar. Mealtimes and center menus are posted in advance for your review. Meals are prepared at a CACFP-approved kitchen by trained, food-service personnel and delivered to JRLV daily. Center staff promotes and incorporates nutrition education with our children and families. Learning about nutrition, the importance of physical activity, as well as forming positive eating habits is important to each child's healthy growth and development.

The following include policies and practices intended to comprehensively support the nutrition program we provide for your child(ren):

- Meals are eaten family style with an adult at each table and many new foods are introduced.
- The adults eat at the same time as the children, modeling good eating habits.
- No child is ever forced to eat, nor is food ever used as a punishment or reward.
- Please do not bring food from home as only the food prepared in an approved kitchen and which meet CACFP requirements can be served at school.
- Arrangements may be made with center staff if a child has a documented food allergy, medical condition or cultural preference requiring a special diet. Associated paperwork in these circumstances must be completed prior to the child's start date.
- Parents are encouraged to participate in the nutrition program by volunteering to assist with preparing meals and snacks at JRLV, joining the class during mealtimes, submitting recipes for consideration for the menu, and attending nutrition workshops.
- Gum and candy are not appropriate in a childcare setting. If brought to the center, these items will be stored and returned to the parent.
- Throughout the day, children have unlimited access to drinking water (CCLD; Title 22, 101239.2).

## Program Self-Evaluation

California Department of Education requires all contractors providing California State Preschool to participate in an annual program self-evaluation. The evaluation process includes information from the following sources:

- An assessment of the program by parents using **Desired Results Parent Surveys**.
- Completion of **Desired Results Developmental Profile (DRDP)** assessment tool for all enrolled children.
- An assessment of the program environment and practices using the **Environment Rating Scale (ERS)** achieving a minimum rating of 5 out of 7.
- Program staff and board members conduct observations and assessments of the program when possible.

- An analysis of each assessment and development of corresponding program action plans which include specific tasks needed to modify the program to address all areas that need improvement in a timely, effective manner.
- Completion of an annual, Agency Self-Evaluation Report to submit to CDE the summary of assessment findings and plans for continued program improvement for children and families by June 1 of each year.
- Ongoing monitoring of programs to assure that all areas of the program satisfactorily meet CDE, Community Care Licensing, and other regulatory standards.

## ENROLLMENT

### **Enrollment Packet**

Before a child may attend the Joan Richards Learning Village, an enrollment packet must be completed. This packet includes, but is not limited to:

- Emergency and Identification Information and Consent form
- Admissions Agreement
- All documents as required by Community Care Licensing and California Department of Education.
- Documents required for determining program eligibility and need, as applicable.
- Any additional FRRC and Joan Richards Learning Village documents

### **Family Orientation**

All parents will have an orientation prior to the child's start date at Joan Richards Learning Village. During that visit, you will receive an overview of our program philosophy, goals and objectives, and policies and procedures. Please feel free to ask the site supervisor or teacher any questions that you may have regarding the daily routine, staff background and qualifications, the curriculum, or anything else that you need assistance with. We want you and your family to feel comfortable while in our program.

## HOW FAMILIES ARE SELECTED FOR SERVICES (Eligibility & Need)

### **Admissions/Enrollment: Eligibility List (waiting list)**

For JRLV enrollment, FRRC follows each program's regulatory requirements and eligibility policies. If qualified and enrolled, the part day program is at no cost for the family. However, the full day program may require partial payment for services, depending on the family's income and family size.

Enrollment begins through our **Eligibility List (Care Connect)**. Any parent may apply to be placed on Care Connect. The Care Connect database consists of families who have applied for our services and are waiting for childcare and/or preschool services. The eligibility list is not first-come, first-serve. Care Connect maintains a list of families by rank. Rank is determined

by family income and family size. For new enrollment, families are selected from Care Connect in order, based on the lowest ranking and length of time on Care Connect.

To complete an **Eligibility List** application and be placed in the Care Connect database, you can either:

- Apply in person
- Online: The FRRC website [www.frrcsj.org](http://www.frrcsj.org)

For an application to remain continually active, the parent must update their application on Care Connect every 6 months. Even if the family information is unchanged, the parent must update their application every 6 months to ensure their application remains active. The inactivating (archiving) of applications will be no less than every 6 months.

### **Admissions/Enrollment: Process**

For JRLV State Preschool Program, enrollment begins through our Eligibility List (Care Connect). Any parent may apply to be placed on Care Connect. Care Connect consists of families who have applied for our services and are waiting for childcare and/or preschool services. Care Connect maintains a list of families by rank. Rank is determined by family income and family size. For new enrollment, families are selected from Care Connect in order, based on the lowest ranking and length of time on the Care Connect.

For an application to remain continually active, the parent must update their application on the Care Connect every 6 months. Even if the family information is unchanged, the parent must update their application every 6 months to ensure their application remains active. The inactivating (archiving) of applications will be no less than every 6 months.

### **Admission/Enrollment: Priorities for Part Day Services**

For JRLV **PART DAY** Program, enrollment priority of services is given in numeric order as follows:

- 1) First priority is three or four-year-old children who are recipients of Child Protective Services (CPS) or are at risk of being neglected, abused, or exploited (written referral from legal, medical, or social service agency required)
- 2) Second priority is eligible four-year-old children who are not enrolled in transitional kindergarten in the following order:
  - a) Eligible children who were enrolled in CSPP as a three-year child
  - b) Children of families who have the lowest income ranking at the time of enrollment

- c) When two or more families have the same income ranking, the child with exceptional needs will be admitted first
- d) If there are no families with children with exceptional needs, the family on the waiting list the longest time will be admitted first

After all otherwise eligible three and four-year-old children are enrolled, for part day services, JRLV may enroll children in this priority:

1. Children from families whose income is no more than 15 percent above the income eligibility threshold. Up to 10% of enrolled children can be served under this provision. Priority is given to four-year-old children, before 3-year-old children
2. Children whose family's income is over the income threshold, but the child meets the exceptional needs criteria. These families may be enrolled regardless of the family's income. Priority is given to four-year-old children, before 3-year-old children

#### **Admission/Enrollment: Priorities for Full Day Services**

For JRLV **FULL DAY** Program, enrollment priority of services is given in numeric order as follows:

- 1) First priority is three or four-year-old children who are recipients of Child Protective Services (CPS) or are at risk of being neglected, abused, or exploited (written referral from legal, medical, or social service agency required)
- 2) Second priority is eligible four-year-old children who are not enrolled in transitional kindergarten in the following order:
  - a) Children of families who have the lowest income ranking at the time of enrollment
  - b) When two or more families have the same income ranking, the child with exceptional needs will be admitted first
  - c) If there are no families with children with exceptional needs, the family on the waiting list the longest time will be admitted first

After all otherwise eligible children are enrolled for full day services, JRLV may enroll children in this priority:

- 1) Enroll three- and four-year-old children from families that meet income eligibility criteria without establishing a need. These families are income ranking order, enrolling four-year-old children first

### **I applied, what happens next?**

Parents will receive notification by phone when they have been selected from the eligibility list for enrollment. At that time, a certification appointment will be set to determine current **eligibility** and **need** (as appropriate) for program services, and prospective parents will be told what documents will be necessary to bring to the appointment.

## **CHILD ELIGIBILITY FOR THE PROGRAM** **(APPLIES TO PART DAY & FULL DAY PROGRAMS)**

### **Child Eligibility (age & other factors)**

JRLV is a California State Preschool Program serving children 3 to 5 years old. The preschool program's age requirement applies for both the part day and full day program. Entry into the program is based on child birthdates as follows:

- A **three-year-old child** is defined as a child who turns three years old on or before December 1 of the current fiscal year the child is being served
- A **four-year-old child** is defined as a child who turns four years old on or before December 1 of the current fiscal year the child is being served
- For a child who has their third birthday on or after December 2, the child may be enrolled on or after their chronological third birthday

Once enrolled, a child who turn 5 years old during the school year is served until their eligibility to kindergarten.

Important Note: As of July 1, 2021, during the current fiscal year, children who turn 5 years old between September 2 and December 1, are no longer eligible for preschool services at JRLV.

### **Exceptional Needs Children**

For JRLV part day preschool services, children who meet the age requirements and qualify as exceptional needs can be enrolled regardless of the family's income. Families who are over the income threshold, but have a child meeting the exceptional needs criteria are considered income eligible and the child can be enrolled after all otherwise eligible children have been enrolled.

To qualify a child with exceptional needs, the parent must submit the following:

- 1) Documentation of the active individualized education plan (IEP) or active individual family service plan (IFSP) that includes the information specified by the applicable Education Code requirements and Title 5 Regulations
- 2) Using our agency exceptional needs form, the form must include a statement signed by a legally qualified professional stating the child requires the special attention of adults in a childcare setting

For a child receiving preschool services based on the status of exceptional needs, ongoing eligibility is based on the submission of new and/or current documentation at each recertification.

**FAMILY ELIGIBILITY FOR THE PROGRAM**  
**(APPLIES TO PART DAY & FULL DAY PROGRAMS)**

**Once approved for services, you are qualified for 12 months**

**Residency**

For a family to receive FRRC childcare and/or preschool services, the following residency requirements must be met:

- The child must live in the State of California where services are being received. The family and/or childcare provider should reside in San Joaquin County
- All families must provide proof of a California street address or post office address. A person unable to provide proof of address and identified as homeless is excused from this requirement. However, a person identified as homeless is required to submit a declaration of intent to reside in California

**Homelessness**

If a family is homeless, FRRC will need to collect the documentation:

- 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

### **Child Protective Services**

If the child is under protective services, JRLV needs a written referral dated within six months of your application for services that includes:

- A statement from the local county welfare department, child welfare services worker, certifying that the child is receiving Child Protective Services (CPS) and that childcare and development services are a necessary component of the CPS service plan.
- Probable duration of the CPS service plan.
- Name, address, phone number and signature of the county child welfare staff.

### **At Risk of Abuse, Neglect, or Exploitation**

If the child is *at risk*, JRLV needs a written referral dated within six months of the application for services, including:

- A statement by a legally qualified professional (someone licensed in the state to perform legal, medical, health, or social services for the general public) that the child is *at risk of abuse and neglect* and that childcare and development services are needed to reduce or eliminate that risk.
- Probable duration of the *at-risk* situation.
- Name, address, phone number and signature of the legally qualified professional.

### **Income**

12 Month-eligibility is based on documentation and verification of at least ONE of the following:

Total countable income means all income of the individuals counted in the family size; for example, but not limited to:

- Gross wages or salaries
- Overtime pay
- Tips
- Child support payments received
- Portion of student grants or scholarships not identified for educational purposes, such as tuition, books, or supplies.

### **We reserve the right to ask for additional documentation to verify income.**

- Income documentation and verification includes the preceding month's certification or recertification. Current and ongoing income documentation may be requested.
  - If you are employed, JRLV needs:
    1. Payroll check stub(s), OR
    2. Letter from employer, OR
    3. Record of wages issued by your employer
  - If you are self-employed, JRLV needs as many of the following types of documentation as necessary to determine and verify your income:



1. Letter from the source of your income
  2. Copy of the most recently signed and completed tax return
- Other business records, such as ledgers, receipts, or business logs
- If you are receiving cash aid (TANF), JRLV needs:
    1. Passport to Services or other documentation as requested

### **Family Size Determination**

As part of both the initial application and recertification for on-going services, FRRC will need to determine family size.

To determine the number of children in the family, parents are required to provide the names, gender, and birthdates of all children under 18 years of age residing in the home. A child residing in the home over 18 years of age may be included in the family size if currently enrolled in high school or if they meet the eligibility criteria as exceptional needs or severely disabled. To include a child over 18 years of age, additional supporting documentation will be required.

"Parent" is defined as a biological parent, stepparent, adoptive parent, foster parent, caretaker relative, legal guardian or any other adult living with a child who has responsibility for the child's care and welfare.

The parent shall provide supporting documentation regarding the number of children and parents in the family. For each child, documentation shall include at least one of the following, as applicable:

- Birth certificates
- Court orders regarding child custody
- Adoption documents
- Records of foster placements
- School or medical records
- County welfare department records
- Other reliable documentation indicating the relationship of the child to the parent

When a child in the family size turns 18 years of age during the family's 12 months of approved services, the 18-year-old shall remain in the family size until the family's next recertification time.

For foster and guardianship circumstances, only the child and related siblings are counted in the family size. The family size child documentation requirement is applicable.

If information provided is insufficient, FRRC reserves the right to require additional supporting documentation in efforts to verify family composition and family size.

Parents claiming single-parent status may attest to that status on the Application for Service under penalty of perjury to support that status.

**QUALIFYING NEED FOR SERVICES**  
**(PAGES 18-24 APPLIES TO FULL DAY PROGRAM ONLY)**

Joan Richards Learning Village offers a full-day program option for income-eligible families who are also able to appropriately demonstrate need for services based on specific criteria determined by the California Department of Education. **Need Criteria** is verified with documentation of at least ONE of the following:

- **Child Protective Services (CPS) referral/plan** identifying hours of care required.
- **At Risk referral/plan** identifying hours of care required.
- **Employment (5CCR 18086)**

Employment Verification, including the days and hours of employment.

- Pay stubs that indicate days/hours of employment or total hours of employment per pay period.
- For parents with a variable employment schedule, need shall be based on actual hours worked, identifying the maximum number of hours of need based on the week with the greatest number of hours within the preceding four weeks.
- For parents who are self-employed, parent must self-declare a description of their employment, an estimate of days and hours worked per week, and evidence such as appointment logs, client receipts, and a copy of a business license, workspace lease/rental agreement, as applicable.

- **Sleep Time**

Reasonable accommodations for sleep time can be provided for parents who are employed non-traditional work hours. Sleep time is considered an additional service and must be requested by the parent. Sleep time is authorized to support parents who are employed anytime between the hours of 10:00 p.m. and 6:00 a.m. Sleep time cannot exceed the number of hours authorized for employment and travel between those hours. FRRC may evaluate the need for sleep time on a case-by-case basis and to ensure the request meet's the individual program criteria.

- **Training Toward a Vocational Goal/Vocational Training**

Parents enrolled in an accredited college or other recognized training institution can receive childcare and/or preschool services with the submission of supporting documentation as follows:

- a. Training verification information that includes, the days and hours of the training, the name of the training institution, the dates of the current quarter, semester, or training period (start/end dates), and a statement of the parent's vocational goal.
- b. Current class schedule, either an electronic print-out from the training institution or if unavailable a document that includes the classes the parent is enrolled, days of the week and times of the classes, the signature or stamp of the training institution's registrar and the anticipated completion date of all required training activities to meet the vocational goal.

To support parents in completing this requirement, FRRC has a training verification form available. FRRC may also request submission a publication from the training institution describing the classes required to complete the parent's vocational goal.

The above documentation requirements will be requested for all vocational training activities to which the parent is seeking childcare assistance and/or preschool services.

On-Line or Televised Instructional Classes:

For vocational on-line training or televised instructional classes that are unit bearing from an accredited training institution, each unit shall be counted as class time at 1 hour per week. The parent is required to provide a copy of the syllabus or other class documentation and as applicable, the web address of the on-line program. To authorize childcare for on-line or televised class time, FRRC will conduct a review of documentation and consider other reasonable factors such as, school-age children schedules and whether the class requires a specific log-on or meeting time.

General Education Development (GED)

High School Equivalency Test (HiSET)

English Language Learners (ELL)

High school equivalency related classes and English Language Learners (ELL) classes could be approved with the submission of written documentation of the parent's enrollment in a recognized ELL educational program or program to attain a high school diploma, high school equivalency certificate or GED certificate. The ELL, HiSET, or GED related classes must support the attainment of the parent's vocational goal.

### Vocational Training Study Time

Study time can be provided to support parents in vocational training. Study time is considered an additional service and must be requested by the parent. Study time is based on enrolled courses, which can include on-line and televised instructional courses. Study time can be provided for up to 2 hours per week, per academic unit for enrolled courses.

In some circumstances, a parent may need additional time to successfully complete a course. On a case-by-case basis, additional time may be requested. Additional time may be confirmed with the class instructor. Additional time may be granted at 1 hour per week, per academic unit to which the parent is enrolled and the time cannot exceed the number of class hours per week for non-academic or non-unit bearing training.

FRRC evaluates study time on a case-by-case basis; accounting for the schedules of school-age children, ensuring the request is reasonable and meets the individual program criteria.

### Vocational Training Limitations

Childcare and preschool services can be provided to students enrolled in vocational training leading to a recognized trade, para-profession, or profession. Students are given reasonable time to complete their goal at an accredited college or a recognized training institution. Upon approval of training, childcare and preschool services will be limited to whichever expires first:

- 6 years from the initiation of services; or
- 24 semester units or its equivalent after obtaining a bachelor's degree

If the parent has reached the above limitation, the family shall receive services until the end of the fiscal year in which the limit was reached.

- **Seeking Employment (Job Search)**

FRRC supports parents seeking employment by providing part time childcare services. Part time childcare services consists of less than 30 hours a week and no more than 5 days a week. Childcare services for seeking employment are typically provided during normal business hours. Parents of school-age children may receive childcare only when the child's school is not in session.

To utilize childcare for seeking employment, parents must submit a written declaration signed under penalty of perjury, which includes:

- Statement the parent is seeking employment
- Plan to secure employment
- General description of when services will be necessary (such as days and number of hours needed)

To support parents in completing this requirement, FRRC has a written declaration form available.

- **Parental Incapacity**

Some families may be eligible to receive FRRC childcare and/or full day State Preschool services due to a physical or mental health condition. The parent's current condition must significantly limit the parent's ability to provide care and supervision of their child(ren). To authorize parental incapacity, the incapacitated parent must sign a release authorizing a legally qualified professional to disclose necessary information. Additionally, a Statement of Incapacity (agency form) must be fully completed by a legally qualified health care professional and received by our agency. FRRC may contact the legally qualified professional for verification or clarification of the Statement of Incapacity Form.

To ensure requirements are met, eligibility for services will be determined after the review of submitted documentation. Childcare services are authorized based on the submitted documentation, any follow-up verification, and considering the age of the child and the care needs. Authorization for childcare and/or enrollment at FRRC full day State Preschool Program cannot exceed 50 hours per week.

- **Seeking Permanent Housing**

If the basis of need as stated on the application for services is seeking permanent housing for family stability, the parent's initial certification or recertification period for childcare and development services shall be for not less than twelve (12) months.

Services shall occur on no more than five (5) days per week and for less than thirty (30) hours per week.

Documentation shall include a written parental declaration signed under penalty of perjury that the family is seeking permanent housing, including the parent's plan to secure a fixed, regular, and adequate residence, and identifying a general description of when services may be needed.

If the family is living in a shelter, services may also be provided while the parent attends appointments or activities necessary to comply with shelter requirements.

- **Travel Time (to support employment or approved activity)**

Reasonable accommodations for travel time can be provided to support employment or other approved activities. For local travel, travel time is granted  $\frac{1}{2}$  hour each way. Additional travel time can be requested. Requests for additional travel time are granted based on a discussion with the parent and a staff travel assessment, using available resources and documents (bus

routes, drive time calculators, travel mapping etc...). To support additional travel time requests, FRRC Staff may request additional information or documentation to assist with the travel assessment.

Travel time is authorized for:

- Travel to and from the location at which services are provided and the place of employment/approved activity

Travel time is not to exceed half of the daily hours authorized for employment or the approved activity to a maximum of four hours per day.

### **FAMILY FEES** **(APPLIES TO FULL DAY PROGRAM ONLY)**

Families whose income falls within a certain income range will be required to pay a fee for services (family fee). Family fees are charged according to the Department of Education, Early Learning and Care Division, Family Fee Schedule. Family fees are assessed at initial enrollment, annual recertification (update), and when a parent voluntarily reports a change to reduce their family fee.

The family fee is based on the family size, gross monthly income, and the child in the family enrolled for the longest period. Family fees are assessed and charged based on days of enrollment, not attendance. No adjustments are made for unexcused or excused absences.

In some instances, there are exceptions to fee assessment. In the following circumstances, fees will not be collected:

- Families receiving CalWORKs cash aid
- A family income level in relation to the family size, is less than the first entry in the fee schedule
- For children enrolled in part day California State Preschool Program (CSPP)
- For children enrolled in the Stage 1 Program

For the following circumstances, fees may be waived up to 12 months based on a specified written referral from a legal, medical, or social service agency:

- For children receiving child protective services
- For children identified as abused, neglected or at risk of abuse, neglect, or exploitation

### **Family Fee Collection (& due dates)**

Family fees are due in advance of providing childcare/preschool each month. Family fees are due on the 1<sup>st</sup> of every month and considered delinquent on the 7<sup>th</sup>. For new enrollment, the family must pay the first month's family fee at the time of enrollment. The preferred method for

family fee payment is in the form of a check, money order, cashier's check, debit, or credit card payment. As available, family fee payments can be made on-line through the Family Resource and Referral Center (FRRC) website. FRRC is not responsible for postal delivery or the unavailability of on-line payment access.

### **Family Fee Delinquency & Non-Payment (including payment arrangements)**

Family fees are due in advance, on the 1<sup>st</sup> of each month. Family fees are considered delinquent on the 7<sup>th</sup>. If family fees are not paid by the 7<sup>th</sup>, a written Notice of Action (NOA) will be mailed to the parent. The NOA will provide delinquent fee information and a specified due date for payment and/or to make a satisfactory payment arrangement. FRRC will accept a reasonable payment arrangement from the parent for delinquent fees. A payment arrangement is an agency document that must be signed by the parent to be considered valid. Once a payment arrangement is established, services for the family will continue as long as the parent pays their current fees when due and complies with the written payment arrangement.

If delinquent fees go unpaid and/or the parent fails to comply with the established payment arrangement, the family shall be mailed a termination NOA. The termination NOA will state the total amount of unpaid fees, the fee rate, the period of delinquency and the final due date to submit payment. Services will end on the effective date shown on the NOA unless all delinquent fees are paid before the termination effective date. If no payment takes place and the services are terminated; the family is ineligible to receive any future FRRC childcare/preschool program services until all delinquent fees are paid. Unpaid fees may be pursued through legal channels, including outstanding balances being sent to a collection agency.

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

#### **(For parents paying another provider and using full day services at JRLV)**

When FRRC is unable to serve all the family's needs for childcare, credit may be given for fees paid to other childcare providers. Parents must submit copies of receipts or cancelled checks for the other childcare services. Receipts or cancelled checks must be received timely for the credit to be applied. Receipts or cancelled check submissions are due on the 1<sup>st</sup> of every month, no later than the 7<sup>th</sup>. The fee credit would be applied to the subsequent billing period (example, January receipts submitted timely are applied to February family fees). Fee credits are not allowed to be carried over beyond the family's subsequent fee billing cycle. The credit for fees paid cannot exceed the monthly family fee billing.

#### **Example of credit for fees paid**

For example, the parent has a monthly family fee with JRLV/FRRC in the amount of \$90.00. The parent had used childcare service for their older child during a December winter break from school. Parent spent a \$125.00 for December childcare services. If the parent wants a credit for the fees paid, the December childcare receipt is due to JRLV/FRRC by January 1<sup>st</sup>,

no later than the 7<sup>th</sup>. If the December receipt is submitted timely, a \$90.00 credit will be applied for the January family fee billing. If the parent owed JRLV/FRRC a larger monthly family fee, the fee would be credited up to \$125.00.

### **Confidentiality Policy**

The use or disclosure of any information maintained in the family, child or childcare provider file will be accessible to FRRC Staff and authorized representatives for the purposes of the administration of the program. During the administering our programs, information may be regularly exchanged within departments or with applicable State or county agencies and authorized representatives, including but not limited to, Community Care Licensing, San Joaquin County Human Services Agency, Child Protective Services, and any other contracted agencies. FRRC retains the rights to verify documentation supplied by parents and childcare providers.

Parents on our program may review their data file information upon submitting a written request in advance. Upon receipt of the written request, the request for a file review will be accommodated within a reasonable time frame. With the exception of authorized representatives, information shall not be released without prior written acknowledgement of the enrolled parent or provider unless FRRC receives a legal subpoena/court order or certain circumstances in cooperation with the District Attorney's Office and legal authorities when requested.

## **HOW TO CONTINUE IN THE PROGRAM**

### **Recertification**

Once a family is approved for initial childcare and/or preschool services, a family is eligible to receive those services at the approved care schedule for no less than 12 months. Upon reaching 12 months of services, the family is required to renew their eligibility by submitting requested documentation and completing a recertification appointment. FRRC will notify each family by written request with a scheduled recertification appointment. If a parent must reschedule their recertification appointment, they must contact FRRC prior to their scheduled appointment date.

If a family completes recertification and is confirmed eligible for continued services, services will be authorized at the care schedule established at recertification for the next 12 months.

If a family fails to complete the recertification process or the family completes recertification but is found no longer eligible for services, the parent and provider will be notified that services will be terminated. The parent will be notified by a written Notice of Action.



## **The Family's Right to Voluntarily Report Changes**

Families participating in part day or full day programs are considered to meet the eligibility and/or need requirements for not less than twelve (12) months during which time there is no need to report any changes. However, families may choose to report changes from which they may benefit. Examples may include reporting a decrease in income that may result in a decrease or elimination of a family fee or reporting increased hours of employment to increase contracted hours of service to meet additional need for care. Below is the policy for reporting changes.

### **Reporting Changes**

Once enrolled in any of FRRC's State Funded Programs (Subsidized Child Care and/or JRLV Preschool Program), families are considered eligible for services for no less than 12 months. During the 12-month time period, the family is approved to use the childcare based on the schedule authorized at the initial enrollment or the completed recertification (required annually). During the 12-month time period, no changes are made to the childcare service schedule unless the parent voluntarily reports it.

For increase in care, the parent must request it and submit supporting documentation for FRRC to make the change in services. No changes are made until the supporting documentation is received by our agency.

For decreases in care, the parent must submit a written request using the Voluntary Reduction in Child Care Request Form. No changes are made until FRRC receives the completed agency form and any needed supporting documentation.

After the receipt of all supporting documentation and/or the required agency form, FRRC has up to 10 business days to respond to the change request by a written Notice of Action.

To better serve families, childcare providers and avoid delays, reporting changes is encouraged. It is especially important in the following circumstances:

- You have a change in address, phone number, or email address
- You have moved or plan to move
- You want to end care for a child or your family
- You want a new childcare provider
- Your income has decreased, and you would like an income assessment to potentially decrease your family fees
- You want to increase or decrease services
- You are temporarily stopping services with your childcare provider (break in service)

**In the following circumstances, a family is required to report to FRRC:**

1. **Recertification:** Families are required to report all changes and new information at the renewal of services, the annual (12 month) recertification appointment.
2. **Family Income exceeds 85% of the SMI:** Families are required to report when they experience an income change causing the family's household adjusted income to exceed 85% of the State Medium Income (SMI). If the family's household income exceeds 85% of the SMI for their family size, the family must report the new income to FRRC within 30 calendar days of the income change.
3. **Enrollment of Additional Programs:** Families are encouraged to utilize any FRRC Programs to which they qualify. If a parent would like to participate in more than one FRRC Program, and is qualified, the parent must report this information immediately to all FRRC Programs that their child (ren) is enrolled and/or intending to enroll. Upon initial enrollment of any additional FRRC Program, the parent must:
  - a) Immediately report to their FRRC Caseworker(s) the intention to use multiple programs. FRRC Programs will work together to coordinate services
  - b) Complete a Voluntary Reduction in Child Care Request Form if there is any over-lap in service hours due to multiple program enrollment

Failure to report as specified above may result in termination of services.

### **OTHER PROGRAM POLICIES, PROCEDURES AND REQUIREMENTS**

#### **Open-Door Policy**

JRLV is a State Preschool Program administered by FRRC. JRLV follows the below open-door policy:

JRLV provides all enrolled parent's unlimited access to their child(ren) during normal business hours of operation and whenever the child(ren) are in the care of JRLV. JRLV encourages parents to participate in the daily activities of the program whenever possible.

#### **Religious Instruction Policy**

Program activities and curriculum provided at JRLV does not include religious instruction or worship.

## **Equal Access (ADA)**

Joan Richards Learning Village complies with the Americans with Disability Act (ADA) of 1990 (42 U.S.C. 12101 et seq.) which prohibits discrimination on the basis of disability, as well as all applicable regulations and guidelines pursuant to ADA. JRLV strives to offer services to children with disabilities and provide reasonable modifications to meet the needs of the child and allow him/her to participate fully in the program.

The parent has an obligation to provide JRLV staff with information such as Individual Education Plan (IEP) describing the exceptional needs and goals for the child. This information allows staff to support the unique developmental needs and goals established for the child.

## **Non-Discrimination Policy**

Joan Richards Learning Village meets all applicable state, federal and local guidelines, and laws. No person shall, on the basis of ethnic group identification, religion, age, gender, sexual orientation, color, race, ancestry, national origin, mental or physical disability, be unlawfully denied the benefit of, or be unlawfully subjected to discrimination under, any program or activity.

## **Inspection Authority/Parent's Rights**

Any duly authorized officer, employee or agent of the Department of Social Services, Community Care Licensing Division, upon presentation of proper identification, may enter and inspect any place providing personal care, supervision, and services at any time during normal business hours or any time that services are being provided with or without advance notice, to secure compliance with, or to prevent violation of this act, or the regulations adopted by the department.

The Department has the authorization to interview children or staff, and to inspect and audit child or childcare center records, without prior consent. The Department has the authority to observe the physical condition of the children, including conditions that could indicate abuse, neglect, or inappropriate placement. Refusal to adhere to these sections is in direct violation of Title 22.

Each parent has the right to visit and observe the program any time their child(ren) is in care. Notwithstanding any other provisions of this section, staff present at the facility may deny access to any adult whose behavior appears to present a risk to children present.

Each parent has the right to review, at the childcare center, reports of licensing visits and substantiated complaints against the licensee made during the last three years.

If, for any reason, a parent feels that the program may be in violation of their rights, their child's rights, or any regulations put forth by Title 22, they may file a complaint against the licensee with the licensing office:

Licensing Office Name:	Community Care Licensing/River City Regional Office
Licensing Office Address:	2525 Natomas Park Drive, Suite 250, Sacramento
Licensing Office Telephone #:	916-263-5744

## **Mandated Reporter**

A mandated reporter is a person who, because of his or her profession, is legally required to report any suspicion of child abuse or neglect to the relevant authorities.

The primary intent of the reporting law is to protect the child and to provide help for the family. The types of abuse, neglect, or suspected abuse to be reported include but are not limited to physical abuse, sexual abuse, sexual assault and exploitation, willful cruelty, unjustifiable punishment, neglect, and unlawful corporal punishment, injury, or mental suffering. Additional causes for concern of neglect may include violations of the law, including the dropping off or picking up of a child while intoxicated or without an appropriate car safety seat.

In California, certain professionals are required by law to report any known or suspected child abuse or neglect to the appropriate authorities. FRRC Staff who meet the mandated reporter definition (penal code 11165.7) are required to adhere to the mandated reporting requirements. Licensed childcare providers are required by law to act in accordance with the mandated reporter requirements.

In instances of directly observed or suspected evidence of abuse or neglect (reasonable suspicion), FRRC Staff and licensed childcare providers are to report immediately to any police, sheriff's department, or the local child protective service agency (**San Joaquin County Child Protective Services: 209-468-1333**). As required, a written report must be forwarded within 36 hours to the Child Protective Services Agency or local law enforcement.

In addition to notifying appropriate authorities, any childcare provider who is contracted with FRRC, must also notify FRRC immediately (as soon as reasonably possible) but not longer than 48 hours after reporting to the Child Protective Services Agency or local law enforcement.

To file a complaint or report a suspected licensing violation about a licensed childcare center, childcare home and/or facility staff person, contact **Community Care Licensing: 844-538-8766**

Any childcare provider licensing violations or citations must be reported immediately (within 24 hours) to FRRC.

## **ATTENDANCE**

- **Part-Day Programs:** School readiness is the overarching goal for California State Preschool Programs. Achieving this goal depends on a strong home-school partnership and commitment to providing enriching, consistent experiences for each child driven by their interests and ongoing assessments. Daily attendance is a necessity for carrying out the objectives for meeting school readiness goals. We ask that all children arrive no later

than 10 minutes past the start of class time. The start of the day offers the children an opportunity to get settled in and transition smoothly into the first activities of the day. If you must bring your child later, please notify the center.

- **Full-Day Programs:** Attendance is based upon contracted hours of service, as determined by each parent's certified *Need for Services*, and as described on the *Notice of Action* (NOA). On days when no need is identified, children may still come and participate in the morning preschool program to support consistency toward achieving school readiness goals.
- Parents and any authorized representative who drops off or picks up the child(ren) must adhere to contracted days and hours of service. It is the parent's responsibility to ensure authorized representatives are aware of this policy. Children picked up after the certified contract hours are considered "late" and parents are subject to the *Late Pick-Up Policy*.
- Attendance is limited to days and times the parent has a *Need* as outlined in the NOA and Application for Services.
- Full-Day services will not be provided when:
  - Parent is not scheduled for work/training/school.
  - Parent is not going to work/training/school—such as vacation days, school breaks, doctors, or other appointments, etc. If you have an appointment for which you must leave work, you must pick up your child.

### **Late Pick-Up Policy**

Children in the **Full-Day** programs must be picked up by the end of their certified contract hours. Children in the **Part-Day** programs must be picked up at the end of class time. If there is a temporary change or if you will be late, please **contact the center** to let your child's teacher know. Joan Richards Learning Village closes at 5:30p.m. Children who are picked up any time after 5:30p.m. **or** after their certified contract hours **or** class time are considered LATE and may be subject to a **Late Pick-Up Notice**.

- Only four (4) Late Pick-Up Notices will be allowed per fiscal year.
- Upon occurrence of the 1<sup>st</sup> Late Pick-Up, a **First Notice** may be given to the parent at the discretion of the staff based upon the validity of the reason and whether or not reasonable attempts to contact the center were made by the parent or person authorized to pick up the child. This notice will be signed and dated by both staff and parent or authorized person upon arrival.
- Upon occurrence of the 2<sup>nd</sup> Late Pick-Up, a **Second Notice** may be given to the parent, including information pertaining to further occurrences, including automatic termination upon the 4<sup>th</sup> occurrence of Late Pick-Up.
- Upon occurrence of the 3<sup>rd</sup> Late Pick-Up, a **Third Notice** may be given, and a mandatory **Intervention Meeting** will be scheduled with the parent and Site Supervisor or Center Director to discuss issues related to Late Pick-Ups and to develop an agreement to

address identified issues. **This agreement will also explain that upon occurrence of the 4<sup>th</sup> Late Pick-Up, immediate termination from the program may result.** This agreement will be signed by both parties.

- In extreme circumstances, if a child is not picked up and no one from the *Emergency Identification form* may be contacted, Child Protective Services (CPS) may be contacted for assistance. CPS will call law enforcement if a child needs to be taken into protective custody and removed from the center as only a peace officer can remove the child and continue working with CPS to locate the parents. Please help us avoid this action. We realize that emergency situations will arise, so please call if this is the case and we will do our best to assist you.

**It is the parent's responsibility to inform any authorized representative of this policy the importance of adhering to contract hours and picking up the child(ren) on time to avoid receipt of Late Pick-Up Notices and risk of termination.**

### **Absence Policy**

As required by State Preschool attendance regulations, Joan Richards Learning Village recognizes two types of absences: Excused and Unexcused.

It is your responsibility to inform the center if your child is going to be absent, including the specific reason for the absence. Upon return, absences must be signed off by the parent/guardian.

- **Excused** (unlimited):
  - Illness of child
    - *Parent is to report child is sick*
    - *A doctor's clearance may be required when a child's illness exceeds 3 consecutive days or in the case of excessive absences due to illnesses.*
  - Illness of parent
  - Dental, doctor, therapy appointment for parent or child
  - Court-ordered visitation with absent parent
  - **Best Interest (BI)** of child
    - *Limited to 10 per fiscal year—July 1-June 30 (except for children enrolled as CPS or "At Risk")*
    - *Include vacation days, special days such as when a relative is visiting, religious holidays, child's birthday, etc.*
  - Family Emergency
    - *Family Emergencies include such events as hospitalization, death of a family member, car accident or other transportation limitations, severe weather conditions/natural disaster, etc.*

**NOTE:** *Although Excused Absences are unlimited, if JRLV feels that a child has excessive excused absences, a meeting may be requested on a case-by-case basis to best determine the*

family's continued need for services. Also, additional documentation may be requested to support excused absences.

- **Unexcused** (maximum 10 per fiscal year):
  - Absence with no phone call or no specific reason offered
  - Personal business
  - Child did not feel like coming to school
  - Parent or child slept in or woke up late
  - Any Excused Absence that has not been signed off by staff/parent

Upon the eleventh (11<sup>th</sup>) unexcused absence, a NOA may be issued terminating services from the program.

### **Authority to Release**

- Children will be released to parents, unless there is a court order on file prohibiting it (see ***Child Custody and Court Ordered Parenting Policy*** below).
- Parents may authorize other people to pick up their child on the Emergency and Identification Information form. All contact information on this form must be kept current at all times.
- Anyone picking up a child for the first time, including parents, should bring a photo ID until staff becomes familiar with the family.
- No child will be released to any person regardless of authorization or relationship if the person appears under the influence and may pose a danger to the child.
- Being able to assume responsibility for a child includes, but is not limited to, being free from intoxication or under the influence of mind-altering substances.
- If staff determines that a parent or authorized adult appears to be unable to assume responsibility for a child, the staff member will detain the child at the site and another authorized adult from the emergency card will be called to pick up the child. If the adult on site refuses the alternative arrangement and the staff feels the child or staff is in danger, 911 will be called. As Mandated Reporters, FRRC staff must report any circumstance or behavior that appears threatening.

### **Child Custody and Court-Ordered Parenting Policy**

A parent shall provide documentation of child custody and court-ordered parenting. The documentation shall show the child's name(s), birthdate(s), as well as the custody and parenting schedule agreement. A written self-declaration does not verify child custody and parenting and shall not be used as verification.

When a child's residence alternates between the homes of separated or divorced parents, eligibility, need and family fees, as appropriate, will be determined separately and service agreements established for each household in which the child is residing during the time child development services are needed. (5 CCR 18078)

## **Sign In and Out Sheets**

Community Care Licensing regulations require that every child be signed in and out by a parent, guardian or authorized representative as indicated on the *Emergency and Identification Information* form (22CCR 101229.1). If it is discovered that a child has not been signed in, parents will be contacted to return to the center immediately to do so.

Please assist JRLV in following these regulations by:

- Using a **full legal signature** to sign your child in with exact time of drop off and pick up. Ensure all persons authorized to pick up also know to use full signature
- Only sign your child out at pick-up time, never at drop-off
- Ensuring your child will only be picked up by a parent or an authorized representative already identified on the Emergency and Identification Form. Your child will not be released to anyone not listed on this form
- All authorized representatives to pick up child must be over the age of 18
- Picture Identification is required for any person picking up your child. Any legal picture identification will be accepted, not limited to a California Driver's License. Ensure any persons authorized for pick up bring picture identification with them for this purpose or the child will not be released.

## **HEALTH AND SAFETY**

Joan Richards Learning Village has several policies, procedures, and practices in place that are strictly followed and adhere to Community Care Licensing (Title 22) regulations in support of the health, safety and well-being of each enrolled child and their families. If you have any questions about any of these policies, please feel free to talk with the Site Supervisor.

### **Daily Health Check**

- Upon arrival, parents are asked to assist their children in using the restroom, if needed, and washing their hands.
- Teaching staff will perform a brief health check of the child as part of the greeting process, scanning for signs of illness.
- JRLV is committed to the wellness of each child, so it is necessary that the person dropping off the child stay until the health check is completed. This is a good time to talk to the teacher about anything that might affect the child at school that day or present the appearance of possible illness, such as a poor night's sleep, presence of allergies, etc.

### **Immunizations**

All children at JRLV are required to be current in their immunizations. The immunization requirements are based on State law. Documented proof of current immunizations (vaccine shot records) must be submitted prior to enrollment or the first day of service.



While on the program, each child must maintain current immunizations or risk exclusion from program participation. Existing laws no longer allow personal belief exemptions for immunizations. However, if a child has a physical condition or medical circumstances which would make immunizations not safe, then a signed, written statement from a physician (MD or DO, licensed in California) can be accepted for immunization exemption. The physician's signed written statement must include the following:

- The specific nature of the physical condition or medical circumstance of the child for which a licensed physician does not recommend immunization
- Each specific required vaccine that is being exempted
- Whether the medical exemption is permanent or temporary
- If the exemption is temporary, an expiration date no more than 12 calendar months from the date of signing

### **Medical Assessment**

All children enrolled at JRLV are required to have a current written medical assessment (Physician's Report) on file prior to or within 30 calendar days of enrollment. The medical assessment includes a documented Tuberculosis (TB) Screening and must be performed by a licensed physician. The medical assessment shall not be more than one year old when received by JRLV. To assist in the completion of all required components of the medical assessment, an agency form (Physician's Report) is available.

A medical assessment report or a documented test result providing evidence of any current infectious or contagious diseases would result in the child being excluded from program participation.

### **Wellness Policy**

- All enrolled children are required to have a current Physician's Report (exam) on file within 30 days of enrollment, per Title 22 regulation 101220.
- All immunizations are required to be current prior to enrollment or first day of service and must remain current or risk exclusion from program participation.
- Effective July 1, 2016 state law prohibits personal beliefs exemptions for immunizations.
- Effective October 1, 2016, California Health and Safety Code mandates all staff and volunteers must demonstrate proof of current TB, DTap, and MMR vaccines as well as influenza vaccination, as appropriate.

### **Exclusion Policy**

Children who are sick, have head lice, or any other contagious condition or who are not able to participate fully in class activities, both indoors and outdoors, must stay home. A child should

be kept home and may be sent home if any of the following symptoms are identified, but not limited to:

- Complaints of not feeling well and is unable to participate comfortably in program activities
- Shows signs of any flu-like symptoms (fever, vomiting, diarrhea)
- Unexplained rash
- Presence of head lice or nits
- Open, oozing, or bleeding sores or has mouth sores with inability to control saliva
- Shows any sign of communicable disease such as pink eye (conjunctivitis), impetigo (skin infection), chicken pox, etc...
- Has breathing difficulties or other signs of possible severe illness

In instances when fever has been identified, children with a fever will be sent home until they are fever free for 24 hours without the aid of the over-the-counter medication. While medications may relieve fever symptoms, children may remain infectious until they are treated with antibiotics or the virus passes. Children who become ill during the class day will be isolated from the other children and the parent will be notified to take them home. Parents are advised to ensure persons authorized for child pick-up and phone contact information is always current with JRLV.

Children who have been identified as ill may return after 24 hours when the following conditions apply:

- After symptoms or fever has disappeared without the aid of over-the-counter medication that may otherwise mask symptoms
- When the child is completely free of head lice and all nits
- When requested by JRLV, a signed, dated physician's note indicating the specific condition is not communicable and releasing the child to return to the program without any limitations will be required

Parents will be notified if their child is ever exposed to a diagnosed contagious disease or condition; Information will be made available to assist in identifying and preventing the disease further.

**Important Notes:** Please ensure phone contact information and a list of those authorized to pick up your child is always current.

In addition, children with immunizations who are not current shall be excluded from participation until immunizations are brought up to date.

## **Incidental Medical Services**

Joan Richards Learning Village bears the responsibility of some incidental medical services provided for children in our care, such as the handling of prescription and non-prescription medications and providing other care as outlined in the section below. We reserve the right to accommodate and provide this care on a case-by-case basis depending on the availability of staff, resources, and nature of medical service.

- Teachers and staff will call parents and/or 911 whenever an incident is a life-threatening emergency or requires immediate medical attention beyond the capacity of JRLV staff certified in pediatric first aid. Any medication/service provided by staff will be recorded on the appropriate form, such as an "Ouch Report" or medication administration log.
- Verification of all staff trainings related to the provision of incidental medical services will also be maintained at the center and updated as appropriate.
- All staff shall maintain universal precautions while providing any services which may include exposure to blood or other bodily fluids, followed by proper handwashing and disposal of soiled gloves in plastic bags and garbage cans with lids or other appropriate waste receptacle.
- In the event that a child should need health-related services provided by JRLV staff during center hours, the following guidelines will be followed as specified here:

## **General First Aid**

All First Aid supplies will be stored out of reach of children. This will include tweezers, topical ointment and creams, band aids, thermometer, and ice packs. These items will be available in each classroom and in the playground fanny-pack. All classroom staff will be certified in Pediatric CPR/First Aid. Staff will maintain universal precautions while providing first aid and will fill out an "Ouch Report" anytime a child receives any health-related service.

## **Over-the-Counter Medication (OTC)**

While children are not permitted to attend with a fever or any other contagious condition, there may be instances where it is acceptable to have OTC medication at the center for a specific child. This may include nonprescription topical ointments or creams for noncontagious skin conditions or nonprescription allergy medications and sunscreen. This medication should **not** be placed in the child's cubby, backpack or on his person, but **MUST** be turned in to the teacher or site supervisor with a completed form authorizing JRLV staff to dispense medication. This form will list an authorized representative who may administer medication to the child along with written instructions for administration and parent signature.

## **Sunscreen**

We will be outside every day, weather permitting, so we ask that you please apply sunscreen to your child before sending him or her to JRLV each day. Parents may send sunscreen to school; however, the OTC medication protocol above will be required.

## **Prescription Medications**

While children are not permitted to attend with any contagious condition, there may be instances where it is acceptable to have prescription medication at the center for a specific child. This can include allergy medication, antibiotics, breathing treatments and EpiPen's. This medication should not be placed in the child's cubby, backpack or on his person, but **MUST** be turned in to the teacher or center director with a completed Medication Release form authorizing JRLV staff to dispense medication.

The release must be completed and signed by your child's physician and include full instructions concerning the administration procedure and dosage of each medication.

All medications must have a current prescription label with the child's name, the dosage, and the physician's name on it, and all must **match** information as indicated on the Medication Release form.

Additional forms and procedures will be required for breathing treatments and EpiPen's. For children enrolled in Part-Day classes, it is preferable that all medications be administered at home before or after program participation.

## **Inhaled Medications**

Breathing treatments, nebulizers, inhalers, or any other form of inhaled medications require specific forms to be signed and turned in to the teacher and/or site supervisor along with the prescribed medication. This form requires the signature of the child's physician with written instructions, as well as parent or guardian authorization. Additionally, a LIC 9166 form (Nebulizer Care Consent/Verification) must list any authorized representative who may administer inhaled medications. Parent or guardian must demonstrate proper use of all inhaled medications to each staff member authorized to administer the medication, as well as proper care and handling of related equipment. The program will ensure at least two trained staff will be available daily for medication administration. All forms must be stored in the locked class medication box with medication. Lastly, an "Ouch Report" will be sent home anytime any inhaled medication is administered, even if it is a preventative measure.

## **EpiPen and EpiPen Jr.**

For children with known allergies, an EpiPen may be kept in the locked class medication box in case of exposure/reaction. Parent or guardian must demonstrate proper use of EpiPen to each staff member authorized to administer the medication. The program will ensure at least two trained staff will be available daily for medication administration. An up-to-date allergy list will be available for staff and substitute staff in each classroom and will denote any children with allergies that may require the use of an EpiPen. In the event of an allergic reaction, teacher or authorized staff may administer EpiPen to the child if there is a current form on file giving written instructions and authorization. 911 and parents will be called immediately following the use of an EpiPen. An "Ouch Report" will be administered any time precautions are taken in regard to an allergen exposure, including, but not limited to, the use of an EpiPen.

### **Blood-Glucose Monitoring**

If a child with diabetes requires the monitoring of blood-glucose levels, the test must be stored in the locked class medication box with a written authorization and instructions from child's physician and parent's signature. The monitoring instrument must be FDA-approved and used without a prescription. Additionally, teachers will maintain universal precautions anytime they are handling blood. "Ouch Report" with recorded results of blood-glucose test must be provided for the parent any time the test is administered.

### **In Case of Emergency**

If the center is evacuated for any reason, all locked class medication boxes will be included in the center's Emergency Disaster Plan and designated to staff on the plan for retrieval during any necessary evacuation to ensure there will be no interruption of necessary administration of medication.

### **Emergency Disaster Plans (EDP)**

EDP include provisions to take place in case of disaster, responsible persons, emergency phone numbers, as well as evacuation plans and routes. Plans are posted in each classroom near the phone and in the lobby on the CCL board. In the event of an actual emergency, a staff member will contact a parent/guardian or another authorized person from numbers provided on the *Emergency and Identification Information* form to provide information and instructions on next steps.

- Each center maintains a Disaster Supply Kit stocked with necessary supplies including, but not limited to, first aid kits, emergency food, flashlights, blankets, and water. Kits are monitored quarterly to check for expired items and items in need of replenishing.
- Each classroom has a first aid kit that is monitored monthly for proper stocking. Any emergency situation that is deemed unusual, such as requiring the calling of 911 or evacuation of the building, shall be reported as an *Unusual Incident* to Community Care Licensing and other appropriate agencies in accordance with regulatory procedures and required timelines.
- In case of dangerous activity in the immediate vicinity, JRLV has an emergency lock-down protocol in place which includes access to panic buttons in various locations within the building, as well as support from local law enforcement and the FRRC Administrative Office.

### **Emergency Identification Information and Consent Form**

Each child enrolled at Joan Richards Learning Village must have a **current** *Emergency and Identification Information and Consent* form on file at the site. A copy will be made available in each classroom's Emergency Binder for ease of access by teaching staff.

It is the responsibility of the parent to secure names, addresses, and current telephone numbers of persons authorized to remove the child from the site and to keep this information current. Children will not be released to anyone unless they have been authorized by the parent on this form. The people listed on the *Emergency and Identification Information and Consent* form must be prepared to show photo identification and sign out the child using their full signature.

The *Emergency and Identification Information and Consent* form must be updated whenever there is a change of information by the parent or guardian. To abide by program requirements, parents must notify us of any changes in address or phone number within 5 days of the change.

### **Displacement**

If it is necessary to displace families, for reasons including but not limited to, a change in the income eligibility threshold (State Medium Income Ceiling, SMI), reduction in State funding, a loss of a State contract, or changes in regulation, families shall be displaced (terminated from services) in reverse order of admission priorities.

## **TERMINATION POLICIES**

Policies pertaining to termination are in accordance with all state and federal regulations and are intended to ensure programmatic compliance on all levels.

### **Causes for Termination**

- Violation of any policies or procedures as outlined in the *Parent Handbook and Written Information for Parents*
- Violation of the *Adult Code of Conduct*; behavior that presents a risk to children and/or staff, such as profanity, threats, destroying property, etc. (see below)
- Child's ongoing behavior is of danger to self or others
- Excessive violation of the *Late Pick-Up Policy*; termination is automatic upon the fourth (4<sup>th</sup>) occurrence
- Failure to provide requested health information within required guidelines, such as current immunizations and physician's report
- Failure to meet Title 5 requirements as related to ongoing program eligibility
- Displacement

Specific causes for termination may include, but are not limited to:

- Failure to submit requested documents in a timely manner
- Failure to pay Family Fees or adhere to the guidelines of a repayment plan
- Failure to recertify within regulatory timelines

- Knowingly using incorrect or inaccurate information to obtain a benefit that you would otherwise not be entitled to, such as childcare services
- Consistent failure of the parent or authorized adult to use a full legal signature to sign each child in and out of the program on a daily basis
- Consistent failure to record accurate time on sign-in sheet upon arrival or sign-out sheet upon departure
- Exceeding ten (10) unexcused absences per fiscal year in addition to ten (10) Best Interest Days per year
- Failure to adhere to approved contract days or hours
- Changes to funding, state contracts, regulations, or law that impact eligibility or need requirements

### **Program Integrity Policy**

We encourage all eligible families to utilize the variety of services offered by Family Resource and Referral Center (FRRC). However, at no time are program services allowed to overlap, resulting in any form of additional payment reimbursement (double dipping) to which the childcare provider was not entitled.

All parents and childcare providers are responsible to report any activities or programs the childcare provider, parent, or child is participating during any FRRC service hours. FRRC has internal practices to check parent/provider participation activities; however, parents and providers must immediately report any new enrollment of a program that may overlap with currently provided childcare/preschool assistance.

Violation of the Program Integrity Policy may be determined as fraud; actions will be taken in accordance with the FRRC Fraud Policy, which may include program termination.

### **Fraud**

The California Department of Education and our contracting agencies require FRRC to operate our programs based on accurate information with financial responsibility. Therefore, every employee, parent, provider, contractor, or other program participant who benefit from any our programs is required to provide accurate, complete, and relevant information.

Intentionally providing false, inaccurate, or misleading information in order to access services, or submitting false claims for services, which the family or childcare provider are not entitled to, is considered fraud. Falsification of child attendance documentation is considered fraud. Willingly omitting information also constitutes fraud. Fraud is grounds for termination from the program and legal actions may result.

FRRC retains the right to share information or to verify documentation supplied by the parent or provider with any applicable agency, business or State and county agency including but not limited to, San Joaquin County Human Services Agency, Community Care Licensing, or the District Attorney's Office. FRRC will actively follow-up on suspicious and misleading information or anonymous tips. FRRC will take corrective action when false or fraudulent information is verified.

FRRC Subsidized Child Care Department shall actively pursue legal channels to recover funds paid out for ineligible childcare services. Reimbursement of childcare costs paid will be required. The parent/provider may work with FRRC to establish a reasonable payment plan. If the parent/provider fails to reimburse FRRC, we may file a claim through Small Claims Court or submission of debt to collections and/or legal action by the District Attorney's Office.

### **Adult Code of Conduct**

Our goal is to provide our children with positive adult role models. We expect parents and parent representatives to do the same. Respectful interactions are required throughout the Joan Richards Learning Village. Any person who makes threats against, harasses, or endangers the safety or life of any child, parent, or staff member or representative, will immediately be terminated from the program.

Actions that constitute grounds for **immediate termination** include, but are not limited to:

- Yelling, swearing, and/or the use of indecent or obscene language
- Personal attacks, aggressive actions, harassment, threats, or infliction of physical and/or mental harm or abuse to any staff member, child, or person associated with Joan Richards Learning Village
- Sexual advances or abuse towards any staff member, child, or person associated with the Joan Richards Learning Village
- Carrying of weapons of any kind onto the premises of the Joan Richards Learning Village

### **Violence Free Agency, Zero Tolerance Policy**

Family Resource and Referral Center (FRRC) of San Joaquin County is committed to providing a violence-free workplace that is free from acts of violence or threats of violence. In keeping with this commitment, FRRC has established a policy that provides zero tolerance for actual or threatened violence by parents, providers, employees, or any other person affiliated with FRRC.

This policy is also intended to promote workplace security by addressing situations in which outsiders enter the workplace and engage in violent acts or threaten employees with violence. Although some kinds of violence results in societal issues that are beyond our control, FRRC has adopted measures that will increase security and protection for our employees. In order to accomplish this objective, FRRC must require the cooperation of all parties involved. Any



persons who violate this policy will be immediately terminated from employment and/or agency services. They will no longer be eligible to receive payments through any programs administered by FRRC.

### **Drugs, Alcohol, and Tobacco Use**

The use of drugs, alcohol or tobacco is prohibited in all FRRC facilities. This includes all areas of Joan Richards Learning Village, including the parking lot. This also includes during activities or field trips, indoor and outdoor activities, and all program vehicles. This policy applies to employees, the children's family members, and the general public. Your cooperation is greatly appreciated.

It is the responsibility of the parent to become familiar with, as well as inform their authorized representatives of, Joan Richards Learning Village policies, procedures, and requirements. Enrolled parents and their authorized representatives are required to abide by all policies, procedures, and requirements.

The enrolled parent may be given a written memo warning of the first violation of a program policy. After the written warning, the next violation of any other policies, procedures or program requirements may be addressed in a Notice of Action.

### **Parking**

Parking for Joan Richards Learning Village is located in front and to the left side of our center. Please make sure to park in only one parking space.

**Please do not park in the driveway of the bus barn as busses are coming and going.** We ask that you keep in mind that there are small children entering and exiting the building, so please use extreme caution when driving in the parking area. When walking to or from your vehicle with your child, please make sure to hold his/her hand. We are not the only ones using the parking area and others may not be watching for small children. Under no circumstances should children be running in the parking lot or left unattended inside or outside of your vehicle.

### **Remember . . . it is illegal to leave children unattended inside a vehicle.**

Please make sure to bring any other children you may have with you inside when you bring your child into the center or come to pick him/her up. If you need assistance in getting your child to or from the car, please call the front office at (209) 461-2758 and let us know you need assistance.

## **Mandatory Car Seat Law**

By law, children are required to be secured into appropriate car seats or booster seats when riding in a car. Joan Richards Learning Village staff is mandated to report individuals who do not follow this law. If you are unable to afford appropriate car seats, the center director or site supervisor can refer you to local resources.

## **Discipline Philosophy**

The purpose of discipline is to teach children skills needed to develop self-control and learn to make appropriate choices. The social-emotional climate of the classroom is a priority of all teachers. All children have the right to be treated with respect and to play and learn in a safe, caring, and nurturing environment. The teaching staff utilizes positive guidance techniques and practices grounded in child development for guiding children's behavior. Because we view parents as partners in their child's education, we encourage parents to share with us any challenges or need for strategies or support with any challenging behavior that may be occurring at home so that we can provide consistency in our collective approaches both at home and school.

**Joan Richards Learning Village does not allow any kind of discipline that physically or emotionally hurts a child.** This includes all adults in the classroom, as well as parents and volunteers. This also extends out to the parking areas during all hours of program operations. Violations of this policy may result in termination from the program or reports filed with the appropriate agency, per the terms of the Mandated Reporter law.

## **The following behaviors affect the personal rights of staff and other children and may require development of a behavior success plan:**

- Endangering the health and safety of themselves, other children, or staff
- Continuous refusal to follow acceptable rules of behavior
- Habitual use of profanity, vulgarity, or obscenity

## **Behavior Success Plan**

The staff at JRLV is committed to each child's successful participation in the program. We know that at times, some children have different ways of expressing their feelings, have various temperaments, and sometimes even possible underlying developmental challenges that are yet unknown to us. We are also committed to working in partnership with each parent when behavioral challenges arise to determine the root of the problem, problem-solve together, and seek out additional help from community resources as needed. The following steps outline what the *Behavior Success Plan* typically looks like:

1. Encouraging positive behavior by continuous reinforcement of rules, routine, and encouraging positive means of self-expression.

2. Alternative behaviors are discussed with child ensuring understanding of making safe and appropriate choices and praising those choices when they are made.
3. Discussion of the situation, feelings, and alternatives is accomplished through teacher-child/child-child problem solving and by engaging whole-class participation in activities related to social-emotional skill building and practice with self-regulation skills.
4. The parent/guardian will be notified of the challenging behavior and staff will try to gather more information about the child and any changes in behavior the parent may have noticed or experienced at home.

Staff will document the behavior on an ongoing basis to try to identify possible triggers for the behavior and to document responses that were successful or unsuccessful.

Successful strategies may be shared with parents for support at home. If informal strategies are unsuccessful after approximately two weeks, and the behavior remains the same or worsens, a Parent-Staff Conference will be held to formalize the **Behavior Success Plan**. If the behavior is dangerous, the two-week time span may be shortened, and attendance suspended until a conference is held.

**A Behavior Success Plan** will be developed in partnership between the staff and parents at the conference. This plan will identify immediate concerns, strategies for addressing those concerns, expected timelines, and persons responsible for carrying out the plan. At this time, the possible need for referral to community resources for additional screening or support will also be discussed.

If the problem is not resolved, the staff will consult the Center Director or Site Supervisor and Program Director to consider the situation and the possibility of removing the child from the program. At this point all documentation, conference notes, and subsequent documentation will be reviewed by the Program Director in consultation with the parent at a follow-up conference.

If the child's behavior threatens the safety of themselves, other children, or staff, the parent will be notified and expected to pick up the child immediately. Extreme or violent behavior may result in immediate termination and all efforts will be made to refer the family to additional community resources.

**Termination from the program may be considered only in extreme situations after all reasonable resources have been exhausted.**

### **Transportation**

Joan Richards Learning Village does not provide transportation to or from school or on field trips. You may use the parent information board to post carpool needs. Parents and guardians are responsible for providing transportation for their own child to and from school and on field trips.

## Field Trips

Any planned field trips will take into consideration the children's age and developmental level in order to enhance the children's learning experience. A signed permission slip is required before children are allowed to participate in an off-site activity.

## What to Wear to School

Joan Richards Learning Village encourages children's active participation in their own learning. To fully engage in the activities and experiences that will prepare your child for school, they must be comfortable and at ease to avoid limiting their participation. A child who is worried about getting dirty, for example, may be less inclined to try to pour their own milk or take part in various painting activities that enhance learning about colors, develop fine motor skills necessary for writing, and taking turns with others.

Please send your child to school dressed to get messy and appropriate for the weather. Outdoor time is an integral part of our program. Weather permitting, outdoor activities will be scheduled daily, and all children will play outdoors. Remember when helping your child choose what to wear to school each day, think of his/her comfort and self-help skills.

- Provide clothing with uncomplicated buttons or buckles so that they can use the bathroom by themselves.
- Please make sure clothing is washable. Children are encouraged to take part in art, sand play, water play, etc., so they will often come home with some of their day left on their clothes. Preschool staff will take all appropriate precautions, such as using smocks during art, but are not responsible for any stained or damaged clothing.
- Please provide sturdy clothing that will allow for active outdoor play.
- Shoes must allow your child to run, hop, skip, etc. **Open-toed, backless, or flip-flop sandals are NOT allowed.** These are not safe from dirt, wood chips, sand or climbing equipment. Children may slip and fall or stub their toes.
- Please provide a jacket or sweater for your child when it is cold.
- If your child has pierced ears, please do not send him/her with dangling earrings.
- Please provide a change of clothes for your child that is appropriate for the season (accidents do happen). The change of clothes must be clearly labeled and replaced as needed. Please include underwear, tops and bottoms, socks, and, if possible, shoes.

**Remember to put your child's name inside all clothing, especially jackets or coats.**

## Nap/Rest Time Policy (Full-Day Program Only)

All children attending the full day preschool program at JRLV are provided with an opportunity to nap/rest without distraction or disturbance for a reasonable period of time. JRLV Staff are prohibited from waking children or keeping children awake that fall asleep during nap time.

Quiet activities may be provided for children who are non-nappers after the 20-30-minute opportunity for rest has been provided.

For naptime, JRLV provides bedding for your child; however, children may bring a special blanket, small pillow, or stuffed animal to use during naptime. These items will be stored in your child's personal stow (cubby) until naptime. Parents are to ensure all naptime items fit completely within their child's cubby. Any personal naptime items will be sent home every Friday for cleaning. Parents are advised to put their child's name on any items brought from home.

## **COMPLAINTS AND CONCERNS**

Feel free to express any concerns you may have or clarifications you need to understand our program, any regulatory requirements, or our policies and procedures. Our program can only improve with feedback from our families. The complaint and grievance process is intended to be used as a resource; to be used to address unresolved parent, community, or staff differences of opinion, disagreements about policy interpretation, dissatisfaction with operations at any level, and concerns about any services you or your child are receiving.

When you have a complaint or concern, it is best to go directly to the person involved and seek resolution to the problem. If this is not possible, then please follow the *Chain of Command*—that is, the supervisor of the person with whom you need conflict resolution assistance. At JRLV, the Center Director or Site Supervisor can assist with concerns related to the center or teaching staff. Our Chief Operations Officer (209-461-2951) is located at the Weber Administrative Offices and is also available to assist you. It is also a good idea to participate in the Parent Survey process and bring up concerns at monthly parent meetings.

## **NOTICE OF ACTION (What is a Notice of Action?)**

The Notice of Action (NOA) is a legal document that is used to communicate a wide range of important information to parents. NOA's are most commonly sent for approval or denial of admission into the program, when changes are made to the service agreement, termination of services by either the program or parents, or as a warning of pending action as a result of non-compliance of program requirements.

### **What you can expect to see on your NOA after your first enrollment appointment or recertification appointment:**

Once all documents are reviewed and considered, along with the application for services, and the eligibility and need is determined, the decision to approve or deny services will be recorded on the NOA.

If services are approved, the NOA shall contain:

- The basis of the eligibility
- Family Fee, if applicable

- Duration of the eligibility
- Names of children approved to receive services
- Hours of service approved for each day

If services are denied, the NOA shall contain:

- The basis of denial
- Instructions for the parent on how to request a hearing if they do not agree with the decision (on the back side of the NOA)

In most cases, the NOA will be sent fourteen (14) calendar days before the effective date of the intended action. If the parent or guardian disagrees with any action stated in the NOA, there is an appeal process (see Parent Request for an Appeal Hearing below).

### **Parent Request for an Appeal Hearing**

FRRC provides a written Notice of Action (NOA) when making a decision to approve, deny, change, or terminate childcare or preschool services. FRRC provides the NOA by mail or may give it to the parent in person. The NOA will provide the reason for action and an effective date. If a parent disagrees with the NOA for any reason, an appeal process is available to any parent(s). The appeal process and instructions on how to request a hearing is on the reserve side of each NOA.

All appeal hearing requests must be received in writing within 14 calendar days of receiving the NOA. Parents may submit an appeal hearing request to the FRRC Appeals Hearing Officer by mail, fax, delivery, or email. Within 10 calendar days of receiving the appeal request, FRRC will notify the parent of the date, time, and place of the local hearing. FRRC will continue to provide childcare/preschool during the appeal hearing process and until completed.

If the parent has a family fee, the family fee will continue to be billed and owed for days of enrollment during the appeal process. The parent is required to pay their family fees during the appeal process. All billed family fees are owed to FRRC, unless the appeal results in a family fee change.

Within 10 calendar days after the local hearing, the FRRC hearing officer will mail the parent a written decision letter. If the parent does not agree with the decision, the decision letter will provide information on how to request a review with the California Department of Education (CDE).

An appeal is considered abandoned if:

- The parent did not submit a request for a local hearing by 14 calendar days of receiving the NOA
- The parent (or the authorized representative) did not attend the local hearing

- The parent did not submit a timely request for review with CDE after the local hearing process had taken place
- The parent failed to attend an appeal hearing within 30 calendar days of their first appeal hearing appointment date

The FRRC appeal process and hearings are conducted in accordance with California Department of Education, Title 5 Regulation 18120.

### **Complaint/Grievance Procedures**

If the aforementioned strategies for conflict resolution are unsuccessful, there is a Grievance Form and a formal conflict-resolution process available to you. Please let your Site Supervisor or Center Director know if you would like to pursue this process. Neither you nor your child will suffer any penalties for expressing your opinions—it is your right.

### **Uniform Compliant Procedure**

It is the intent of Family Resource and Referral Center and Joan Richards Learning Village to fully comply with all applicable laws and regulations. Individuals, agencies, organizations, students and interested third parties have the right to file a complaint regarding any alleged violation of a statute or regulation by Joan Richards Learning Village that the California Department of Education is authorized to enforce. This includes allegations of unlawful discrimination in any program or activity funded directly by the state or receiving federal or state financial assistance.

- Federal and state laws protect complainants from retaliation.
- Complaints must be signed and filed in writing with the California Department of Education:

**California Department of Education  
Early Learning and Care Division/Appeals Coordinator  
1430 N Street, Suite 3410  
Sacramento, CA 95814**

- If the complainant is not satisfied with the final decision of the California Department of Education, remedies may be available in federal or state court. In this event, the complainant should seek the advice of an attorney of his or her choosing.
- A complainant filing a written complaint alleging violation of prohibited discrimination may also pursue civil remedies, including, but not limited to, injunctions, restraining orders, or other remedies.

### **ADDITIONAL INFORMATION**

#### ***Ways We Can Work Together***

- Visit Joan Richards Learning Village whenever you can. Observe classroom activities and get to know your child's teachers and friends
- Talk with your child about his/her day at school

- Tell the teacher what your child likes, such as special foods, games, and interests
- Inform the teacher, Center Director or Site Supervisor if there is anything special or unusual happening in the child's life that may affect his/her behavior. Even the death of a goldfish can impact a child's day at school!
- Show your child you are happy about all the new things he/she is learning to do by displaying his/her artwork or special projects and talking about them at home
- Share your ideas or concerns about the children's activities with the Joan Richards Learning Village staff. Your input is valuable!
- If you have some time and a talent to share, such as singing, drawing, or any other ability, please let us know. Ideas are often listed on the weekly curriculum
- Tell us how we can help you with your child; request a conference at any time
- Encourage your child to dress and feed himself
- Invite your child to help you at home
- Attend scheduled parent meetings and conferences
- Join us for field trips, special activities, and meals
- Share your culture, ethnic background, and family traditions with us.

### **Community Involvement**

Joan Richards Learning Village welcomes support from the community, including donations and services. Information about services is readily available to the community by telephone, mail, by visiting the program site, at community events, or through the website at [www.frrcsj.org](http://www.frrcsj.org). Multi-lingual staff is also available.

As a tax-exempt 501(c)(3) Corporation, Family Resource and Referral Center has in place a voluntary, policymaking Board of Directors. Members represent the community at large and bring a wealth of experience and knowledge to FRRC. Members do not receive any monetary compensation for time or services provided. The Board of Directors has the responsibility of the general oversight of the agency.

### **STATEMENT OF CHILDREN'S RIGHTS**

1. We have the right to be happy and to be treated fairly at Joan Richards Learning Village.  
*\*No one will make fun of us or hurt our feelings. We will be given the same consideration and respect as others.*
2. We have the right to be safe at Joan Richards Learning Village.  
*\*No one will hurt, push, hit, kick, bite or pinch us. Nor will any type of restraining device ever be placed on us.*  
We have the right to hear and be heard at Joan Richards Learning Village.  
*\*No one will shout or yell at us or make loud noises at inappropriate times.*
3. We have the right to learn and be creative at Joan Richards Learning Village.  
*\*No one will keep us from succeeding at what we try.*
4. We have a right to be ourselves at Joan Richards Learning Village.



*\*No one will judge us or treat us unfairly because of our color, gender, physical appearance, or background.*

### **STATEMENT OF PARENT'S RIGHTS**

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

- Enter and inspect the childcare center without advance notice whenever children are in care,
- File a complaint against the Joan Richards Learning Village with the licensing office and review Joan Richards Learning Village's public file kept by the licensing office.
  - Licensing Office Name: Community Care Licensing/River City Regional Office
  - Licensing Office Address: 2525 Natomas Park Drive, Suite 250, Sacramento
  - Licensing Office Telephone #: 916-263-5744
- Review, at Joan Richards Learning Village, reports of licensing visits and substantiated complaints against the Joan Richards Learning Village made during the last three years,
- Complain to the licensing office and inspect Joan Richards Learning Village without discrimination or retaliation against your child,
- Request in writing that a parent not be allowed to visit your child or take your child from the facility, provided you have shown a certified copy of a court order,
- Be informed, by Joan Richards Learning Village upon request, of the name and type of association to the facility 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,
- Receive, from Joan Richards Learning Village, the Caregiver Background Check Process form.

### **COMMITMENT TO DESIRED RESULTS**

The staff of Joan Richards Learning Village looks forward to a successful collaboration with you as we all strive to encourage the best possible experience for your child that will pave the way for school readiness and the achievement of the following desired results from participation in our program:

- 1: Children are personally and socially competent**
- 2: Children are effective learners**
- 3: Children show physical and motor competence**
- 4: Children are safe and healthy**
- 5: Families support their child's learning and development**
- 6: Families achieve their goals**

### USDA Civil Rights Statement

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

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

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online: [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html) and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410
- (2) fax: (202) 690-7442; or
- (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov).

This institution is an equal opportunity provider.

## **ABOUT FAMILY RESOURCE & REFERRAL CENTER**

*"We care about children and families"*

### **MISSION STATEMENT**

Family Resource & Referral Center promotes and enhances child development and family well-being in San Joaquin County and other service areas.

### **OUR VALUES AND BELIEFS**

The Family Resource & Referral Center is founded on the belief that children and families are vital to the richness and quality of life within San Joaquin County. The Center's staff is committed to the compassionate support of children and families in need of social, support, and training services. The staff believes that direct, personal action will make a difference in family life and is dedicated to enhancing the quality of life within our community.

Through its professional staff, the Center is a clearinghouse for information on childcare services, parenting, nutrition, and child safety.

The Center:

- promotes community awareness concerning the needs of children and families
- participates in building community coalitions to develop solutions for those needs
- works with parents, care providers, business, and community leaders to promote quality services for children and their families
- provides childcare referrals to all parents in San Joaquin County
- administers childcare and nutritional resources, conducts workshops in effective practices of child rearing, childcare, and child safety
- provides advocacy, information, training, and direct services to enhance childcare, child development, and family well-being in San Joaquin County

## **Family Resource & Referral Center Summary of Services**

The Family Resource & Referral Center (FRRC) provides direct services, information, training, and advocacy to enhance childcare and family well-being in San Joaquin County. We seek to augment and enhance the delivery of children's services rather than to duplicate existing resources. Our primary focus is quality childcare for children and technical assistance to those working with children and families.

**State Preschool** - Joan Richards Learning Village in Stockton provides free part-day AM or PM state preschool classes for children 3-5 years of age. A full-day program is also offered for those families that need it. Both programs are based on income eligibility.

**Resource and Referral** - Services are available for parents and anyone seeking childcare information regardless of income. Referrals to licensed childcare facilities and family support services are available. Other services available at the resource center are library of books, activities, and activity kits for children, child development and parenting information.

**Community Child Development** - Offering technical assistance, training, and support to parents and providers including inclusion, child development, parenting, and professional growth.

**Subsidized Child Care** - Provision of childcare subsidies to low-income families while parents are attending school, training programs, or working.

**USDA Child Care Food Program** - This program is designed to encourage nutritious meals for children in licensed and exempt day care homes by offering benefits to the childcare providers. The benefits include cash payments to reimburse providers on a per-meal, per-child basis, technical assistance, and information on how to operate and manage the food program and keep adequate records.

**Community Collaboration** - FRRC works with many community agencies and organizations promoting quality childcare and early learning for children of all ages. Some partnering agencies include: First 5 San Joaquin, San Joaquin County Office of Education, San Joaquin County WorkNet, San Joaquin Local Planning Council, Community Partnership for Families, Health Plan of San Joaquin, and the San Joaquin County Human Services Agency.

### **Family Resource and Referral Center Administrative Offices**

3127 Transworld Drive, Suite 100

Stockton, CA 95206

209-948-1553

Visit us online @ [www.frrcsj.org](http://www.frrcsj.org)



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**RECEIPT AND ACKNOWLEDGMENT FORM**

I acknowledge that I have received a copy of the Joan Richards Learning Village Handbook and Written Information for parents.

I understand that it is my responsibility to read and comply with the policies and procedures contained in this handbook to the best of my knowledge and ability.

I understand that it is my responsibility to refer to the handbook and that any questions I may have regarding its contents should be directed to the Center Director or Site Supervisor.

I agree to follow all laws and regulations that relate to my child's and my own participation at Joan Richards Learning Village, including all applicable licensing laws.

I acknowledge that failure to follow the policies set forth in this handbook will result in the termination of services to my child.

By signing below, I authorize Joan Richards Learning Village, to share any information regarding my child's services with any authorized representatives of Family Resource & Referral Center or contracted agencies. The use or disclosure of information maintained in the child's file will be accessible to FRRC staff and authorized representatives, including, but not limited to: Community Care Licensing, San Joaquin County Human Services Agency, Child Protective Services, and any other contracted agencies.

I understand and agree that my child's services with Joan Richards Learning Village will be governed by the policies contained in this handbook. Joan Richards Learning Village reserves the right to change, amend, add, modify, supplement, or discontinue any policy or procedure at any time, without prior notice. In such case, Joan Richards Learning Village will provide me a copy of the changed policy or procedure and I understand I must comply with it. I understand that this handbook supersedes any previous handbook.

Please sign your name below and return this page to the Joan Richards Learning Village.

\_\_\_\_\_  
**Child's Name**

\_\_\_\_\_  
**Class/Time**

\_\_\_\_\_  
**Parent or Guardian's Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Agency Representative Signature**

\_\_\_\_\_  
**Date**

If you require an explanation of any area covered in this handbook in a language other than English, please let the Site Supervisor or Center Director know

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