

**Social Advocates for Youth  
Preschool Center  
PARENT INFORMATION, POLICIES AND PROCEDURES  
2017-2018**

A project of SAY, San Diego, Inc, and the San Diego Unified School District  
Phone: 858-565-4148 Mailing address: 8755 Aero Dr., Suite 100, San Diego, CA 92123.

**Days:** The Preschool will be open on all school days. The program will be closed on days when children do not attend school, such as holidays, vacation periods, and school staff development days. The program will be closed on school holidays.

**Hours of Operation:** Vary at each Preschool Center. Please check with your Preschool Center for specific hours of operation.

**Ages Served:** The Preschool serves children 3-5 years old.

Enrollment is open to all 3- 5 year old children, without regard to race, sex, national origin, religion, physical handicap or disability, on a space-available basis. Enrollment forms must be completed and returned with appropriate fees paid prior to a child's first day in the program. Forms must be updated as changes occur.

**The following provides information about the program and should be read carefully. The enrollment documents you sign includes an agreement to read, understand and adhere to these policies. If you have any questions, please contact SAY's Administrative/Main Office.**

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|--|---|---|
| <p><b>I. PROGRAM PURPOSES AND GOALS</b></p> <ul style="list-style-type: none"><li>A. Program Purpose &amp; SAY Philosophy</li><li>B. Program overview</li><li>C. Goals</li></ul> <p><b>II. PROGRAM</b></p> <ul style="list-style-type: none"><li>A. Family Information Profile</li><li>B. Lunch /Snack</li><li>C. Field trips</li><li>D. Transportation</li><li>E. Clothing and toys</li><li>F. Entertainment</li><li>G. Napping/Rest period</li></ul> <p><b>III. GUIDANCE</b></p> <ul style="list-style-type: none"><li>A. Policy</li><li>B. Rules and consequences</li></ul> <p><b>IV. ENROLLMENT</b></p> <ul style="list-style-type: none"><li>A. Registration</li><li>B. Required Forms</li><li>C. Changes in enrollment</li><li>D. Vacation and Intersession Services</li><li>E. Termination of Services</li></ul> <p><b>V. ATTENDANCE</b></p> <ul style="list-style-type: none"><li>A. Signing children in and out</li><li>B. Absences</li></ul> | <p><b>VI. FEES</b></p> <ul style="list-style-type: none"><li>A. Payments</li><li>B. Returned checks</li><li>C. Additional charges</li><li>D. Delinquent fees</li></ul> <p><b>VII. HEALTH AND SAFETY</b></p> <ul style="list-style-type: none"><li>A. Illness and medication</li><li>B. Injury or Medical/Dental Emergency</li><li>C. Disaster preparedness</li><li>D. Well-Being of the child</li><li>E. Incapacitated Parents/Guardians</li><li>F. Immunizations</li></ul> <p><b>VIII. STAFF</b></p> | <p><b>IX. PARENT INVOLVEMENT</b></p> <ul style="list-style-type: none"><li>A. Parent participation</li><li>B. Parent Advisory Board</li><li>C. Parent notices</li><li>D. Complaint resolution</li></ul> <p><b>X. Personal Rights, Notification of Parents Rights, Rights of the Licensing Agency, Acknowledgements of Parent Policies</b></p> |
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## **PROGRAM PURPOSES AND GOALS**

### **A. Program Purpose**

SAY, San Diego, Inc. (Social Advocates for Youth) is a non-profit agency dedicated to supporting the positive development of young people, their families and communities. The Preschool Program is provided as a community service to address the need for quality child care programs.

#### *Philosophy*

**SAY Preschool Programs exist for the purpose of promoting, nurturing, and enhancing all areas of children's development. Basic to the purpose is the assumption that all children are individuals that develop at different rates and have different interests. We recognize that children bring with them a unique mixture of family background, language, culture, personality and learning style. The programs we create must serve all children and families, and we must constantly seek ways to accommodate the unique needs of the populations served by the programs. SAY Preschool programs serve as a bridge between home and school. They provide a balance of creative, educational, social, and physical opportunities in an atmosphere conducive to promoting healthy life styles. Children need many opportunities to make their own choices through programs that are well organized and equipped with age-appropriate material. Above all children need to have fun being children. Programs provide a safe, secure, flexible and stimulating environment supported by warm and caring staff that is responsive to the children's emerging needs and interests encouraging growth and self-esteem. The programs foster partnerships with families, schools and communities to meet the needs of the whole child.**

### **B. Program Overview**

SAY's high quality, well-supervised program offers a balance of activities designed to develop self-esteem and provide a creative educational and recreational experience for children. Planned curriculum includes:

- Language and Literacy
- Math
- Science and Nature
- Puzzles and Blocks
- Nutritious Snacks
- Music and Movement
- Circle Time
- Arts and crafts
- Social Skills
- And More!

The Preschool Program is licensed by the State Department of Social Services and adheres to regulations set forth by the Department to insure the safety and well being of your child(ren). Staff is professionally prepared in the fields of child development. Religious instruction or worship will not be provided.

The parent is a partner in insuring the well-being of her/his child (ren). Program staff relies on the parent for emergency and other relevant information about the child and the family. Open communication and documentation are required for this purpose. It is the parent's responsibility to insure that information provided is correct and updated as changes occur.

The Preschool Program maintains a ratio of 1 staff for every 12 children, not to exceed the capacity set forth by the license. Individual care cannot be provided. Staff will seek out additional resources and/or referrals for children who require further support beyond what can be provided within the program. Staff cannot provide care outside of program hours.

Child must be at least 3 years old and fully potty trained in order to attend the preschool. A fully potty trained child is a child who can do the following: 1.) Be able to tell the Teacher they have to go potty before they have to go. They must be able to say the words "I have to go potty before they have to go. 2.) Be able to pull down their underwear and pants on their own and get them back up without assistance.

### **C. Goals**

1. To provide licensed quality Preschool on the school site for preschool children.
2. To provide an environment that is safe and well supervised by qualified staff.
3. To provide a balance of educational and enrichment activities to meet children's needs and interests.
4. To offer services at competitive rates.
5. To maintain enrollment according to admission policies and wait list priorities, and to clearly inform families about program policies, due process, and personal rights.
6. To maintain staff policies which promote staff development and program effectiveness.

7. To meet requirements set forth by the State Department of Social Services.
8. To provide developmentally appropriate curriculum which encourages growth and positive self-esteem.
9. To provide opportunities for parent involvement and education.
10. To inform the community about our programs, encourage community involvement, and utilize community resources.
11. To annually involve parents, schools, staff, and children in evaluating our success in meeting these goals.

## **II. PROGRAM**

### **A. Family Information Profile**

SAY's Preschool Program offers a culturally and developmentally appropriate curriculum, with a balance of activities designed to foster creativity, independent thought, and a positive self-concept. Each parent will be required to complete a Family Information Profile as part of the annual enrollment process. In addition, staff will complete a bi-annual developmental profile for each child. Parent Conferences to discuss your child's progress happen twice per school year. These documents will enable staff to access and provide services to meet the needs of each child and family.

### **B. Lunch /Snack**

Parents will be required to provide a nutritious lunch for their child. Parents are asked to plan lunches that do not require reheating, warming, or refrigeration. Snack will be served every morning and afternoon and will include nutritious foods from two basic food groups. If your child has any dietary restrictions, be sure to indicate them on the health form and tell staff. Candy and gum should not be brought to the program.

### **C. Field Trips**

Walking field trips are provided periodically as part of the preschool program. Parents are encouraged to attend whenever possible. Parents who do not wish their children to participate must make other arrangements for the day. No credit will be given for the day missed. Should a child seriously misbehave during a field trip, a parent or guardian may be required to attend subsequent field trips.

### **D. Transportation**

Transportation to and from the Preschool Program is not available.

## **E. Clothing and toys**

Children will participate in a variety of activities, some of which may soil clothing. Please encourage your child to dress in comfortable clothing that allows for active play. A change of clothing, marked with the child's name, can be left at the program for use as needed. Sandals, flip flops, boots, or dress shoes limit your child's safety. Please send a pair of appropriate play shoes.

Individual storage is provided for each child and children will be encouraged to take responsibility for storing their own belongings. Preschool staff cannot be responsible for lost articles, but will make every effort to protect the children's belongings within the confines of program space. Toys should not be brought from home unless prior arrangements are made. Toy weapons are not allowed.

## **F. Entertainment**

The only films which will occasionally be shown during program hours are those which are considered educational and/or instruction-based. Staff will pre-screen all films to ensure their appropriateness. Parents will be notified in advance.

## **G. Napping/ rest period**

The preschool program includes a nap/rest period time. Napping mats are provided for each child and stored at the center. Parents are required to bring a cover for the Nap mat from home. Parents are required to bring home, wash and return clean sheets to the center on a weekly basis. It is recommended that a comfort item such as a blanket or stuffed animal be left at the center. All items must fit in your child's cubby.

# **III. GUIDANCE**

## **A. Policy**

SAY practices a positive approach to discipline. The environment is designed to be child-centered and adult-child interactions are stated in a positive rather than a negative way. Each site has a guidance policy, which is available for review by parents.

The staff will attempt to work with the child and parent to resolve any behavior concerns. The staff will attempt to work with the child and parent to resolve any behavior concerns. The Extended Day Program also employs a licensed clinical social worker, and/or other social services personnel who may be asked by the Center Director to observe and/or assess the child for the purpose of making recommendations to improve the situation. Recommendations may include a meeting with parent(s), Center Director, or a social worker to help determine the best course of action.

## **B. Rules and Consequences**

Specific rules that children are expected to follow are posted at the program site. Rules include:

1. Respect people and property.
2. Use appropriate words and actions.
3. Stay where a teacher can see you.
4. Follow directions.

If a behavior problem should occur which cannot be handled by redirection or talking in a positive manner to a child, a “cool off” method may be employed to temporarily remove the child from the area of concern. After a cooling-off period the child is free to rejoin activities. If a child is deemed out of control, the parent will be called to pick up the child for the remainder of the day.

It is the intent of the program to provide a safe environment for all children enrolled. If a child cannot adhere to program rules and thereby threatens the safety of herself/himself, a staff person or other children, the Site Director may decide that a child be removed from the program either temporarily (suspension) or permanently (disenrollment). Immediate suspension will occur if a child physically attacks another child or a staff person or is deemed to be out of control. A refund will not be issued if a child must be removed from the program.

Any corporal punishment (such as spanking, striking, jerking, shaking) or any other humiliating or frightening experiences (sitting in a corner, leaving him/her alone, shaming in front of other children) are strictly prohibited. In addition, discipline can never be associated with food, rest, isolation for illness, or toileting.

## **IV. ENROLLMENT**

### **A. Registration**

Each family must complete an enrollment packet. Program tuition for the first month of enrollment and the Instructional fee are due before services begin. Separate registration forms need to be completed for each school year.

One designated Parent/Legal guardian must sign the enrollment agreement as the “enrolling parent.” The “enrolling parent” is responsible for payment of fees. Legal documentation defining the “other” parent’s (not living in the same household) custodial and parental rights must be provided before services begin.

SAY reserves the right to request a Pre-Admission Interview if needed to assess a child’s needs in case accommodations are needed.

Each child is required to have a medical assessment by the child's physician. A Physician's Report (Lic 701 form) must be completed within 30 days of admission or child may not attend preschool until form is completed. Assessment must not be dated over a year old when obtained by the center.

Prior to admission to a Child Care Center, children shall be immunized against diseases as required by the California Code of Regulations, Title 17. (See page 14 section **F. Immunizations** for more information.)

An annual nonrefundable Instructional Fee is also charged upon enrolling.

## **B. Required Licensing Forms to be filled out by enrolling Parent**

- Personal Rights (LIC 613A)
- Consent for Medical Treatment (LIC 627)
- Identification & Emergency Information (LIC 700)
- Child's Physicians Report (LIC 701- must be signed by the physician)
- Child's Pre-Admission Health History (LIC 702)
- Parent's Rights (LIC 995)
- Caregiver Background Check Process (LIC 995E)
- Admission Agreement
- Child's Immunization Card

In addition to the forms above a SAY Enrollment and Parent Policy Agreement Packet must be completed.

## **C. Changes in Enrollment**

***A 30 day notice is required for any change in enrollment, including withdrawal from the program.*** Please notify your Child Care Enrollment Specialist at SAY's Administrative office by phone or email, 858-565-4148 or [sayextendeddayprogram@saysandiego.org](mailto:sayextendeddayprogram@saysandiego.org) if you are changing your schedule and/or withdrawing from the program.

If the date of your schedule change falls in the first half of the days of service in the month, you will be charged the entire month at the new schedule rate. If the date of your schedule change falls in the last half of the month, you will be charged 50% (1/2) of the monthly fee at your old schedule rate and 50% (1/2) of the monthly fee at your new schedule rate.

### **Leaves**

Requests for emergency leaves of more than 14 days must be put in writing to the enrollment department. 50% of the monthly fee will be charged to hold your

child's placement in the program. Parents may withdraw from the program (see section B under Enrollment) and reenroll if space is available.

#### *Family Vacations*

We do not prorate fees for family vacations. Parents may withdraw from the program (see section B under Enrollment) and reenroll if space is available.

### **D. Vacation Programs**

When schools are on vacation, a full day program may be available only at selected sites. Registration for these programs is separate from the regular preschool program, and is accepted on a first come, first serve basis. Enrollment information will be distributed at the Preschool Center. The locations of these programs vary. We work with the School District to secure the best possible site for each program, but all sites are not available. Parents are responsible for providing lunch for their children.

### **D. Termination of Services**

SAY desires to work with the parents in every way possible to prevent termination of services. However, at times, a child may be asked to leave the program. Some of the reasons a child or family's services may be terminated are:

- Failure to pay fees on time.
- Failure to pick up your child(ren) before the end of the program three times in one school year.
- Failure to notify SAY of changes (including address, telephone, and emergency contacts) or complete required forms.
- Failure to observe program procedures and policies.
- Behavioral difficulties, which the program is not staffed to address. In these instances, staff will work with the parent to try to find assistance for the problem as well as other child care resources for the family.
- Giving false information
- Failure to observe contracted hours (for example, late pick-up).
- Failure to sign in and out.
- Child leaving the grounds (or area supervised by staff) without permission.
- Inappropriate behavior by the parent, guardian, or other individuals designated by the enrolling parent(s) to pick child(ren) up. This includes disruptive, abrasive, or abusive behavior or behavior that makes staff less efficient in performing their jobs. It is not our intent to prevent the parent from expressing his/her views, positive or negative, but we must prevent situations which frighten the children, disrupt our activities, or damage the relationship between children and staff.

## V. ATTENDANCE

### A. Signing Children In and Out of the Preschool Center

Before school: Parents or other authorized persons are required to sign children in each day. **Full signatures (first and last name) and times of day are required.**

The person who signs the child in/out must use his/her **full legal signature (first and last name is required) and must record the time of day.** A child will not be released to anyone other than the enrolling parent(s) unless there is written authorization on file. Parents must advise the staff in advance and in writing, if a person not listed on the emergency card is to pick up the child. Identification is required.

If a child is picked up after contracted hours, a late pick-up fee will apply (see fees). If a child is picked up late three times in one school year, the child may be disenrolled from the program. If a child has not been picked up within 30 minutes after closing time and emergency contacts are not reachable, the police will be notified by site staff.

**PLEASE be sure your emergency numbers are current and that we have at least four phone numbers other than those of the parent's home and work place to call if a parent can't be reached.**

### B. Absences

**You must CONTACT the Preschool Center BY PHONE OR EMAIL to report all absences.** Credit cannot be given for days missed. When you enroll your child, you are reserving time, space, staff, and supplies for your child whether or not the child attends.

## VI. FEES

### A. Payments

Tuition is established to cover the cost of operating the program. Monthly tuition guarantees your child/ren retain his/her placement. A discount is available for additional siblings enrolled by the same parent. The discount is applied toward the lesser amount of monthly tuition charged, and will not apply to other fees. Financial assistance is available for families who qualify. To apply, please contact Accounts Receivable at SAY's Administrative office. See page 16 for contact information.

Credit can only be issued when parents provide a minimum of 30 days notice of a schedule change or withdrawal from the program. Credit is not given for the

child's absence, illness, holidays, suspension or emergency closure of the program. Credit will not be given if a child is withdrawn from the program without notice.

A 30 day notice is required to change your child's schedule and/or withdraw from the program. If you do not provide a 30 day written notice, your full month tuition is due. If your 30 day notice of withdrawal date falls during the first half of the days of service in the month, you will be charged 50% (1/2) of the monthly fee. If your 30 day notice of withdrawal date during the last 50% of the month falls you will be charged the full monthly fee.

Monthly billing statements will be mailed to the enrolling parent between the 15<sup>th</sup> and the 21<sup>st</sup> of each month for the following month. If you do not receive your bill by the 25<sup>th</sup>, please notify SAY's Administrative Office. Billing cannot be split between two parties. The enrolling parent will be responsible for all fees. The enrolling parents will also be responsible for all fees due if other funding sources that have agreed to pay for child care fail to pay (employer, YMCA, County, etc.)

If you are paying online via bill pay, please note your payment is NOT electronically sent to us the day your account is charged. Your bank will print a check and mail it to us. A late fee will still be applied to your account if your online payment is not **received** in our office by the third business day. Any complaints regarding an online payment not reaching us in time will need to be directed to your bank.

**Please do not send post-dated checks. All checks will be deposited upon receipt**

**Tuition will be due on the 1<sup>st</sup> of each month and will be considered late if not received in our office by the third business day of the month. Payment should be mailed to SAY San Diego, 8755 Aero Drive, Suite 100, San Diego, CA 92123.** Please allow sufficient mailing time, as we cannot be responsible for lost or late mail. Payments will not be accepted at the child care sites. Fees for full day programs may be billed separately and are in addition to the monthly tuition.

**SAY will provide a year-end statement to be used for tax purposes, in January, to the enrolling parent and to the address on file. Requests for additional copies are subject to a \$25.00 per copy fee; due at the time of the request. SAY's Tax ID # is 23-7107958.**

If you have a question or disagreement about the amount due, please contact the Accounting Supervisor at SAY's Administrative/Main Office prior to the payment due date. If you still cannot resolve the matter, please see our complaint resolution policy. When fees are being disputed, the total due needs to be paid by the due date. See page 16 for contact information.

## **B. Returned checks**

If the bank returns a check, there will be an additional \$25.00 returned check fee. Re-payment and future payments must be in the form of cash or money order for a period of six months. Cash payments need to be brought in to the SAY's Administrative/Main Office.

### **C. Additional Charges**

***Payment for child care services is always due by the first of the month. There will be a \$20 late payment charge for payments received after the third of the month.***

An Annual Non Refundable Instructional Fee is required for each child for each school year.

#### **Failure to pick up child on time:**

A fee of \$5.00 per child will be charged for the first five minutes and \$1.00 per child for every minute after the first five minutes if children are picked up after the program closes. Late pick-up fees will be billed separately. Failure to pay the late fees may result in termination of services. Three late pick-ups in one school year may result in disenrollment.

Site staff will contact the Police Department if a child has not been picked up by closing and we have not heard from the parent.

#### **In case of child's injury or severe behavior issues:**

Site staff will notify parent that a pick up is necessary. If the parent fails to pick-up the child after one hour, there will be an additional fee of \$5.00 per child for the first five minutes and \$1.00 per child for every minute after the first five minutes, to cover the cost of providing individualized care and/or 1:1 supervision.

**FOR YOUR CHILD'S BENEFIT, PLEASE MAKE APPROPRIATE ARRANGEMENTS TO PICK UP YOUR CHILD ON TIME. REMEMBER THAT LATE PICK-UP OF CHILDREN MAY LEAD TO TERMINATION OF SERVICES.**

### **D. Delinquent Fees**

A delinquent fee notice including a \$20 late fee will be issued if payment is not received by the third of the month or a credit card payment is declined. A \$25 fee is assessed if the bank returns a check. The parent must respond within one week of the date of the notice by either making the payment in full, or submitting a reasonable plan for repayment. All repayment plans must be pre-approved by the Accounting Supervisor. Disenrollment may occur if the parent does not comply. More than three late payments within one year (July 1<sup>st</sup> – June 30<sup>th</sup>) may result in disenrollment. If disenrollment is due to non-payment of fees, the family will not be eligible for re-enrollment for a period of six months following full payment of fees and may be subject to wait list procedures.

## **VII. HEALTH AND SAFETY**

### **A. Illness and Medication**

Health rules are designed to protect the well being of all children. If a child becomes ill at the program and cannot participate in the normal routine, the parent or emergency contact may be phoned, at the Center Supervisor's discretion, and asked to pick up the child within the hour.

Children having or showing symptoms of a contagious illness/disease should be kept at home. If your child contracts a communicable disease, please inform the Staff. Similarly, the Center Supervisor will inform parents when a child may have been exposed to an infectious disease. Children who have contracted a communicable disease will be readmitted to the program when free of symptoms, per Health Department guidelines. Information regarding length of time or other factors affecting readmittance is available from your Center Supervisor.

If a child is identified as having head lice and/or nits, the child will be isolated from the program and the parent will be called immediately. Parents are subject to the same policy for picking up their child and late fees as when being called for illness or injury. The child will be readmitted to the program when the hair has been treated with a lice shampoo and there are no live lice or live nits in the hair. Live nits can be found within ¼ inch from the scalp. Parents are asked to bring in proof of treatment (empty treatment bottle).

Should your child require medication during program hours please ask the Center Director for the Medication form, which must be completed by the parent prior to any administration of medication. Any prescribed or over the counter medication must be purchased in the United States and can only be administered if there is a form signed by the child's parent with specific instructions as to quantity and time to be administered and a prescription or note signed by a physician. All medication must be in original containers. Prescription medications must be administered with the label directions as prescribed by the child's physician and there must be written approval and instructions from the

child's authorized representative before giving medication to the child. Refrigeration may not be available. Parents are welcome to come to the program to administer the medication. Children are not permitted to carry their own medication. Medications must be kept inaccessible to children.

Sunscreen is listed as a medication by the American Health Association. A note from the parent/guardian authorizing staff to apply to child is needed. Parent must supply child's sunscreen. Parents are required to apply the sunscreen to their child before drop off and staff can reapply later in the day before outside time.

*(California Code of Regulations, Title 22, Section 101226(e) (4), requires Child Care Centers to obtain written approval and instructions from parents prior to administering non-prescription medication to children in care. Sunscreen is considered a non-prescription medication. The approval or instructions must be maintained in the child's file.)*

## **B. Injury or Medical/Dental Emergency**

If your child is injured while at the Center, staff will attempt to contact you and/or those listed on the child's emergency card. If necessary, an ambulance or paramedic will be contacted to transport your child to an emergency hospital. Parents are responsible for all charges related to emergency medical treatment for their child. For sanitary purposes, staff will use latex gloves when treating injuries.

All SAY child care staff is by law, mandated reporters and required to report any injuries which appear to have been caused by other than accidental means. If your child has had an accident away from the Center that resulted in an injury, please advise the Center Supervisor. For the safety of the child, site staff is unable to share information/updates regarding a report with parents/guardians.

## **C. Disaster Preparedness**

Each Center has prepared a plan to maximize the safety of children in the event of an emergency or disaster. Parents may request a copy of this plan. It is important for parents to be aware of the following information:

- If a parent cannot be reached, SAY will attempt to contact those listed on the child's emergency card.
- In the event of a disaster, SAY will only release children to adults listed on the emergency card.
- SAY will only be able to make contact if phone lines are viable.
- Children may be relocated/ transported to evacuation centers and/or authorities if SAY cannot contact anyone on the emergency card.
- Parents must provide at least one emergency phone number outside of the San Diego area in case local phone service is not available.

#### **D. Physical/Emotional Well-being of the Child**

It is the responsibility of the staff to respond immediately and appropriately to any and all threats a child may make towards themselves, other children or staff. SAY staff trained in responding to the emotional needs of children, may be called without prior notice to parents to assist with determining the appropriate course of action to ensure the safety of the child. Proper authorities will be notified and an incident report filled out.

All site staff is by law, mandated reporters. If a staff member suspect's child abuse or neglect, he/she is required to report to Child Welfare Services. All reports are confidential.

#### **E. Incapacitated Parents/Guardians**

To ensure the safety of the child (ren), in the case of an incapacitated parent, those that appear to be under the influence of alcohol, drugs etc, staff will request permission to contact individuals listed on the child's emergency card. If none are available, a taxi can be called to transport child and parent home, and the parent will be responsible for taxi fare. If an incapacitated parent insists on taking their child from the program, the police will be notified immediately by site staff.

#### **F. Immunizations**

All immunizations must be current prior to the child's first day in the program. The child's immunization card will be verified by SAY staff and copied for our files.

Effective January 1, 2016 a new law went into effect. SB277 states that Parents or guardians of students in any school or child-care facility, whether public or private, will no longer be allowed to submit a personal beliefs exemption to a currently-required vaccine.

### **VIII. STAFF**

SAY adheres to affirmative action policies in accordance with California Administration Code, Title 2, Fair employment and Housing Commission, Chapter 5 (nondiscrimination). SAY employs staffs who meet the job requirements and State Regulations for specific positions.

Some discussions of children may occur at staff meetings. This information is confidential and will not be discussed outside the context of staff meetings. Discussion may occur between child care staff and school staff regarding a child's progress when such discussion will benefit the child and enhance our

ability to address the child's needs. If you prefer that information not be shared with school staff, please advise the Center Director.

## **IX. PARENT INVOLVEMENT**

### **A. Parent Participation and Advisory Board**

Activities designed to meet the specific needs and interests of parents will be planned each year, based on the information included in the annual Family Information Profile. Plans will include an annual parent orientation, meetings, and socials at the preschool center, and opportunities for parents to participate in parent support groups, Parent Advisory Board, and SAY Board Meetings at SAY's Administrative/Main Office. Donations are tax-deductible and always welcome.

Parent/staff conferences are an ongoing component in providing quality care for your child (ren). Conferences are available on request. Conferences should be arranged in advance to avoid interruption of activities in progress.

Parents are welcome to observe or participate in the program at any time without prior notice.

### **B. Parent Advisory Committee**

Preschool Centers have Parent advisory Committees composed of parent/guardians, school staff and other community members interested in participating. This group meets periodically to provide feedback on services that meet child and family needs and as a sounding board for new ideas. Please let your Center Supervisor know if you are interested.

### **C. Parent Notices and Information**

Important notices to parents will be placed in a family folder or pocket located near the sign in/out sheets on the Parent table. See staff for exact location. It is the responsibility of the enrolling parent to retrieve and review this information. The individual designated to sign the child in/out (including minors authorized to pick up children) will be responsible for delivering the information to the parent.

**Parent information will also be posted on a Parent Bulletin Board located at the site.**

A roster of enrolled families is available to enrolled parents upon request. Only parents giving permission are listed on the roster.

### **D. Complaint Resolution Policy**

It is the intent of the SAY Board of Directors that all grievances be resolved at the lowest possible level. Any person having a complaint in regard to Extended Day

operations should first speak with the Center Director in an attempt to resolve the issue. If the problem is not resolved, the complaint should be brought to the attention of the next appropriate supervisor in the chain of command outlined below.

**For program or staff issues: Call 858-565-4148**

Center Director

Program Director– Melanie Gelinias

Vice President, Child and Youth Development– Chris Jewell

President/CEO – Nancy Gannon Hornberger

**For enrollment or subsidy issues: Call 858-565-4148**

Program Director – Melanie Gelinias

Enrollment Specialist – Monica Villar

Enrollment Manager, Child and Youth Development – Colleen Bone

Vice President, Child and Youth Development– Chris Jewell

President/CEO – Nancy Gannon Hornberger

**For billing issues: Call 858-565-4148**

Accounts Receivable Clerk – Greg Furseth

Accounting Supervisor –

Director of Finance – Lynn Deng

Chief Financial Officer – Jane Drover

President/CEO – Nancy Gannon Hornberger

President of the Board of Directors (written appeal)

## **UNIFORM COMPLAINT POLICY**

**The SAY Board of Directors recognizes that the agency has primary responsibility for insuring that it complies with State and Federal laws and regulations. The agency shall investigate and seek to resolve complaints at the local level in accordance with applicable laws and regulations. The agency shall follow uniform complaint procedures when addressing complaints alleging unlawful discrimination or failure to comply with state or federal law in all programs funded with state and federal money.**

**The SAY Board of Directors prohibits retaliation in any form for the filing of a complaint, reporting alleged discrimination, or participating in the complaint process. In processing complaints, the Board acknowledges, respects and protects rights to privacy. This includes keeping the identity of the complainant confidential when possible, as determined by the Executive Director or designee. The Executive Director or designee shall ensure that persons designated to investigate complaints are knowledgeable about laws governing the program, and have legal counsel as needed.**

**State of California Health and Welfare Agency  
Department of Social Services**

**PERSONAL RIGHTS**

**Child Day Care Facilities**

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

(a) Child Day Care Facilities. Each child receiving services from a child day care facility shall have rights which include, but are not limited to, the following:

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

**COMMUNITY CARE LICENSING  
7575 METROPOLITAN DRIVE #110  
SAN DIEGO, CA 92108**

**619-767-2200**

STATE OF CALIFORNIA HEALTH AND HUMAN SERVICES AGENCY  
DEPARTMENT OF SOCIAL SERVICES  
COMMUNITY CARE LICENSING

## NOTIFICATION OF PARENTS'S RIGHTS

### INSTRUCTIONS:

This form is intended to meet the requirements of California health and Safety Code Sections 1596.857 and 1596.859, which pertain to the right(s) of parents or guardians to inspect the child care facility their child attends.

The facility is required to:

1. Post this notice in a prominent place.
2. Make sure the child's parent(s) or guardian(s) completes and signs the acknowledgement at the bottom of this form.
3. Detach the signed parental acknowledgement and file it in the child's record, and give the child's parent(s) or guardian(s) the top portion of this form.

### Parent's Rights

1. Parents/guardians, upon presentation of identification, have the right to enter and inspect the child care facility their child attends without advance notice to the provider. This right can only be exercised during the facility's normal operating hours or at any time the child is receiving care in the facility.
2. Parents/guardians have the right to file a complaint against the facility with the licensing agency.
3. Parents/guardians have the right to review, at the facility site, licensing reports of facility visits and substantiated complaints against the facility. The facility is not required to keep this information beyond three years. Only information available in the public file of the local licensing agency is to be made available to parents/guardians at the facility. Public information on inconclusive complaints is only available at the local licensing agency.
4. The law prohibits discrimination or retaliation against any child or parent/guardian should the parent/guardian choose to exercise his or her right to inspect the facility or to file a complaint against the facility.
5. The law requires that parent/guardians be informed of their rights (see Nos. 1, 2, and 3 above).
6. The law requires that this notice be posted in the facility in a location accessible to parent/guardians.
7. The law authorizes the person in charge of the child care facility to deny access to a parent/guardian if:
  - a) The parent/guardian is behaving in a way that poses a risk to children in the facility. OR:
  - b) The adult is a non-custodial parent, and the custodial parent has requested the facility in writing not to permit access to the non-custodial parent.

**ACKNOWLEDEMENT OF SAY PARENT POLICIES**

Thank you for taking the time to read through these policies. We look forward to working with you to provide quality services for your family. If you have any questions, please contact your Center Supervisor or SAYs Administrative/Main office.

Return signed form with enrollment packet

Preschool: \_\_\_\_\_

Child Name: \_\_\_\_\_

Child Name: \_\_\_\_\_

Child Name: \_\_\_\_\_

I have read, understood and agree to adhere to the policies and procedures included in this packet.

(First) Enrolling Parent/Legal Guardian:

Print Name: \_\_\_\_\_

Sign: \_\_\_\_\_ Date: \_\_\_\_\_

(Second) Parent/Legal Guardian:

Print Name: \_\_\_\_\_

Sign: \_\_\_\_\_ Date: \_\_\_\_\_