

EXTENDED CHILD CARE

A Before & After School Child Development Program

2009 Parent Handbook

Family Account Number _____

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Introduction

Welcome to *Extended Child Care; a school-age child development program, serving your child's school.*

This is your copy of Extended Child Care's Parent Handbook. It contains the agency's mission, philosophy, programs and policies. If you ever have a question that the Parent Handbook does not address, or if you would like some information clarified, please call the main office and someone will be happy to help you. The ECC Office is open Monday through Friday, 8:30 am to 4:30 pm and we also have voicemail after hours.

Extended Child Care Coalition, Inc. is a private non-profit agency that provides childcare management services to school districts in Sonoma County, California. Extended Child Care was started in 1978 to help meet the needs of working parents with children in elementary schools, and to assist schools that want to help parents with their childcare needs.

Remember that Extended Child Care is a parent service organization. Your questions and input are always welcome.

Mission Statement: Extended Child Care's mission is to provide quality school-age child care that supports children, families, school districts, employers and the community.

Our goal is to provide quality child care services at a reasonable cost to families, with minimum impact on schools, while providing our employees with competitive wages and benefits, and a work environment that respects their professionalism.

Program Philosophy: Extended Child Care's philosophy is to provide quality, age-appropriate child care to school-age children based on their needs and interests. We believe that such a program provides a safe and nurturing environment that promotes the positive growth of children while responding to the needs of families, schools and the community. To insure a quality program, we provide a consistent core of well-trained staff. We offer a developmentally appropriate curriculum that meets the individual child's interests and needs cognitively, socially, emotionally, creatively and physically. Parents are always welcome to visit the program. In addition, Extended Child Care provides support to families, management services to school districts and technical assistance to the community.

Administration: Extended Child Care is governed by a Board of Directors that meets on the last Monday of the month. The board consists of parents using child care and interested community members.

Parents interested in becoming a Board or Parent Advisory Committee member or who have questions should call the agency's Executive Director. All meetings are open to the public.

On a daily basis, Extended Child Care is administered from the main office by the Executive Director, who is responsible for all programs, policies, personnel, Agency finances, contracts and future planning. The Program Director and Program Coordinator supervise all centers, the programs and center staff. Both of these administrators visit centers on a regular basis.

Policy Determination: Extended Child Care's policy is determined by State Department of Education guidelines, Community Care Licensing guidelines, school district policy, and Extended Child Care's Executive Director, with the approval of the Agency's Board of Directors. The Parent Advisory Committee provides input to the Executive Director on policies.

Agency Structure & Staff: Each Extended Child Care Center is managed by a full time Center Director. Center Directors have Children's Center Supervisor's Permits and extensive experience working with school-age children. The Center Director is responsible for the day to day management of the center. When the Center Director is not present, a staff member with a Children's Center Permit or it's equivalent will be in charge of the center. In addition to the Center Director, each site may have an Assistant Center Director and Center Teachers. These are experienced staff with a Children's Center Permit or its equivalent. Centers may also have Assistant Teachers, a person who has at least 6 units in Child Development, and Instructional Aides, someone who must be over 18 years of age. When regular staff members are absent, a substitute is assigned to replace them.

Before anyone can work in a center, they must pass a Department of Justice fingerprint clearance, health screening and reference check.

Licensing: All Extended Child Care Centers are licensed. We maintain a maximum of 14 children to every 1 adult ratio as allowed by state licensing.

Donations: Extended Child Care welcomes all donations. Donations can be made to the Agency, to an individual center, or to subsidize a particular activity. All donations are tax deductible.

Extended Child Care can also be your United Way donation recipient. Just place our name in the "donor designation" area on the United Way form.

Enrollment Procedures

Non-Discrimination Policy: The programs are operated on a non-discriminatory basis according equal treatment and access to services without regard to race, ethnicity, color, creed, religion, gender, sex, national origin, ancestry, ethnic group identification or sexual orientation.

Welcome to Children with Special Needs: Extended Child Care welcomes the opportunity to enroll and include all children in the program. Center staff assesses the needs of every child, including children with special needs. We accept children with diabetes who require blood monitoring. We will perform blood glucose monitoring for diabetic children after all licensing requirements are met. Attempts are always made to accommodate each child, keeping in mind the safety and well being of all enrolled children. Extended Child Care believes that inclusion is beneficial for all people because it offers opportunities and rewards for children with special needs and children who are typically developing.

Central Eligibility List for Families Needing Subsidized Services: Extended Child Care participates in the Centralized Eligibility List (CEL). The CEL is a list for families in Sonoma County who would like to receive subsidized child care. **Being on this list does not guarantee that you will receive subsidized child care.** Subsidized child care is a program run by the State government that pays for all or part of the cost of child care services for your family. All of the programs participating in the CEL are administered by the California Department of Education (CDE). Families who receive this assistance must meet certain conditions set by CDE. You can request a CEL application from our office or contact CEL directly by calling CEL at 707-544-3077 or on the web at sonoma-cel.org.

Enrollment of Families with a History of Non-payment Policy: The following policy covers all families who have been dropped from the program for non-payment of fees, but have since paid their past due balance in full either directly to Extended Child Care or to our collection agency. When a family with this history wishes to return to childcare or be placed on the waitlist, they will be informed of the following policy.

Before starting back in child care they will have to pay in advance for twenty-one 21 days of care. They will also have to provide a deposit of one month (21 days) of full days (see full day rate) before they can return to care. This deposit is not a first or last months deposit, it is a deposit to insure we will not be without funds to cover their care if they decide to drop or are past due again. The deposit may not be used to pay for a month of continuing care. It can only be used to cover a two-week drop notice called in by the family. This family will be watched closely for non-payment and will get a three-day drop notice at any time for non-payment.

Rate Policies and Fees

Fee Structure & Determination: Rates for child care are set by Extended Child Care's Board of Directors. Rates are based upon per day/per child and determined by the schedule your child holds. There are School Day and Non-School Day rates which are provided in the Appendix, at the back of this handbook.

Your bill is based on your enrolled or contracted schedule. Your placement into the program is determined by your placement on our waitlist. You must maintain at minimum your original contract for one (1) school year. After that time, the minimum to maintain a spot in the program is a weekly schedule of **3** days per week.

During the summer months the minimum to hold a contract is **3** days per week for full days, and **5** days per week for partial days.

Definitions: School Day Rates - These rates apply to care provided before school, after school, before & after school and minimum days. Grades 1-6 are usually the same rate although dismissal times may vary at each school. Kindergartners have a separate rate based on the earlier dismissal times.

Full (Non-School) Day Rate: This rate applies to care for all days where school is not in session and a full day of care is needed. Our centers are open from 7 a.m. - 6 p.m. and typically include but are not limited to holidays, teacher in-service days, winter break, spring break and summer.

Partial (Non-School) Day Rate: This rate applies to care for all days where school is not in session and a part day of 0-5 consecutive hours of care are needed. These days typically include, but are not limited to holidays, teacher in-service days, winter break, spring break and summer.

Days & Hours of Operation: Centers are open every school day, all weekdays during the summer, winter and spring breaks, teacher in-service days and some holidays. Families will not be charged for the days we are closed. Hours of operation are 7 a.m. to the start of school and the end of school to 6 p.m. For non-school days the program is open 7 a.m. to 6 p.m. **See "Important Information for Parents" in the Appendix at the end of the handbook for days that Extended Child Care is closed.**

ECC Office Hours: We are open Monday – Friday from 8:30 a.m. – 4:30 p.m. After hours leave a voicemail message on our telephone in the main office, making sure to include your child's name, your name and the center your child attends.

Billing: Your child's contracted schedule will be billed on the first working day of every month for that current month. You are required to pay for these days whether you use them or not. Extra days, vacation credits, payments received, etc. will be reflected on your statement. Payments are due upon receipt and delinquent after the 15th of each month. Reminder notices are sent if payment has not been received. The person signing the "Admission Agreement" takes full responsibility for the bill. You must keep current on your bill in order to maintain your spot in our program. Failure to remain current will jeopardize your spot in the program. Extended Child Care reserves the right to drop your child from the program at any time for any unpaid fees. Dropped families with unpaid fees will be forwarded to our collection agency.

Payment & Returned Checks: Payment can be made by cash, check or credit card. Our office is open 8:30 a.m. to 4:30 p.m., Monday through Friday. All returned checks will be charged a \$30.00 processing fee.

Vacation Credit: Families whose fees are current and up to-date may take up to 2 weeks of no-fee vacation time per child from September 1st through August 31st each year. Your vacation credit must be used in 1 or 2 week blocks of time, single days may not be accumulated. Families will only be credited for the contracted schedule for that week. We request that you call in your vacation credit to the **main office** at least 2 weeks prior to the week(s) you are taking. *Vacation Credit cannot be used in lieu of a 2 week drop notice. See "Cancellation of Child Care".*

Late Pick Up Fees: All centers close promptly at 6:00 p.m. All late pick-ups will generate a fee. You will be charged a minimum of \$5.00 for the first five minutes and \$1.00 for every minute after. For example: If you arrive to pick up your child at 6:08 p.m., your charge will be \$8.00. This charge will be applied to your next month's bill. Repeated "Late Pick Ups" can result in the termination of your childcare services. If you are going to be late, please call the center. It helps both the center staff and your child prepare for your late arrival.

Signing Up For Non-School Days: In order for us to staff centers properly, plan activities, and prepare meals for our students, we need to know at least two weeks in advance the number of students that will attend on each non- school day. Sign up sheets for the Non school days are available at your center 3 weeks prior to the non school day. Please sign up for these days as follows:

- On non-school days that Extended Child Care is open, there will be a sign-up sheet at each center. This sheet will list your child's name in alphabetical order. These sheets are available at the center 3 weeks before the non-school day. You are required to indicate your need for care on this sign-up sheet. Please indicate "yes" or "no". **If you do not indicate "yes" or "no" and leave a blank space, we will assume care is not needed for that day.**
- Check "NO" if your child will not be using care and initial your request. *You are still charged your school day rate for that day.*

- Check “YES” if your child will be using care and initial your request. You must indicate your hours of care needed because of the scheduling of staff and preparation of meals. You will be charged either a “Partial Day” or a “Full Day” rate based on your indication. If you do not indicate specific hours needed, you will be charged the “Full Day” rate.
- Cancellation for non-school day care must be given **ONE WEEK** in advance. Message machines are kept on after hours at each center and at the main office. If you do not call within **ONE WEEK** you will be charged either a “Partial Day” or a “Full Day” rate based on your indication.
- If you find you need care but “NO” was indicated on the sign-in sheet, or you left the space blank, please call the main office to see if there is room available for your child. If your child attends, and you did not sign up in advance, you will be charged a **\$10.00 drop in fee**, in addition to the part day or full day fee. All attempts will be made to accommodate your child care needs. We do have the right to deny care if we are at our licensed capacity. *Do not* drop your child off at the center before a decision is made. You will be immediately contacted to come and pick up your child.

Cancellation of Child Care: During the school year, families are required to give Extended Child Care a **2-week notice** when canceling your child’s care. Notification **must** be called into the **main office** 2 weeks or 10 business days prior to your child’s last day of care. **For summer care**, families are required to give Extended Child Care a **4-week notice** when canceling your child’s summer care. Notification must be called into the **main office** 4 weeks or 20 business days prior to your child’s last day of summer care.

Return Families: Families who were previously enrolled in the Extended Child Care program and are returning to care after being out of our program for one year or more, are charged a \$50.00 non refundable registration fee.

Parent Information

School Notification: Once a child is enrolled, parents should send a note to the classroom teacher to let them know that their child will be going to the school's child care program. Be sure to include their schedule and start date. Parents should also notify the classroom teacher each year at the start of school.

Absences: If your child will be absent from child care for any reason on a day they are normally scheduled to attend, please call your child care center and give them your child's name and day or days they will be absent. **This call is very important; a center staff will be looking for your child if we have not heard from you.** Calling child care is not the same as calling the school office and vice versa; when your child is absent from school and child care you need to notify both separately.

Sign In/Out Sheets: All children must be signed in and out of child care each day they are present. When parents bring children to the center or pick them up from the center, they should sign them in or out and indicate the time this is done in the appropriate space. Full signatures (**first & last names**) are required when signing out a child; they must be legible so as to easily identify who brought or picked up the child. Children coming from school, a school bus, or arriving or leaving unsupervised will be signed in or out by child care staff. California State Child Care Licensing allows for elementary age children to arrive and leave child care unsupervised, with a Sign In/Out permission Form (available from the center or the ECC Office). Extended Child Care does not encourage this practice, but allows it with signed parental permission and good behavior on the part of the child.

Pick-up and Drop Off Policy: Extended Child Care will only release a child to those people whose names are on the Authorization Form. Please remember that they have the right to pick up your child without prior notice from you. It's your responsibility to keep this list current and to inform friends and relatives their names have been listed. Please make every effort to keep at least two names on your Authorization Form at all times. As a courtesy to center staff, please call if someone other than a parent will be picking up your child. Anyone coming to pick up your child should be ready to show identification.

All centers close promptly at 6:00 p.m. All late pick-ups will generate a fee. See Late Pick Up Policy in Rate Policies and Fees section.

Code Word: If your child is to be picked up by someone not authorized on the authorization form, you must call the center to let them know who will be picking up your child. You will be asked for the "CODE WORD," which is designated on the front of the Authorization Form. This identifies you to the child care staff and assures them that they are receiving this request from you. Anyone coming to pick up your child should be ready to show identification.

Information Update & Emergency Contacts: Any time there is a change in the information you gave Extended Child Care at the time of enrollment, please call the main office (707) 545-2402 to update the information. The office will then inform the center of any changes. It is important to keep your emergency contacts up to date in case of an emergency with your child.

Family Legal Issues: At the time of enrollment the office staff person conducting the enrollment will determine the status of the family in regards to custody issues and/or restraining orders. ECC office staff will complete the information on the Legal Issues form included in the enrollment packet. If there is a legal issue, a copy of current court paperwork will be requested, along with other relevant information.

If, in the future, there is a change in the custody of the child, or if there is a restraining order issued that is relevant to child care, the parent should alert the Extended Child Care office. We will need a copy of all court orders. In the case of a restraining order, a picture of the person who is to be restrained, if available, will be required. Please be assured Extended Child Care takes legal issues very seriously, both to protect your child and our staff, so that we are operating within the law, as we understand it.

On Campus Activities: If your child will be participating in on-campus activities during childcare hours, please complete the On-Campus Activity Participation Permission Form and return to your child's childcare center. This form is available at the center or the ECC Office.

Parent Communications: Extended Child Care recognizes parents as the primary teachers of their child. Our staff and parents work together as partners in their child's care. We strive to create an atmosphere of trust and mutual respect between parents and staff. Through ongoing, open communication we hope to develop a partnership with parents in order to provide the best experience possible for your child. We welcome your insights and suggestions.

Each center has a Parent Bulletin Board which contains important information and resources. A Parent Newsletter will be mailed to your home during the year and it contains important announcements, resources and parent education.

Parents can request a conference with the staff at any time. Conferences can center on children's progress in child care or other issues of interest or concern to the parent. Conferences can be with center teachers and/or Agency administration. When discussing issues also of concern in the classroom, a joint conference with school and child care can be arranged.

Parent Resources and Education: Extended Child Care's parent education program consists of making parenting books and literature available, directing parents to additional family resources in the community, and publicizing parenting and other classes in the community. Individual centers will hold parent meetings twice a year that also include parent education. We also encourage parents to participate in the program by sharing their expertise and talents, as well as becoming a member of the Parent Advisory Committee or the Board of Directors.

Student Health and Safety

Meals and Snacks: Extended Child Care provides a variety of nutritious meals and snacks each day. On school days, breakfast and an afternoon snack are provided. On non-school days, breakfast, lunch and an afternoon snack are served. Menus are posted for parents to review.

Food is prepared on site daily at no additional cost due to our participation in the State Child and Adult Care Food Program. This program provides partial funding for our meal service and provides guidelines for amounts and types of food to be served to assure proper nutrition. Each year in the fall, parents will be asked to complete an eligibility form for this program, by which the State determines our reimbursement rates for meals.

As part of the Child Care Food Program we have posted at each center on its bulletin board, a description of your Civil Rights along with the procedure for filing a complaint if you feel your civil rights have been violated. Please take the time to examine this documentation.

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age or disability. (Not all prohibited bases apply to all programs.)

To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington, DC 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider and employer.

Sick Children: Children who become sick at childcare will be isolated away from other children as much as possible and comforted. Parents will be called to have them picked up as soon as possible. Extended Child Care has no abilities to care for sick children. It will be the child care staff who will determine when the child is too sick to stay in care.

Children with the following symptoms or illnesses will be excluded from care in the center:

- temperature over 101 degrees
- vomiting or severe diarrhea
- severe coughing
- head lice or nits
- conjunctivitis, ringworm and impetigo prior to 24 hours after treatment has begun
- measles, mumps, rubella, pertussis, chicken pox, Hepatitis A, or any other contagious illness until a doctor's note is brought in stating the child is no longer contagious

Allergies: Allergies to some foods and to pollen are common for children living in Sonoma County. If your child has or develops allergies, please advise our center staff. If your child is on a special restricted diet due to a food allergy, you may need to provide their meals and snacks.

Head Lice: Head lice infestations can be a problem whenever children are gathered together. Extended Child Care staff are trained to examine the heads of all the children in the center on a regular basis. If children are found to have head lice, he/she will be isolated from the group and a parent or person on his/her emergency card will be contacted to pick them up from the center. Once they have been treated for head lice and are completely free of nits they may return to the center. Extended Child Care staff and school staff make every effort to work together on preventing the spread of head lice amongst children.

Medication: Extended Child Care cannot administer any medication, prescribed or non-prescribed without written permission from your child's doctor. Please complete the Authorization to Administer Medication (see Appendix) Form and turn it in at your child's center before medication is to be administered. We cannot administer prescribed or non-prescribed medication on your request only.

Extended Child Care strongly urges you not to send medication with your child for self-administration. This is for your child's safety as well as the safety of the other children in our program. If you insist on having your child administer his/her own medication, please send us a note advising us that this can happen; and for the safety of your child, please try to pre-measure the medication to avoid overdosing.

Sunscreen: If you want your child to have sunscreen applied for outside play during the summer, please fill out and follow directions on the Sunscreen Permission Form (see Appendix).

Student Accident Insurance: All children using Extended Child Care Services are insured under a Youth Group Accident Insurance Policy. This policy covers the first \$100.00 of covered medical expenses without regard to other insurance. Additional eligible covered expenses will be paid only if they are in excess of other valid and collectible insurance.

The injury or loss must occur while taking part in activities scheduled and supervised by Extended Child Care.

This means that should your child sustain an injury or loss while in our care, the first \$100.00 of medical expenses, such as treatment by a physician or nurse, ambulance service, services and supplies ordered by the doctor, and confinement in a hospital, would be payable by this policy. The expense must be caused solely by the injury, which occurred while your child was in our care, and must also occur within 90 days of the accident which caused the injury.

The Agency's office has a supply of claim forms for your convenience. Should an injury occur and your child needs medical attention please let us know immediately so we may send a form to you.

A copy of the insurance policy is also available upon request.

Should you have any questions regarding student accident insurance, please call our Secretary, at 545-2402. She would be happy to answer any questions and discuss the coverage with you.

Natural Disaster Policy: If a school closes due to a natural disaster, child care will also be closed. If school is open, the child care program will also be open. If school is open in the morning and a natural disaster happens, the parents should make every effort to pick up their children from school or the childcare center as soon as possible. Child care may become unsafe. If power goes out, child care facilities can become unsafe. If a natural disaster occurs on a day when school is not open and child care is open the decision to stay open or to close will be made by the Extended Child Care Executive Director. This policy is based on safety for children first. If the school administration feels it is not safe for children to be on the campus or travel to the campus, Extended Child Care will follow that decision. When weather is bad, parents should check local radio stations for information about school and childcare closings. Because of the nature and unpredictability of a natural disaster, you will still be charged your contracted rate for this day.

Child Abuse Reporting: All Extended Child Care employees are mandated reporters of child abuse, which means they are required by law to report any known or suspected child abuse, neglect or child sexual assault. A report may lead to needed intervention that will ultimately help the family.

Many parents are concerned about child abuse in a child care center. Before employees can begin to work in our programs, they must receive criminal clearance through the Department of Justice. Please feel free to speak to staff about your concerns. Parents are always welcome to visit the center.

Program

Program Components: Extended Child Care's programming is based on the identified needs and interests of the children using the center. We strive to meet the individual child's needs academically, creatively, socially, emotionally, and physically. Children's interests are regularly determined and form the base of the day-to-day program.

In order to help us plan the curriculum to meet children's individual needs, twice a year each child's individual abilities are assessed by the center staff. Parents are invited to a conference to review these assessments and each child's goals for growth are developed with the parents. Please let the center staff know, if you have any special concerns regarding your child's needs.

The childcare rooms include a library, computer, a large variety of games and materials and equipment that support programming goals. Field trips and guest speakers provide children with a broad range of opportunities and experiences.

Childcare teachers work closely with school staff to reinforce the school program. Supervised homework time is provided every day.

Homework Policy: Each center provides a supervised homework time during the afternoon on school days. This time is scheduled after the children have had an opportunity to arrive and relax in the center, but not so late that large numbers of children will be gone before it is homework time. A typical homework time is from half an hour to forty-five minutes in length.

Children are supervised by a staff person during homework time and help is available to them. ECC staff do not "correct" homework so parents will need to review their child's homework that is done at the center. Children are encouraged to do their homework during this time. If a child chooses to do their homework at another time during the afternoon or says they have no homework, their choice is honored.

Childcare staff cooperates with classroom teachers when there are special requests about an individual child and homework. This is true, too, when a parent has special requests concerning their child's homework. Any questions or concerns about homework and homework time in the childcare center should be brought to the attention of the Center Director.

Celebration & Religious Programming: All Extended Child Centers are restricted from providing any type of religious programming for education. This means that center staff will not create lesson plans that include any training in religious doctrine, say prayers or display symbols in the center that would promote any religion. Programming focuses on the seasonal aspects of the holidays rather than the religious aspects.

When children bring up this topic, their comments are treated with respect, but the center staff will not start or continue this type of discussion. When a child asks a question about religion or a religious belief, they are referred to their parents for answers to those questions. Parents who have questions or concerns about this policy, or how it is carried out in the centers, should call the agency's Executive Director.

Cellular Phone and Telephone Use: All of our centers follow the school district's policy about cell phones. Children are not to use cellular phones during our program. Cellular phones are to be kept in backpacks and turned off. It is best that they are left at home, unless a child needs to have it for after-care emergencies. Extended Child Care is not responsible for any lost or stolen cell phones.

Parents are welcome to call their children at the center and we allow children to use the telephone at the center to call parents when needed. Children will not be denied access to a phone when they want to speak to their parents. Students may request from Center Staff to coordinate phone calls to their parents for the convenience of the child, parent and the center.

Field Trips: All centers go on a variety of field trips in the summer. Field trips are taken on school buses with licensed school bus drivers. **Upcoming field trips will always be posted in the center. Parents may not always get an individual verbal notice.**

Field trips are almost always limited to locations in Sonoma County. Field trips to the swimming pool are a fun, learning experience for children and we want all children to be safe. Field trips to the swimming pool may occur in the summer. These trips can be to Finley or Ridgeway swimming pools. There needs to be an adult/child ratio of 1 adult to every 6 children. Parent volunteers will be used to supplement our staffing.

A Swimming Release Form must be signed by each parent. We never go on field trips to the river or ocean beaches. Sometimes field trips involve an admission fee or other costs. These costs are part of our programming and parents are not expected to pay these costs. Not every child goes on every field trip. In general, field trip participation is geared to the interests of the child. At times one half of the group will go on one day during a week and the other half on another day that week.

All field trips are considered a privilege. This privilege can be limited when a child's behavior indicates that leaving the center could be a safety problem for them or the group.

Behavior Management: Extended Child Care's goal is for children to successfully manage their own behavior. We use positive and preventive behavior management systems, along with needs and interest programming to help achieve this goal.

Positive behavior management is the verbal, physical, and emotional support of children before, during, and after they have successfully managed their own behavior. Praise, recognition, and reinforcement of good behavior are the key. Needs and interest programming supports the Behavior Management System by recognizing that children who

are busy doing what they are interested in are more likely to be successful managing their own behavior.

As part of our policy of positive and preventive behavior management, “super tokens” are awarded to children showing exceptional behavior. A super token is a 3 by 4-inch card given to a child by a center teacher for outstanding behavior. The teacher writes the child’s name, behavior, and signs it. The child then chooses a prize to take home from the super token box. Of course well maintained behavior is always expected. Super tokens are used to reinforce good deeds such as helpfulness, volunteering, sportsmanship, hard work, and other behavior teachers recognize as outstanding by an individual child.

When children have problems managing their behavior, child care teachers use intervention, restriction, verbal cues, and opportunity “time outs” to help the child. Child care staff work closely with the classroom teachers so a team effort is offered to children who are working to improve their behavior. When problems continue, Child Behavior Reports to parents and the Child Behavior Policy, (see below) which includes a written notice to parents, a parent conference, possible suspension and expulsion are used. Families whose child is suspended from our program are still charged their normal contracted fee for the days of suspension.

Child Behavior Policy: The purpose of this policy is to help children who continue to have serious behavior problems at child care, stay in care, and to provide clear guidelines for the expulsion of children whose behavior jeopardizes the safety of other children, themselves, teachers, the program or the facility.

This policy is carried out through both a written and verbal communication system. The written system may involve either a Child Behavior Report or a Level Notice of Child Behavior.

A “*Notice of Child Behavior*” may be given to a parent as information regarding problem behavior. Its purpose is to make the parent aware of a behavior pattern that needs to change in a positive direction in order for the child’s behavior to be considered acceptable at child care. It is a useful tool to bring the behavior pattern to the attention of the parent, have staff make a plan to help the child change the behavior, and allow parents, staff, and children to work together for a beneficial change.

A “*Level Notice of Child Behavior*” will be given to a child breaking a rule covering a serious behavior. This level notice, which includes Levels I, II, and III, is communicated to the parents by the teachers through the *Notice of Child Behavior* form. This form indicates what level of the notice, recaps the incident, the action taken by staff, and the center’s plan of action to help the child successfully manage his/her behavior. A well thought out plan of action may include more communication with the classroom teacher. An agreement that the parent will be ready to pick up the child if called by staff because the child is out of control and presents a threat to others may be appropriate. It is necessary to be creative and individualize the plan so the child has a good chance to succeed. The parents are asked to

sign that they have received a copy, and a copy is sent to the agency's Program Director or Executive Director for review.

The "Behavior Chart" will be the system used by Center Staff to track the progress of children who receive Level Notices. It will be kept up to date and supervised by the Center Director. Children have a Level I notice removed by completing three (3) consecutive days of well managed behavior. The center staff will be used to acknowledge the effort of the child for each level of improvement. Parents will be made aware of the child's success.

Serious behavior rules include but are not limited to:

- Striking a teacher or another child with the purpose of causing harm.
- Running away or hiding with the intention of disrupting the Center.
- Destroying or attempting to destroy the property of the Agency, a teacher or another child.
- Any behavior that would seriously disrupt the organization or sense of order at the Center.
- Any behavior that was intended to break down the system of mutual respect in the Center.

If a Level II Behavior Notice is received before the child completes three days of good behavior, a two-day suspension from care may be required and/or a parent conference that includes the Program Director would be recommended.

Once again, each Level Notice is removed by three days of good behavior. A child receiving a Level Notice III while on Level Notice II can be expelled from the program.

The decision to expel a child will be made by the Executive or Program Director. The Executive or Program Director has the right to immediately drop any child considered a danger to themselves, other children, or staff.

Anti-Bullying Policy: Extended Child Care is committed to making our centers a safe and caring place for all children. We all treat each other with respect, and we refuse to tolerate bullying in any form at our centers.

Our program defines *bullying* as follows: Bullying is unfair and one-sided. It happens when someone keeps hurting, frightening, threatening or leaving someone out on purpose.

Examples include: teasing someone in a hurtful way, stealing or damaging another person's things, spreading rumors about someone, ganging up on someone, hurting someone physically, using put-downs such as insulting someone or making fun of them, and leaving someone out on purpose.

Our staff will do the following things to prevent bullying and help children to feel safe at the center:

- Be accepting of each child's individual strengths, personal characteristics, family culture and background
- Be inclusive of all children in program activities and guide and encourage all children to do the same
- Closely supervise children in all areas
- Watch for signs of bullying and stop it when it happens
- Respond quickly and sensitively to bullying reports
- Take seriously families' concerns about bullying
- Look into all reported bullying incidents
- Implement the Agency's Behavior Management Policy as a consequence to bullying

Children in our program will do the following things to prevent bullying:

- Be accepting and respectful of one another's individual strengths, differences, physical characteristics and family background
- Treat each other with respect and try to include everyone in play, especially those who are often left out
- Treat each other respectfully
- Refuse to bully others
- Refuse to let others be bullied
- Refuse to watch, laugh, or join in when someone is being bullied
- Report bullying to an adult

Dressing for Fun and Safety: Children should always come to childcare dressed for fun and for safety. Child care is not a place to come dressed up. Fun clothes are ones that can be worn playing outside, sitting on the floor or on a jungle gym and can get a little dirty. Being dressed for safety means sturdy shoes and clothes that children can run and climb in. Children must always wear closed-toed shoes and should not wear sandals, flip flops or shoes with wheels or jellies.

Know Your Rights and Responsibilities

Parent and Personal Rights: Please take the time to read these forms in the Appendix at the back. These forms outline some important rights you have as parents in our program.

Confidentiality: All of our staff are trained to respect the confidentiality of information about children and families enrolled in the center. The use or disclosure of all information pertaining to your child and his/her family shall be restricted to purposes directly connected with the administration of the program. No other use of this information will be made without the parent's prior written consent. The basic data file can be reviewed by the parent or the parent's authorized representative by contacting the ECC Office.

Complaint Procedures:

1. If you have a question or problem with something that is happening or has happened in the center, please talk with the center staff about it first.
2. If you feel they have not dealt with it to your satisfaction, please call the Extended Child Care office, (707) 545-2402, and speak with the Program Director or Executive Director.
3. If you feel the Program Director has not dealt with the problem to your satisfaction, you may call or write to:

Community Care Licensing
Department of Social Services
101 Golf Course Drive, Suite A-230
Rohnert Park, CA 94928 (707) 588-5026

Annual Notification of Uniform Complaint Procedure:

It is the intent of Extended Child Care Coalition to fully comply with all applicable state and federal laws and regulations. Individuals, agencies, organizations, students and interested third parties have the right to file a complaint regarding any alleged violation of federal and/or state laws by Extended Child Care Coalition. This includes allegations of unlawful discrimination (Ed Code sections 200 and 220 and Government Code section 11135) in any program or activity funded directly by the State or receiving federal or state financial assistance. Complaints must be signed and filed in writing and addressed to the Executive Director as follows:

Executive Director
Extended Child Care Coalition, Inc.
1745 Copperhill Pkwy, Suite 5
Santa Rosa, CA 95403

A copy of the Extended Child Care Board Policy is available upon request. In the event that a complaint is filed with Extended Child Care and a decision is issued, this is to further notify you of your right to appeal a decision by the Agency to the California State Department of Education, Child Development Division. Complaints must be signed and filed in writing with the State Department of Education.

Child Development Division
Complaint Coordinator
1430 N Street, Suite 3410
Sacramento, CA 95814

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

Should you have any questions concerning the complaint process or your rights to file a complaint please contact the Executive Director at (707) 545-2402.

Harassment Policy: Extended Child Care is committed to providing a work environment free of unlawful harassment. This includes sexual harassment, as well as harassment based on such factors as race, color, creed, religion, national origin or ancestry, age, medical condition, marital status, physical or mental disability, gender identity, sexual orientation, or any other basis protected by federal, state or local law. All such harassment is unlawful. This includes harassment based on the perception that a person possesses any of these characteristics, or is associated with a person who possesses, or is perceived as possessing, any of these characteristics. The Agency will not tolerate harassment of our employees by anyone, including any supervisor, co-worker, vendor, associate, or parents.

If you feel that you have experienced or witnessed harassment, you are encouraged to first confront the individual (if you are comfortable doing so), and ask him or her to stop. The next step is to notify the Executive Director, verbally or in writing. The Agency encourages reporting any incidents of harassment immediately so that complaints can be quickly resolved. You should also be aware that you have the right to contact the Federal Equal Employment Opportunity Commission (EEOC) and the California Department of Fair Employment & Housing (DFEH). The nearest offices are listed in the telephone book.

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Appendix

The Following Forms are included in the Appendix of this parent handbook

- Important Telephone Numbers
- Important Information for Parents
- Extended Child Care Rate Schedule
- Notification of Parents Rights Form
- Caregiver Background Check Process Form
- Personal Rights Form

To obtain copies of any of the forms listed in the parent handbook, please call the Extended Child Care main office at (707) 545-2402.

- Admission Agreement
- Alternative Payment Program Admission Agreement
- Important Information for Parents on Caregiver Background Checks
- Authorization to Administer Medication
- Sunscreen Permission Form
- Swimming Field Trip Permission Form
- Notice of Child Behavior
- Child Behavior Report
- On Campus Activity Participation Permission Form
- General Agency Information
- K-Time Only Schedule and Agreement Form

Important Telephone Numbers

Extended Child Care Numbers

School Office Phone Numbers

Extended Child Care Office 545-2402 bus 545-4860 fax	Windsor Middle School 837-7737 bus 837-7743 fax
Brooks ECC 838-3540	Brooks School Office 837-7717 bus 837-7722 fax
Cali Calmecac ECC 838-3859	Cali Calmecac School Office 837-7747 bus 837-7752 fax
JX Wilson ECC 575-6988	JX Wilson School Office 525-8350 bus 525-0116 fax
Mark West ECC 526-4066	Mark West School Office 524-2990 bus 524-2999 fax
Mattie Washburn ECC 838-9025	Mattie Washburn School Office 837-7727 bus 837-7732 fax
Riebli ECC 545-2897	Riebli School Office 524-2980 bus 524-2986 fax
RL Stevens ECC 579-6267	RL Stevens School Office 575-8883 bus 573-0317 fax
San Miguel ECC 546-0667	San Miguel School Office 524-2960 bus 524-2968 fax
Windsor Creek ECC 838-6801	Windsor Creek Office 837-7757 bus 837-7760
Wright ECC 527-6724	Wright School Office 542-0556 bus 542-0418 fax

School District Office Phone Numbers

Mark West District 524-2970 bus 524-2976 fax	
Windsor District 837-7700 bus 838-4031 fax	
Wright District 542-0550 bus 577-7962 fax	

Important Information For Parents

Extended Child Care will be closed the following days for 2010/2011:

07/05/10 Independence Day
09/06/10 Labor Day
11/25/10 Thanksgiving Day
11/26/10 Day After Thanksgiving Holiday
12/24/10 Christmas Eve
12/31/10 New Years Eve
02/21/11 Staff In-Service Day
05/30/11 Memorial Day

When to Call Office / When to Call Center:

When to Call Office 707-545-2402	When to Call Center
<ul style="list-style-type: none"> • All changes to your child's schedule temporary or permanent • Any issues concerning your bill • Change of address or phone numbers • Vacation Credit Request • Cancellation of Child Care for the School Year (requires 2 week notice) • Cancellation of Child Care For Summer Care (requires 4 week drop notice) 	<ul style="list-style-type: none"> • If your child will be absent from care that day • When you would like to speak to your child • When someone on your emergency card will be picking up your child • When someone not on your emergency card will be picking up your child

Notification of Parents' Rights

STATE OF CALIFORNIA-HEALTH AND HUMAN SERVICES AGENCY

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
COMMUNITY CARE LICENSING DIVISION

CHILD CARE CENTER NOTIFICATION OF PARENTS' RIGHTS

PARENTS' RIGHTS

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

1. Enter and inspect the child care center without advance notice whenever children are in care.
2. File a complaint against the licensee with the licensing office and review the licensee's public file kept by the licensing office.
3. Review, at the child care center, reports of licensing visits and substantiated complaints against the licensee made during the last three years.
4. Complain to the licensing office and inspect the child care center without discrimination or retaliation against you or your child.
5. Request in writing that a parent not be allowed to visit your child or take your child from the child care center, provided you have shown a certified copy of a court order.
6. Receive from the licensee the name, address and telephone number of the local licensing office.

Licensing Office Name: Community Care Licensing

Licensing Office Address: 101 Golf Course Drive, #A-230, Rohnert Park CA 94928

Licensing Office Telephone #: (707) 588-5026

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

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

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

LIC 995 (1/08)

(Detach Here – Give Upper Portion to Parents)

ACKNOWLEDGEMENT OF NOTIFICATION OF PARENTS' RIGHTS

(Parent/Domestic Partner/Authorized Representative Signature Required)

I, the parent/domestic partner/authorized representative of _____, have received a copy of the "CHILD CARE CENTER NOTIFICATION OF PARENTS' RIGHTS" and the CAREGIVER BACKGROUND CHECK PROCESS form from the licensee.

Name of Facility: Extended Child Care – 1745 Copperhill Pkwy, Ste 5, Santa Rosa, Ca 95403

Signature (Parent/Domestic Partner/Authorized Representative)

Date

NOTE: This acknowledgement must be kept in child's file and a copy of the Notification given to parent/domestic partner/authorized representative.

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

LIC 995 (1/08)

Caregiver Background Check Process Form

IMPORTANT INFORMATION FOR PARENTS

CAREGIVER BACKGROUND CHECK PROCESS CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

The California Department of Social Services works to protect the safety of children in child care by licensing child care centers and family child care homes. Our highest priority is to be sure that children are in safe and healthy child care settings. California law requires a background check for any adult who owns, lives in, or works in a licensed child care home or center. Each of these adults must submit fingerprints so that a background check can be done to see if they have any history of crime. If we find that a person has been convicted of a crime other than a minor traffic violation, he/she cannot work or live in the licensed child care home or center unless approved by the Department. This approval is called an exemption.

A person convicted of a crime such as murder, rape, torture, kidnapping, crimes of sexual violence or molestation against children **cannot by law be given an exemption that would allow them to own, live in or work in** a licensed child care home or center. If the crime was a felony or a serious misdemeanor, the person must leave the facility while the request is being reviewed. If the crime is less serious, he/she may be allowed to remain in the licensed child care home or center while the exemption request is being reviewed.

How the Exemption Request is Reviewed

We request information from police departments, the FBI and the courts about the person's record. We consider the type of crime, how many crimes there were, how long ago the crime happened and whether the person has been honest in what they told us.

The person who needs the exemption must provide information about:

- The crime
- What they have done to change their life and obey the law
- Whether they are working, going to school, or receiving training
- Whether they have successfully completed a counseling or rehabilitation program

The person also gives us reference letters from people who aren't related to them who know about their history and their life now.

We look at all these things very carefully in making our decision on exemptions. By law this information cannot be shared with the public.

How to Obtain More Information

As a parent or authorized representative of a child in licensed child care, you have the right to ask the licensed child care home or center whether anyone working or living there has an exemption. If you request this information, and there is a person with an exemption, the child care home or center must tell you the person's name and how he or she is involved with the home or center and give you the name, address, and telephone number of the local licensing office. You may also get the person's name by contacting the local licensing office. You may find the address and phone number on our website. The website address is http://ccl.dss.cahwnet.gov/RegionalOf_1829.htm

