

EXTENDED CHILD CARE

Before and After School Child Development Program

2019 Parent Handbook



Extended Child Care
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Subsidized Parent Handbook Revised January 2019



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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. You can also send us questions via our website; www.extcc.org

Extended Child Care Coalition is a private non-profit agency that provides before school, after school, and summer learning 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 child care needs. The ages of the children Extended Child Care serves are 5 through 12 years old.

Expanded Learning: The term **Expanded Learning** refers to **before school, after school, and summer learning programs** that focus on developing the academic, social, emotional and physical needs and interests of children through hands-on, engaging learning experiences. Extended Child Care Coalition is embracing the term, *Expanded Learning*, as we believe it more accurately describes the unique programs and services we provide children and families.

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

Mission Statement: Extended Child Care is committed to assisting each school-age child in obtaining life skills by providing quality year round learning programs, while supporting families and school districts.

Our goal is to provide a quality extended learning program 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: We believe that high-quality before and after school, summer and learning experiences enrich the lives of children, nurture their achievement and promote interpersonal success.

We support the intellectual, social-emotional and physical needs of children through a hands-on, child-centered approach. As educators we value the importance of learning

through play. Our centers are environments that are rich in creative opportunities, self-expression and spontaneous experiences.

Our focus on children's needs and interests cultivates enthusiasm, curiosity & imagination which contribute to a child's positive self-identity.

Our teachers are highly committed to on-going professional development. They are consistent, caring and culturally competent adults who work in partnership with each other, the community, families and children.

We implement reflective practices that support continuous organizational learning and improvement. We are guided by our mission and core values. Children and families are at the heart of all decision-making.

Administration: Extended Child Care is governed by a Board of Directors that meets monthly. The Board consists of parents using child care and interested community members.

Parents interested in becoming a Board member 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 supervises all centers, the programs and center staff. Both Executive Director and Program Director 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 Child Development Supervisor's Permits or its equivalent 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 Child Development Permit or its 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 Child Development 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, TB Test and reference check.

Staff Development: In an effort to maintain a quality program, Extended Child Care is committed to keeping staff current on information and issues in the child development field. Staff members are required to complete child development training annually in order to best meet the needs of the children in their care.

Program Self Evaluation: Extended Child Care participates in a Program Self-Evaluation, which includes Developmental Assessments, Parent Surveys as well as an Environmental Rating Scale. The Program Self Evaluation is done on an annual basis. The goal is to improve the program with input from staff, parents, administration and community members.

Licensing: All Extended Child Care Centers are licensed. We are required by licensing to maintain appropriate adult to child staffing ratios. We maintain a maximum of 14 children to every 1 adult ratio as allowed by state licensing. It is our goal to keep all children safe in our programs and maintaining appropriate ratios is an important safety component.

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. We have a “Click to Donate” on our **website; <https://www.extcc.org>**.

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 to equal treatment and access to services without regard to race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information.

Welcome to Children with Special Needs: Extended Child Care welcomes the opportunity to enroll and include all children in the program. Center staff assess 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. ECC staff **will not** be performing Glucagon Administration. Attempts are always made to accommodate each child, keeping in mind the safety and wellbeing 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.

Eligibility List for Families Needing Subsidized Services: Extended Child Care maintains a subsidized eligibility list. This eligibility list is for families in Sonoma County who would like to receive subsidized services. **Being on this eligibility list does not guarantee that you will receive subsidized services.** Subsidized is a program administered by the California Department of Education (CDE) which pays for all or part of the cost of services for your family. Families who receive this assistance must meet certain conditions set by CDE. You can be placed on our eligibility list by calling the ECC office at 707-545-2402.

Subsidized Program Policies

Eligibility & Need: Extended Child Care (ECC) offers a limited number of program spaces that are subsidized by the State Department of Education. Families who are eligible for and in need of subsidized services can be placed on the eligibility list by calling ECC directly at 545-2402.

To be eligible for subsidized services, you must:

- Have your child enrolled at an elementary school served by Extended Child Care
- Have a need for services because you are working, going to school, homeless or are incapacitated (as determined by a medical professional), and be income eligible, or
- Are referred to the program by a legal, medical or social service agency stating that the child is at risk of abuse or neglect and that child care services are needed to reduce the risk

The priorities for enrollment are established by the State Department of Education and are as follows:

1. CPS and At Risk: Children referred to the program by a legal, medical, social service agency or emergency shelter documenting that the child is at risk of abuse or neglect and that child care services are an essential component of the child protective services plan.
2. Ranking Classification: All families who are income-eligible based on the State Department of Education criteria are ranked according to gross family income, family size and date placed on the subsidized eligibility list.

Because your family's placement on this list is determined in part by your family's total countable income of the individuals counted in the family and the family size, it is important to update your information as soon as these changes occur.

Once a family establishes eligibility and need at initial certification or recertification, a family shall be considered to meet all eligibility and need requirements for not less than 24 months.

If you are employed, you are eligible for child care based on your hours of work and travel time to and from work. If you work nights, you may be eligible for child care during the day so that you can rest.

If you are in school or training, you are eligible for subsidized services based on your school schedule. For each unit of class or lab applicable to your educational goal, you are eligible for three (3) hours of program per week and travel time to and from school.

If you are homeless or seeking adequate housing, child care services are limited to no more than five days per week and for less than 30 hours per week. Child care is provided to ensure that your child's basic needs are being met.

If your child is referred to our Agency as "CPS" or "At Risk", you are eligible for services based on a referral letter from a legal, medical, social service agency or licensed professional. The letter must state; the reason for the referral, other services being provided to remedy the situation and number of hours of care that is recommended. Your child will receive services for up to 24 months.

If a medical professional determines that you need services due to being incapacitated, your program schedule will be determined by the daily number of hours that is recommended by the medical professional.

Effective 3/1/18: Extended Child Care will no longer accept "Seeking Employment" as a Need Criteria.

Enrollment Procedure: The enrollment of your child (ren) will include an interview with one or both parents at the ECC office. You will be asked to bring the following:

- Income verification from all sources (This can include paycheck stubs, child support, TANF documentation, etc.) We reserve the right to ask for additional documentation to verify income.
- School Training Schedule
- If you are homeless or seeking adequate housing, you will need to bring a written referral from an emergency shelter or other legal, medical or social service agency referral letter dated within six months of your application for services for children who are "CPS" or "At Risk" of abuse or neglect
- Incapacity documentation from a medical professional
- Documentation of family size, supporting documentation of the number of children and parents in the family i.e. birth records, child custody court orders, medical records, adoption documents, school or medical records, County welfare department records
- Other documentation that is required by the State to document your need for care

At the appointment, you and the Case Manager will make a plan to complete any remaining forms. Your child may not begin attending the program until the enrollment paperwork is completed. If you do not complete the required paperwork within the allowed time, your child will be returned to the Extended Child Care eligibility list.

Families must report within 30 days if income exceeds 85 percent of the State Median Income (SMI)

Families may voluntarily report changes in order to reduce family fees, increase service schedule or extend the period of eligibility before recertification.

Notice of Action: Notice of Action (NOA) is a written statement of specific information that informs parents of the decision to approve or deny services. NOA's are issued when:

- Certification is completed
- Recertification is completed
- Changes that affect need, fees and eligibility occur
- The family is to be terminated from the program
- Family Fee is delinquent

Parents have the right to appeal any decision listed on the Notice of Action you have received and do not agree with. If a parent disagrees with an action, the parent(s) may file a request for a hearing within fourteen (14) calendar days of the date the Notice of Action was received, nineteen (19) days if the Notice of Action was mailed.

Re-Certification: Recertification should occur no sooner than 24 months from the prior certification and at least once each contract period. Families are required to provide documentation to support continued eligibility and need for services. Families are notified in advance of the recertification date. Recertification requires a meeting in the ECC office with our Case Manager. **Failure to recertify or notify your Case Manager of changes may result in termination from the program.**

Family Information Changes: During the 24-month eligibility period families are no longer required to report changes in:

- Income (except when families are certified as income eligible and their adjusted monthly income exceeds 85 percent of SMI, adjusted for family size)
- Service need
- Other changes

However, families may voluntarily request changes as follows:

- To reduce their family fees (without a decrease to their service hours)
- Increase their service hours (without an increase to the family fee)
- An otherwise specified

Paperwork: It is important that you keep your paycheck stubs, TANF Statements, Child Support Statements, etc. so that you have them available if they are needed for your file.

When paperwork is needed for your file, a Notice of Incomplete File will be mailed to your address. If the paperwork is not received by the date indicated on the notice, a Notice of Termination will be mailed to you and the process of terminating services for your family will begin. Knowingly using incorrect or inaccurate information to obtain a benefit that your family would otherwise not be entitled to receive would be cause for termination of services.

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. You can also contact us with general questions through our website; <https://www.extcc.org>

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

Attendance Policies

Absences: Extended Child Care is required to record the reasons for absences. When your child is not going to attend the program for any reason, please call the center to inform them that your child will not be attending the program. Please indicate the reason for your child's absence. The following reasons for absences are considered excused:

- Illness or quarantine of the child
- Illness or quarantine of the parent
- Court ordered visitations when a record of these are on file
- Family emergency which requires the parent and/or child to travel away from home, or an illness, death or crisis in the family (maximum of 5 days in a row).
- Best Interest of child

The following reasons for absences are considered unexcused:

Child did not feel like attending school
Woke up late
Illness of sibling

Best Interest Days: If your child is going to be absent due to a parent's day off, vacation or reason other than sickness, emergency, or court ordered visitation, please report this to the center staff. These types of absences will be counted as "Best Interest." Your family is allowed 10 days of Best Interest per fiscal year (July 1st to June 30th), with the exception of families who have "CPS" or "At Risk" referrals.

Any other reason for absence that does not meet the above categories will be considered an "unexcused" absence. If a child has excessive unexcused absences (more than 5 days), parents will be called that their child must attend regularly or they may be terminated from the program due to poor attendance.

Summer Attendance: Families using subsidized services are expected to use the services year-round including school vacations; (Winter/Spring breaks, Non-School Days and Summer Vacation). You must continue to report absence reasons even when school is not in session. Families that choose NOT to use the program during the summer vacation will need to go back onto the eligibility list and re-enrollment for fall care is not guaranteed.

Following the Child Care Schedule Issued: The Case Manager issues a schedule for school days and non-school days based on the State guidelines for the "need" of childcare. If you find your need changes, please contact the Case Manager within 5 calendar days. If you fail to follow the schedule issued to your family, a notice will be sent to you. After the second failure to follow schedule, a letter will be mailed reminding parents that a third

notice may result in termination of services and a Termination Notice. The third Late Notice may result in termination of services and a Notice of Action (NOA) notices will be issued

Late Pick-Up Policy & Fees: All centers close promptly at 6:00 p.m. Cell phone times are used to determine the exact time of pick up. All late pick-ups will generate a fee. You will be charged a minimum of \$15.00 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 \$18.00. This charge will be applied to your next month's bill. If you are going to be late, please call the center. **Please Note:** While you will still incur a late pick-up and additional charges, calling the center when you know you will be arriving late helps the staff and your child prepare for your arrival.

Repeated "Late Pick Ups", **three times during a twelve-month period (July 1 – June 30) while enrolled at Extended Child Care** may result in the termination of your childcare services.

- The first and second time a child is picked up after 6:00 p.m., a Late Notice will be issued and signed by the parent.
- After the second late pick up, a letter will be mailed home reminding parents that a third Late Notice may result in termination of services and a Termination Notice.
- The third Late Notice may result in termination of services and a Notice of Action (NOA) notices will be issued. If a NOA is issued, parents may request an appeal with the Executive Director. Appeals must be submitted in writing no later than 14 calendar days after the 3rd late pick up.

If a family has been terminated from care due to excessive late pick-ups, you may submit an appeal for a hearing with our Board of Directors one year after termination of services. Please contact the main office for more details.

Family Fees: Families may pay a fee for their child care services based on the fee schedule provided by the State. For those families who have a family fee, bills are sent out on or before the 25th of each month for the upcoming month. **Bills are due upon receipt.** Any unpaid fees are considered delinquent if not paid by the 7th of each month. A Notice of Action will be issued on all delinquent accounts on the 8th of each month. Services shall be terminated within 2 weeks for all delinquent fees. Every effort will be made by Extended Child Care to accept a reasonable payment plan from the parent for the payment of delinquent fees. Parents must comply with the repayment plan in order to receive continued services.

Family fees will be assessed based on hours of care certified for the month, income, and family size. Families with a certified need of less than 130 hours per month will be assessed a part-time fee while families with a certified need of 130 hours or more per month will be assessed a full-time fee. Fees may not be recalculated based on a child's actual attendance.

The parent will be notified in writing the amount of the fees. **There are no billing adjustments for excused and non-excused absences.**

Parents may request in writing a reduction in their “full day” family fee and waive their right to “due process” so that the fees may be reduced to the part time fee the month following the request. In order to implement the part time fees the child/children must have certified hours that are less than 130 hours per month in order to qualify for the part time fee.

Families who receive more than three delinquency notices during a fiscal year (July 1 – June 30) period may be terminated from care. Upon termination of services due to non-payment of delinquent fees, the family shall be ineligible to reapply for child care services for 30 calendar days. To reapply for childcare services, delinquent fees must be paid in full, and parents may then go onto the eligibility list until an opening becomes available.

Payment & Returned Checks: Payments can be made online via our website, <https://www.extcc.org>, setting up a recurring payment, your bank’s bill-pay, and stopping by or calling our main office. We accept cash (in person only), checks, MasterCard, Visa, American Express and Discover cards. We have a “Click to Pay” on our website set up so you can process your tuition payment online. 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. Any requests for the Reversal of Credit Card payments are also charged a \$30.00 processing fee.

Enrollment of Subsidized Families with a History of Non-payment Policy: Upon termination of services for nonpayment of delinquent fees, the family shall be ineligible for program services until all delinquent fees are paid. The following policy covers all families who have been dropped from the subsidized program for non-payment of fees. All past due balances or balances sent to collections must be paid in full prior to re-enrolling in the subsidized program.

Outside Child Care Receipts: If a family has additional child care costs to other providers, they may submit a copy of their cancelled check or signed receipts from their other provider. ECC shall grant a “fee credit” equal to the amount paid to the other provider of child care and development services. We refer to these as “Outside Child Care Receipts” (OCC). The OCC’s will be applied to the family’s subsequent (next) fee billing period.

Example: Family is billed and pays \$150.00 to their other provider for the month of September. ECC bills a family fee of \$100.00 for the month of October. ECC will apply \$100.00 of the September OCC to the October ECC family fee of \$100.00.

The OCC receipts must be turned into the ECC office no later than the 7th of each month in order to be applied to the family’s subsequent billing period. (see info above) The family shall not be allowed to carry over the fee credit beyond the family’s subsequent billing fee period.

Developmental Assessments: In order to help us plan the curriculum to meet children's individual needs, Extended Child Care staff assesses the developmental level of children on an ongoing basis relying on observations, anecdotal information and parental input. A portfolio will be compiled with examples of your child's work, photos and dictations. The assessment and the portfolio will be shared with you at the parent conference twice a year. Please let the center staff know, if you have any special concerns regarding your child's needs.

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

Morning drop-off: The following sign-in policy and procedures are required by the State of California Community Care Licensing regulations.

When Dropping off your child for morning care:

- Parents, or an authorized adult, are **required** to walk the child into the center.
- Parents, or an authorized adult, **must** sign the child into care with a full legal signature and indicate the drop off time. Children **are not** allowed to sign themselves into care.
- Please **remain** in the center until your child has been accepted into care by our staff.
- **Please do not** drop your child off in the parking lot. Calling the center from the parking lot **is not** acceptable.

It is unsafe to have children in the school parking lot or on school grounds unsupervised. It is also essential to have regular contact with our staff in order to develop strong relationships and maintain good communication.

Pick-up Policy: Parents or an authorized adult must sign the child out of childcare with a full legal signature and indicate the pick-up time. Extended Child Care will only release a child to those adults 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.

Sign In/Out Sheets: In order to ensure the program meets the needs and interests of the children, and to ensure the safety and direct supervision of all children at all times, during school days ECC can only accept children as the school bell releases them. Licensing ratios must be maintained at all times and an alternate schedule jeopardizes the high quality programming that ECC offers.

All children must be signed in and out of the program each day they are present. When parents pick their children up from the center, they are required to sign them out and indicate the actual time in the appropriate space on the sign in out sheets. Full signatures are required at all times when signing a child in and out of care. Children coming from school, a school bus or leaving unsupervised will be signed in or out by Extended Child Care staff. California State Community Care Licensing allows for elementary age children in the 4th grade and above to leave the program unsupervised, with a sign 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.

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 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. Under the laws of the State of California, both parents may have the right to pick up their child, unless a court document restricts that right. The enrolling parent, who chooses not to include the child’s other parent on the authorize pick-up list, is required to provide an official court document at the time of the enrollment appointment. Without legal documentation, the center may release the child to either parent, provided that parent documents his paternity / her maternity of the child. Non-custodial parents may not fulfill the child visitation right at any of the Extended Child Care centers.

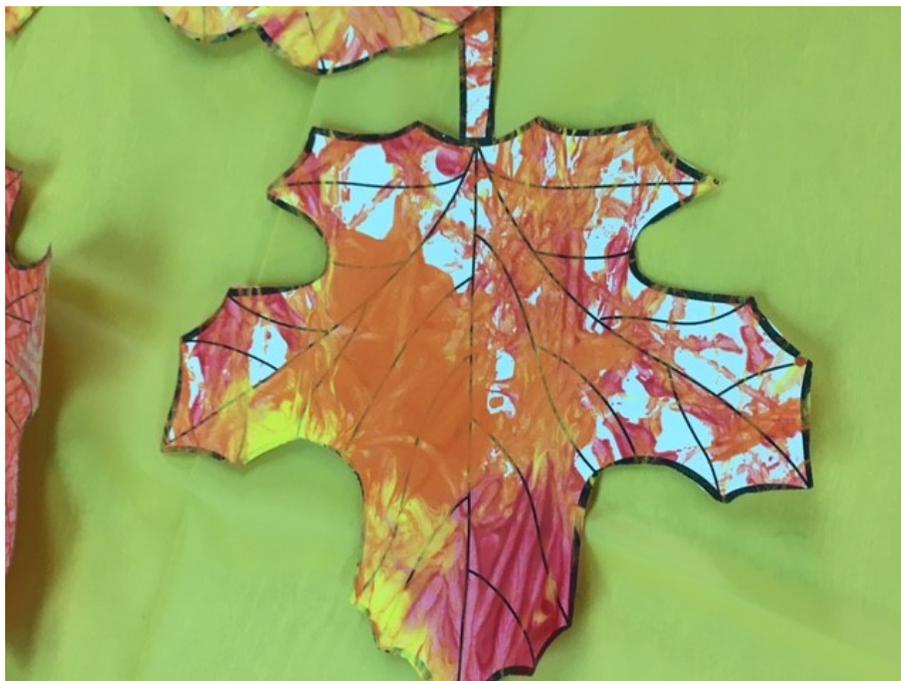
If, in the future, there is a change in the custody of the child, or if there is a restraining order issued that is relevant to your services, the parent should alert the Extended Child Care office. We will need a copy of all court orders. In the case of a restraining order, a picture of the person who 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 program hours, please complete the On-Campus Activity Participation Permission Form and return to your child's 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 emailed to parents and posted on our website each month during the school year. 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 the program 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 ECC staff 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. In addition, we 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 (when AM services are provided) 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. We ask that all students who choose to bring a snack or meal to the center follow the guidelines of the ECC Wellness Policy, which is located in the Appendix portion of this Parent Handbook.

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 civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. This institution is an equal opportunity provider.

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

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

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

Sick Children: Children who become sick while attending the program will be isolated 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 ECC staff who will determine when the child is too sick to stay in the program.

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

- temperature over 101 degrees, child must be symptom free for 24 hours prior to returning to care
- vomiting or severe diarrhea, child must be symptom free for 24 hours prior to returning to care
- severe coughing
- head lice
- conjunctivitis, ringworm, scabies 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 is trained to examine the heads of all the children in the center on a regular basis. If children are found to have live adult lice present, 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 there is no evidence of live adult lice present, 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 medications, prescribed or non-prescribed without written permission and detailed instructions from your child's doctor. Please have your child's doctor complete the Authorization to Administer Medication for your child's file. You can obtain a copy of this form from your child's center or the ECC main office. We are unable to administer prescribed or non-prescribed medication without this permission form.

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 plan will reimburse claimants for eligible expenses which are not payable by your healthcare plan or any other insurance plan providing reimbursement for medical expenses. 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, treatment by a physician or nurse, ambulance service, services and supplies ordered by the doctor, and confinement in a hospital, could be payable by this policy after benefits have been paid by other valid and collectible insurance. 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 Disasters/Emergencies or Threats Policy: In the event of an emergency where Extended Child Care is unable to operate due to circumstances beyond our control, the childcare centers will be closed. In the case of a natural disaster, Extended Child Care will follow its emergency procedures specific to the incident. Because of the nature and unpredictability of a natural disaster or emergency closures, you will still be charged your full monthly family fee. **There are no billing adjustments for emergency closures.**

If a school closes due to a natural disaster, the Extended Child Care center will also be closed. If school is open, the Extended Child Care center 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 center as soon as possible. Conditions that may cause our facilities to become unsafe could be, but not limited to; power outages, rainstorm, flooding, earthquakes, grassfires.

If a natural disaster occurs on a day when school is not open and ECC 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. You can also check our website <https://www.extcc.org> for any updates and closures. We will do our best to update those sites during any of types of closures.

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 center closings. KZST, 100.1 FM is the primary designated Emergency Alert System radio station for Sonoma County. During an emergency, KZST will broadcast emergency disaster information and instructions.

KSRO, 1350 AM is also an Emergency Broadcast Station, with KBBG, 89.1 FM and KRRS, 1460 AM & 107.5 FM broadcasting in Spanish.

You can also check our website extcc.org and the Extended Child Care Facebook Page for any updates on closures. We will do our best to update those sites during any types of closures. 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 center staff 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. 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 program rooms include a library, computer, iPads, a large variety of games and materials and equipment that support programming goals. Healthy life style choices including nutrition and physical activity are encouraged. (See ECC Wellness Policy in Appendix). Field trips and guest speakers provide children with a broad range of opportunities and experiences.

Extended Child Care 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 30-45 minutes in length.

Children are supervised by a staff person during homework time and help is available to them. ECC staff members 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.

Extended Child Care staff cooperates with classroom teachers when there are special requests about an individual child and homework. This is also true when a parent has special requests concerning their child’s homework. Any questions or concerns about homework and homework time in the program center should be brought to the attention of the Center Director.

Celebration & Religious Programming: All Extended Child Care 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. If your child has a cell phone we will ask them to keep it off and refrain from taking pictures during program hours. It is best that they are left at home, unless a child needs to have it for after-program 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. Students may request from Center Staff to coordinate phone calls to their parents for the convenience of the child, parent and the center.

Your child has waited all day to see you and is excited when you walk in the door. We ask parents not to use cell phones at arrival or departure times in order to maximize opportunities for the parent-child and staff-parent communication. This allows center staff to share critical daily information about children without the distraction or interruption of cell phones. A parents undivided attention at arrival and departure is also a great way to build children's sense of importance and family attachment. Your cooperation with our cell phone policy is greatly appreciated.

Field Trips: Some centers go on a variety of field trips in the summer. Field trips can be walking or 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 for field trips to swimming pools. Parent or adult volunteers will be used to supplement our staffing. A Swimming Release Form must be signed by each parent. While on swim field trips, children are not allowed in bodies of water unless it is a public swimming pool. 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, program teachers use supportive intervention, redirection, restriction, verbal cues, and time away from the group to help the child. The program staff works closely with the elementary school’s 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 ECC, stay in the program, 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 ECC. It is a useful tool to bring the behavior pattern to the attention of the parent, which allows staff to make a plan and 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 the 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 and 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. 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.
- Threatening to cause harm to a person or property.
- 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 the program 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.

Weapons Policy: Extended Child Care recognizes that all children and staff have the right to a safe and secure center free from physical and psychological harm and desires to protect them from the dangers presented by firearms and other weapons. ECC prohibits any student from possessing weapons, imitation firearms, or other dangerous instruments, as defined in law, in our centers and school buildings, on school grounds, buses or at ECC sponsored activities.

Any child possessing or threatening others with any weapon, dangerous instrument, or imitation firearm shall be subject to suspension and/or expulsion in accordance with law, Board policy, and administrative regulations of the Mark West, Windsor and Wright School Districts.

Extended Child Care shall notify law enforcement authorities when any child possesses a firearm, explosive, or other prohibited weapon or dangerous instrument without permission, sells or furnishes a firearm, or commits any act of assault with a firearm or other weapon.

Our Staff: In order to protect children and staff, any ECC employee is authorized to confiscate any prohibited weapon, imitation firearm, or dangerous instrument from any child in an ECC Center or on school grounds.

Children are encouraged to promptly report the presence of weapons, injurious objects, or other suspicious activity to school authorities. The identity of a student who reports such activity shall remain confidential to the extent permitted by law.

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 unwanted, aggressive behavior among school-aged children that involves a real or perceived power imbalance. The behavior is intentional, repeated, or has the potential to be repeated, over time. Furthermore, bullying is any severe or pervasive physical or verbal act(s) or conduct, including electronic communications, committed by a child(en) that has, or can be reasonably predicted to have, the effect of one or more of the following:

- (1) Reasonable fear of harm to person or property
- (2) Substantially detrimental effect on physical or mental health
- (3) Substantial interference with academic performance
- (4) Substantial interference with the ability to participate in or benefit from program services, activities, or privileges

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, threatening to hurt 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:

Prevention: Define, teach and acknowledge a program-wide culture where positive behavior is "expected". Our goal is to create a positive program culture in which positive behaviors are explicitly taught and reinforced and all adults respond in a consistent way.

- 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
- As appropriate, teach and promote effective communication and conflict resolution skills, social skills, respect for cultural and individual differences and self-esteem development
- Staff shall receive related professional development, including information about early warning signs of bullying behaviors and effective prevention/intervention strategies
- Closely supervise children in all areas
- Watch for signs of bullying and stop it when it happens

Intervention: Respond to and investigate specific incidents of bullying and harassment. Children are encouraged to notify ECC staff when they are being bullied or suspect that another student is being victimized. ECC staff who witness bullying shall immediately intervene to stop the incident when it is safe to do so.

- Look into all reported bullying incidents
- Respond quickly and sensitively to bullying reports
- Take families' concerns about bullying seriously
- Implement the Agency's Behavior Management Policy as a consequence to bullying

Protection: Provide direct, individualized support for children who are engaged and highly impacted by bullying (e.g. protect the students targeted by bullying/harassment, interrupted the bullying)

Children in our program will do the following things to prevent and interrupt 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

Corrective actions for a child who commits an act of bullying of any kind may include behavioral intervention, counselling and education, and if the severe or pervasive, may include suspension or expulsion in accordance with ECC Child Behavior Policy. Any complaint of bullying shall be investigated and resolved in accordance with ECC's Child Behavior Policy and ECC's Complaint Procedures.

Adult Behavior Policy & Procedures: In our efforts to nurture and guide the development of the children in our Extended Child Care programs, we are responsible to provide supervision, structure, and a safe environment for children to interact with other

children and adults. While we try to remain sensitive to the individual strengths/needs of each child/family, certain behavior in the center classrooms, playground, parking lot, or at other program functions can create safety concerns for children, staff and other adults. This also applies to interactions with the administrative office staff including in-person meetings, email communications and during phone calls.

The following behaviors are expected:

- To be respectful when interacting with staff, children and other adults
- To keep information heard or seen about other families confidential
- To follow the program Cell Phone Policy: No cell phone use of any kind at the site or at program functions. i.e.: field trips, parent meetings
- To provide close (within an arm's length) supervision of siblings and other children in the classroom, on the playground and in the parking lot
- To allow teaching staff to handle discipline issues
- To drive slowly and obey parking regulations to keep everyone safe at drop off and pick up times
- To be willing to discuss problems and work to resolve them

The following behaviors are unacceptable:

- Abusive language, swearing, obscene words/phrases, gestures
- Verbal or sexual harassment
- Threats of violence, including implied threats
- Being under the influence of drugs (including prescription drugs) or alcohol
- Physical or verbal assault towards adults and children
- Providing fraudulent information

Failure to follow this Policy will lead to further action which includes but is not limited to: being asked to leave the center or administrative office, attending a follow up meeting, calling the police/sheriff and/or to other legal action.

Dressing for Fun and Safety: Children should always come to the center dressed for fun and for safety. The ECC center is not a place to come dressed up. Fun clothes are ones that can be worn playing outdoors, 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 of this parent handbook. These forms outline some important rights you have as parents in our program.

Confidentiality: All of our staff is 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
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.

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) at <https://www.eeoc.gov/> and the California Department of Fair Employment & Housing (DFEH) at <https://www.dfeh.ca.gov/>.

Appendix

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

- Admission Agreement
- Important Telephone Numbers
- Important Closure Days
- Notification of Parents Rights Form
- Caregiver Background Check Process Form
- Personal Rights Form
- Behavior Policy Acknowledgement - Adult
- ECC Wellness Policy

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

- 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

Subsidized Admission Agreement

Parents using Extended Child Care services agree to the following:

I acknowledge that I have online access to the Parent Handbook and understand it contains program policies, descriptions of services and our behavior management system, payment expectations, a list of current center staffing, complaint procedures, copies of Child and Parent Rights, and our licensing status.

Paperwork: It is important that you keep your paycheck stubs, TANF Statements, Child Support Statements, etc. so that you have them available if they are needed for your file. When paperwork is needed for your file, a Notice of Incomplete File will be mailed to your address. If the paperwork is not received by the date indicated on the notice, a Notice of Termination will be mailed to you and the process of terminating child care services for your family will begin.

Changes: During the 24-month eligibility period families are no longer required to report changes in Income (except when families are certified as income eligible and their adjusted monthly income exceeds 85 percent of SMI, adjusted for family size), Service need and Other changes. However, families may *voluntarily request* changes as follows: To reduce their family fees (without a decrease to their service hours), Increase their service hours (without an increase to the family fee) and an otherwise specified.

Absences: Extended Child Care is required to record the reason for absences. If your child is not going to attend the program, ***you must*** call the center to inform them that your child will not be attending the program. Please indicate the reason for your child's absence.

Best Interest Days: If your child is going to be absent due to parent's day off, vacation or reasons other than sickness, emergency or court ordered visitation, ***you must*** report this to the center staff. These types of absences will be counted as "Best Interest." Your family is allowed 10 days of Best Interest per fiscal year (July 1st to June 30th), with the exception of families who have "CPS" or "At Risk" referrals.

Our Program is Year-Round: Families using subsidized services are expected to use the services year-round, including school vacations (Winter/Spring breaks, Summer Vacation, etc.). You must continue to report absence reasons even when school is not in session. Families that choose NOT to use childcare during the summer vacation will lose their services and are NOT guaranteed childcare services in the upcoming school year.

Re-Certification: Recertification should occur no sooner than 24 months from the prior certification and at least once each contract period. Families are required to provide documentation to support continued eligibility and need for services. Families are notified in advance of the recertification date. Recertification requires a meeting in the ECC office with our Case Manager.

Failure to recertify or notify your Case Manager of changes may result in termination from the program.

Late Pick Up: I understand that all centers close promptly at 6:00 p.m. Cell phone times are used to determine the exact time of pick up. All late pick-ups will generate a fee. You will be charged a minimum of \$15.00 for the first five minutes and \$1.00 for every minute after. Repeated "Late Pick Ups" (3) three times during a twelve-month period (July 1-June 30) at Extended Child Care may result in the termination of your 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; however, you will still incur a late pick-up and additional charges.

Payments: Families may pay a fee for their childcare services based on the fee schedule provided by the State. The parent will be notified in writing of the amount of the fees. If the family has additional childcare costs to other providers, they may submit the receipts ("Outside Child Care Receipts") to the office to reduce the payments made to us. Childcare fees are billed in advance for the upcoming month. If your payment is not received by the 7th of each month, your account is considered delinquent. **Failure to pay childcare fees may result in the termination of your childcare services.**

Cancellation: I understand that notification *via phone call to the Extended Child Care's main office is required* with a minimum of 2 week's advance notice for cancellation of child care services during the school year and summer sessions.

I give my permission for photographs to be taken of the enrolled child/children for the purposes of classroom curriculum, decorations, and gifts to enrolled children or to take home and Extended Child Care publications (including but not limited to brochures, newsletters, newspapers, and our website).

Yes _____ No _____ Parent Initials _____

By signing below, I certify that I understand the conditions of my participation in this program.

Parent Signature _____ Date _____

Parent Name (printed) _____

Important Information for Parents

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
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 Closure Days

Extended Child Care will be closed the following days for 2019/2020:

05/27/19 Memorial Day
07/04/19 Independence Day
08/02/19 Staff Development Day
09/02/19 Labor Day
11/21/19 Thanksgiving Day
11/22/19 Day After Thanksgiving
12/24/19 Christmas Eve
12/25/19 Christmas Day
12/31/19 New Year's Eve
01/01/20 New Year's Day
02/14/20 Staff Development Day
05/25/20 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 • Best Interest Day Request • Cancellation of Services for the School Year (requires 2 week notice) • Cancellation of Services for the Summer Care (requires 2 week 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 Parent's Rights Form

CHILD CARE CENTER NOTIFICATION OF PARENTS' RIGHTS

PARENTS' RIGHTS

As a Parent/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 - Department of Social Services

Licensing Office Address: 101 Golf Course Drive, Suite 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 for any adult who has been granted a criminal record exemption, and that the name of the person may also be obtained by contacting the local licensing office.
8. Receive, from the licensee, the Caregiver Background Check Process form.

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

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

LIC 995 (9/08)

(Detach Here - Give Upper Portion to Parents)

ACKNOWLEDGEMENT OF NOTIFICATION OF PARENTS' RIGHTS (Parent/Authorized Representative Signature Required)

I, the parent/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.

Extended Child Care Coalition
Name of Child Care Center

Signature (Parent/Authorized Representative)

Date

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

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

LIC 995 (9/08)

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 or a marijuana-related offense covered by the marijuana reform legislation codified at Health and Safety Code sections 11361.5 and 11361.7, 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://cclid.ca.gov/contact.htm>

Personal Rights Form

PERSONAL RIGHTS

Child Care Centers

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

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

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

Community Care Licensing

NAME

Department of Social Services

ADDRESS

101 Golf Course Drive, Suite A-230

CITY

Rohnert Park

ZIP CODE

94928

AREA CODE/TELEPHONE NUMBER

(707) 588-5026

DETACH HERE

TO: PARENT/GUARDIAN/CHILD OR AUTHORIZED REPRESENTATIVE:

PLACE IN CHILD'S FILE

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

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

(PRINT THE NAME OF THE FACILITY)

Extended Child Care Coalition

(PRINT THE ADDRESS OF THE FACILITY)

1745 Copperhill Parkway, #5 Santa Rosa 95403

(PRINT THE NAME OF THE CHILD)

(SIGNATURE OF THE REPRESENTATIVE/PARENT/GUARDIAN)

(TITLE OF THE REPRESENTATIVE/PARENT/GUARDIAN)

(DATE)

Behavior Policy Acknowledgement – Adult

Extended Child Care Coalition
1745 Copperhill Parkway, Suite #5 Santa Rosa, CA 95403 (707) 545-2402

Parent/Guardian _____ Center(s) _____

Child(ren) _____

In our efforts to nurture and guide the development of the children in our Extended Child Care programs, we are responsible to provide supervision, structure, and a safe environment for children to interact with other children and adults. While we try to remain sensitive to the individual strengths/needs of each child/family, certain behavior in the center classrooms, playground, parking lot, or at other program functions can create safety concerns for children, staff and other adults. This also applies to interactions with the administrative office staff including in-person meetings, email communications and during phone calls. We hope you will work closely with staff for the best results for you and your child.

The following behaviors are expected:

- To be respectful in your interactions with staff and children and other adults
- To keep information, you may hear or see about other families confidential
- To follow the program Cell Phone Policy: No cell phone use of any kind at the site or at program functions. i.e.: field trips, parent meetings
- To provide close (within an arm’s length) supervision of siblings of your child and other children in your care in the classroom, on the playground and in the parking lot
- To allow teaching staff to handle discipline issues
- To drive slowly and obey parking regulations to keep everyone safe at drop off and pick up times
- To be willing to discuss problems and work to resolve them

The following behaviors are unacceptable:

- Abusive language, swearing, obscene words/phrases, gestures
- Verbal or sexual harassment
- Threats of violence, including implied threats
- Being under the influence of drugs (including prescription drugs) or alcohol
- Physical or verbal assault towards adults and children
- Providing fraudulent information

Failure to follow this Policy will lead to further action which includes but is not limited to: being asked to leave the center or administrative office, attending a follow up meeting, calling the police/sheriff and/or to other legal action.

The Adult Behavior Policy has been explained to me. I have received a copy and understand it.

Signature of Parent/Guardian

Date

Signature of ECC Representative

Date

ECC WELLNESS POLICY

VISION FOR HEALTHY CHILDREN

It is the policy of Extended Child Care to provide a safe, healthy environment for the children in our care. Extended Child Care recognizes the link between children's well-being, health and learning. We believe it is important to offer a program that promotes the importance of eating healthy food and being physically active.

GOALS

- To provide nutritious meals and snacks for all children who attend the program.
- To ensure opportunities and encouragement for daily physical activity.
- To promote education for children and families that builds lifelong habits of healthy eating, physical activity and wellness.
- To serve meals in a pleasant environment, while fostering good manners, communication, and respect.

NUTRITION GUIDELINES

- Meals and snacks served meet the meal pattern and portion requirements of the Child and
- Adult Care Food Program (CACFP).
- Meals and snacks will be served at regularly scheduled times.
- Lunch and suppers must include a fruit AND a vegetable component.
- Centers will post current menus on a weekly basis for parents to view.
- Clean drinking water will be available for children and staff at all times.
- Food/beverages will not be used as a reward or punishment.
- Emphasis is placed on serving low fat foods (under 5% daily value per serving), while limiting the amount of sodium and sugar. Candy and sugary foods are not served at the center.
- Cereals may have no more than 6 grams of sugar per 1 oz. serving.
- Yogurt may contain no more than 23 grams of sugar per 6 ounces.
- When serving grain products, at least one serving per day must be whole grain-rich.
- Beverages served at the center are limited to 1% fat (or less) milk, 100% fruit juice, vegetable juice and water.
- Food served will not contain artificial trans-fat. Foods may not be deep fried, pan fried, or flash fried.
- Condiments, syrups, non-nutritional extras high in salt, sugar and fats will be limited and used sparingly.

- Syrups and fruit spreads served at the center will be limited to 100% natural products that do not contain artificial sweeteners, high fructose corn syrup, salt and artificial colors and preservatives.
- Nut butters served at the center will not contain added sugars, hydrogenated vegetable oils including soy, excessive salt and artificial colors and preservatives.
- Centers will not serve hot dogs or corn dogs as these products are high in calories, sodium, saturated fats and cholesterol.
- Butter served at the center will be limited to 100% natural butter. Centers will not serve margarine or other alternative highly processed “foods” which contain vegetable oil, emulsifiers, colorants and various artificial ingredients
- Centers will not serve lunch meats that contain binders and extenders. Lunch meats served at the center will be limited to 100% natural meats.
- Centers will not serve processed or canned cheese products, also known as “cheese food”, including sprays, whiz, sauces and slice singles. The centers will only serve 100% real natural cheeses.
- On occasions, popcorn may be served as an extra snack item. Popcorn served at the center will be limited to fresh, air popped popcorn.
- Seconds will be served with discretion; limited by individual children’s needs, and emphasize fruits, vegetables, and high protein, high fiber foods. Tortilla chips and crackers will not be served as seconds.
- Children who are hungry after the afternoon snack may receive vegetables or fruits.
- The medically prescribed dietary needs of children will be met when documented.
- Parents who prefer their children to have alternative diets may provide food that meets our nutrition guidelines.
- Staff will model appropriate meal time behaviors and healthful eating choices at the center.
- Staff will eat the same food as is served to children when on the floor during meal service.
- Staff with dietary restrictions should talk to their Center Director about any modifications they may need.
- Staff should avoid eating and drinking beverages other than water during non-meal service times unless on a rest break. Staff may choose to take a 30 minute unpaid meal break when working on a shift of five hours or longer. Any food or beverages brought by staff will be kept in solid non-descript containers in the kitchen and consumed when not supervising children during a rest break, an unpaid meal break, or prior to a work shift.

NUTRITION EDUCATION

- Information explaining our nutrition policies will be provided to all families at enrollment, and posted at centers and agency website.
- Provide age appropriate nutrition education and activities for all children attending the centers.
- Staff will continue to participate in training to stay current with nutrition information and resources.
- Provide up to date nutrition education for parents regarding healthful eating and its link to overall student wellness.
- Parents wishing to celebrate a child's birthday at the center will be provided with a list of choices that are alternatives to bringing sweets. In accordance with our wellness policy, we ask that parents refrain from bringing cakes, cupcakes, candy and other sweets.
- Centers will promote a relaxed, clean, pleasant atmosphere at meals, and allow adequate time for eating and socialization.
- Proper hand washing techniques will be taught and practiced at the centers.
- Parent events are an opportunity to model healthy nutrition by serving healthy food and drinks.

PHYSICAL ACTIVITY

- Physical activity will be used to build interest and develop skills, knowledge and attitudes essential to a lifelong healthy lifestyle while aiming to reduce time spent on sedentary activities.
- Agency will educate parents, children, and staff to recognize the benefits of physical activity (i.e., improved academic performance, improved brain function, healthy growth and development, lower risk of becoming overweight, lower risk of developing chronic health conditions, reduced stress, and increase feelings of self-worth and self-esteem).
- Centers will offer a range of developmentally appropriate physical activities and equipment that meet the needs, interests and abilities of all children.
- Staff will continue to receive training to stay current with physical activity guidelines for school aged children, and will support and promote physical activity.
- Centers will offer both structured and unstructured moderate to vigorous physical activity for a minimum of 30 minutes daily.
- Centers will offer a safe space for developing and practicing large motor skills and ensure that all activity choices are safe for participants.
- Centers will build partnerships with the community and school site to support after school physical activity.

BIRTHDAY CELEBRATIONS

We love to celebrate birthdays at ECC, as it is a memorable time to share with teachers and friends. In an effort to abide by the Extended Child Care Wellness Policy and to maximize children's health, we are asking that all parents follow our policies when planning for your child's birthday celebration at ECC. The ECC staff feels strongly that by following these guidelines, we are promoting healthy living, honoring our children with special diets, and maximizing children's well-being!

ALTERNATIVE BIRTHDAY CELEBRATION IDEAS

- Game, book, puzzle, sports equipment contributed to center
- Art supplies
- Small favors, such as stickers, pencils, eraser
- Musical instrument or children's CD
- Center honors birthday at circle time (birthday box, acknowledgements from other children, song, birthday story)
- Healthy Snack

NUTRITION AND PHYSICAL ACTIVITY RESOURCES

www.sonomahealthaction.org

<https://healthyschoolscampaign.org>

<https://www.schoolgardens.org/>

www.Harvestofthemonth.cdph.ca.gov

<https://cachampionsforchange.cdph.ca.gov>

<https://www.fns.usda.gov>

www.foodandfun.org

<https://www.nutrition.gov>

<https://www.fueluptoplay60.com>

<https://www.cdc.gov/bam/index.html>

<https://www.ccscenter.org/HBI>

<https://www.choosemyplate.gov>