



SAN DIEGO
COMMUNITY COLLEGE
DISTRICT

Family Handbook for Child Development Centers

San Diego City College
San Diego Mesa College
San Diego Miramar College

Family Handbook for Child Development Centers

Revised February 2018

Parents participating in the San Diego Community College District Child Development Centers are required to adhere to all regulations, policies, and guidelines included in this handbook. Questions or comments regarding information in this handbook should be directed to the Center Directors at the Child Development Centers.

San Diego Community College District

3375 Camino del Rio South
San Diego, CA 92108-6913
(619) 388-6500

Board of Trustees

Mary Graham

Rich Grosch

Bernie Rhinerson

Maria Nieto Senour, Ph.D.

Peter Zschiesche

Chancellor

Constance M. Carroll, Ph.D.

The San Diego Community College District includes San Diego City College, San Diego Mesa College, San Diego Miramar College and San Diego Continuing Education. The San Diego Community College District (SDCCD) is governed by its Board of Trustees. No oral or written agreement is binding on the San Diego Community College District without the express approval of the Board of Trustees.

The Child Development Centers operate under the guidelines of the District's catalogs, policies and procedures, California Department of Education, Community Care Licensing and the Child Adult Care Food Program, under the auspice of CDE.

Table of Contents

Welcome to the San Diego Community College District Child Development Centers	1
Child Development Centers.....	2
Mission Statement.....	3
Program Philosophy	3
Program Goals and Objectives.....	4
Admission Regulations and Enrollment Procedures	5
Admission Priorities (Title 5 18106)	5
Eligibility Criteria (Title 5 18084)	6
Need Criteria (Title 5 18085.5 – 18092.5)	6
Family Size (Title 5 18100).....	8
Waitlist (Title 5 18106 & 18132).....	8
Enrollment (Title 5 18131)	9
Neighborhood House Association (NHA) - Head Start Enrollment.....	9
Family Voluntary Reporting Changes (Title 5 18084.2).....	9
Family Required Reporting (Title 5 18084.3).....	10
Recertification (Title 5 18103).....	10
Program Policies	11
Non-Discrimination Policy (BP 3410).....	11
Open Door Policy (Title 5 18275.4; Parents Rights LIC 995).....	11
Religious Instruction (Title 5 18017).....	11
Equal Access	11
Confidentiality.....	11
Family Custody and Court Orders	12
Title IX. Prohibiting Gender Discrimination and Sexual Harassment.....	12
Workplace Violence	13
Drug and Alcohol Use (Student Code of Conduct Policy 3100)	13
Program Regulations and Guidelines	13
Family Fees (Title 5 18108).....	13
Fees for Certified Families (Title 5 18109).....	14
Delinquent Fees for Certified Families (Title 5 18114-18116)	14
Fees for Non-Certified Families	15
Delinquent Fees for Non-Certified Families	15

Attendance and Absence Policies.....	16
Sign In/Out Policies.....	17
Absences (Title 5 18066).....	18
Late Drop-Off / Pick-Up of Enrolled Child.....	19
Personal Items	20
Field Trips / Special Events.....	21
Disenrollment Policy	21
Notice of Action (NOA).....	22
NOA, Application for Services (Title 5 18094).....	22
NOA, Recipient of Services (Title 5 18095)	23
NOA Changes to the Service Agreement (Title 5 18119).....	23
NOA Parent(s) Request for a Hearing and Procedures (Title 5 18120).....	24
NOA Appeal Procedures for CDE Review (Title 5 18121).....	25
Compliance with the CDE Decision (Title 5 18122)	25
Program Integrity.....	26
Program Self-Evaluation Process (Title 5 18279).....	26
Parent Survey (Title 5 18280).....	26
Environmental Rating Scale (Title 5 18281).....	26
Desired Results Developmental Profile (DRDP) (Title 5 18272).....	26
Parent Conferences (Title 5 18275.2).....	27
Parent Advisory Committee PAC (Title 5 18017.5).....	27
Community Involvement (Title 5 18277).....	27
National Association for the Education of Young Children (NAEYC).....	27
NAEYC Statement of Commitment for all SDCCD Child Development Centers.....	28
Staff Development and Qualifications.....	28
Health and Safety Policies and Procedures.....	29
Health Forms	29
Daily Health Check and Ill Child Policy.....	29
Medication.....	30
Injuries and Medical Treatment.....	30
Minor Injuries.....	30
Medical Treatment.....	30
Aggressive Behavior.....	31
Requirements to Report Suspected Child Abuse.....	31

Emergency Preparedness	32
California Car Seat Safety Law	33
No Smoking Policy (BP 0505)	34
Health and Social Services (Title 5 18276)	34
Child Adult Care Food Program (CACFP)	34
Nondiscrimination Statement	35
Complaint Procedures	36
Uniform Complaint Procedures (UCP)	37
Appropriate Practices with Children	38
Guidance Used in Centers	38
Words That Help	40
Community Resources	41
EMERGENCY/CRISIS NUMBERS	41
HELP FOR PARENTS AND CHILDREN	41

Welcome to the San Diego Community College District Child Development Centers

The Child Development Centers are integral components of the College Community. The Centers operate as instructional programs for students and offer quality educational programming for infants, toddlers and preschool children. Centers are licensed by the California Department of Social Services - Community Care Licensing, Title 22 (Division 12) and meet the guidelines established by the California Department of Education - Early Education and Support Division (Title 5). *Note: Title 5 and other regulations are subject to change without notice.*

San Diego City College Child Development Center, San Diego Mesa College Child Development Center and Neighborhood House Association-Head Start jointly support and provide collaborative services to our children, their families and our students. Staff of both agencies meet the educational and legal qualifications for Child Development Permits issued by the California Commission on Teacher Credentialing.

The Center teaching staff and the college faculty provide learning environments that support instructional laboratory experiences through observation, practical application, and directed guidance.

We look forward to working with you and hope your experiences are enjoyable and rewarding.



Child Development Centers

San Diego Community College District Instructional Services Division, Workforce and Economic Development

Lorraine C. Collins, Dean, Workforce and Economic Development

3375 Camino del Rio South, Suite 125

San Diego, CA 92108

Office: (619) 388-3965, Fax: (619) 388-6523

San Diego City College Child Development Center

Lori Erreca, Dean, School of Behavioral & Social Sciences, and Consumer & Family Studies

Berta Harris, Director of San Diego City College Child Development Center, Faculty



1313 Park Blvd., Building F

San Diego, CA 92101-4787

Office: (619) 388-3205, Fax: (619) 388-3689

Infant/Toddler Program (CCL 370806172)

Ages served: 6 months – 36 months

Monday – Friday, 7:30am -4:00pm

Preschool Program (CCL 370805154)

Ages served: 3 - 5 years of age

Monday-Friday, 7:30am – 4:30pm

<http://www.sdcity.edu/CollegeServices/StudentSupportResources/ChildDevelopmentCenter.aspx>

San Diego Mesa College Child Development Center

Tina Recalde, Dean, School Health Sciences and Public Service

Ida Cross, Director of San Diego Mesa College Child Development Center, Faculty



7250 Mesa College Drive, Building R-100

San Diego, CA 92111-4998

Office: (619) 388-2812, Fax: (619) 388-2840

Preschool Program (CCL 372005155)

Ages served: 2 - 5 years of age

Monday – Thursday, 7:30am – 4:00pm

Friday, 7:30am – 12noon

<http://www.sdmesa.edu/academics/schools-departments/child-development/child-development-center.shtml>

San Diego Miramar College Child Development Center

Jesse Lopez, Dean, Business, Technical Careers and Workforce Initiatives

Patricia Hunter, Director of San Diego Miramar College Child Development Center, Faculty



10440 Black Mountain Road, Building F-200

San Diego, CA 92126-7678

Office: (619) 388-7851, Fax: (619) 388-7388

Preschool Program (CCL 372005156)

Ages served: 2 - 5 years of age

Monday – Thursday, 7:45am – 4:00pm

Friday, 7:45am – 1:00pm

<http://www.sdmiramar.edu/campus/child-development-center>

The Centers operate primarily during the Fall and Spring semesters. Contact the individual Center for days of operation.

Mission Statement

The Child Development Centers of the San Diego Community College District are committed to meeting the individual needs of children, their parents and college students, preparing them to become contributing members in a diverse society.

Program Philosophy

The children's program is planned and implemented to nurture each child socially, emotionally, cognitively, linguistically and physically through integrated practices and curriculum. Children are guided through learning experiences appropriate to their individual capabilities and readiness.

The program provides children opportunities for challenge and mastery, peer interactions, individual needs and interests. An integrated curriculum provides opportunities for exploration of the environment through language and literacy, creative activities, science, math, sensory experiences, and motor activities. The program provides active and quiet activities, child-directed and teacher-directed activities, and group and individual activities throughout the day.

Children learn best in an environment with consistent limits where they are allowed to explore and consider choices. This approach leads to self-direction, independence, and responsibility. Children are encouraged to think, reason, recall and experiment as they work. Meeting the needs and interests of children and their families includes sensitivity of the diverse values and cultures of individual children. Active participation from parents is ancillary to the totality of our program.

The Child Development Centers are laboratory schools that serve as training facilities providing environments for college students to observe, interact, and implement the ideas and theories that are presented as part of the college program. Students integrate laboratory experiences and ideologies that provide understanding of children's readiness and interaction skills. Interaction in the program and the lab provides an opportunity for parents and staff to promote integral relationships and continuity. Parents also have the opportunity to use lab classes as elective college courses or as part of a college child development career ladder.

Program Goals and Objectives

The Child Development Centers provide a collaborative learning environment for students and parents to develop skills for working with children, families, and communities. It provides opportunities for children to achieve optimal growth and to progress in high quality learning environments.

The child will have opportunities to:

- develop a positive attitude toward school and learning and to prepare for kindergarten.
- develop self-help skills through routines of washing, dressing, eating, resting and toileting.
- develop a healthy self-image.
- develop respect and acceptance for people.
- develop social/emotional, cognitive, language and physical abilities.
- develop self-discipline, self-direction and independence.
- develop self-expression and creativity.
- develop an appreciation of diverse cultures, ethnic customs and life styles.

The family will have opportunities to:

- communicate to the program their child's interests, abilities, needs, and temperaments.
- participate with the staff in the implementation of curriculum, program activities and goals.
- share family customs and traditions.

The college lab student will have opportunities to:

- demonstrate and gain an understanding of developmental stages and growth processes of young children.
- develop an understanding of parenting styles and family relationships.
- develop observational and documentation skills.
- develop and demonstrate communication skills and guidance techniques for working with children and adults in the Center.
- demonstrate skills in planning and implementing developmentally appropriate activities with young children.
- develop an understanding of contemporary Child Development theories.

- develop an appreciation of diverse cultures, ethnic customs, and life styles.

The staff will:

- plan a program that meets the individual needs of each child.
- encourage and support the professional growth of students.
- maintain and update their professional skills.
- maintain a safe, healthy, and nurturing environment.
- create an environment that supports children's development and respects diversity.
- encourage the development of a healthy self-image for all individuals.
- communicate with parents to discuss assessments, progress and their child's individual needs.
- provide support and guidance to parents in regards to services and needs of families.

Admission Regulations and Enrollment Procedures

The San Diego Community College District (SDCCD) Child Development Centers (CDC) is required by the California Department of Education (CDE), Early Education and Support Division (EESD) to adhere to its Funding Terms and Conditions in addition to all other applicable laws and regulations. To receive state subsidized child care and developmental services, families must meet eligibility and need criteria as specified below. Families are responsible for submitting all requested information to determine eligibility and need prior to child's first day of enrollment. The SDCCD Child Development Centers reserve the right to request additional documentation to establish need and eligibility.

Admission Priorities (Title 5 18106)

1. Within the first priority for services children receiving protective services through the local county welfare department shall be enrolled before children identified as at risk of being neglected or abused.
2. Second priority will be given to siblings of enrolled children provided that there exists an age appropriate program opening.
3. All other families who are not in the first or second priority for admission shall be admitted based on income eligibility guidelines in accordance with priorities specified in Education Code section 8263(b).
4. Families who do not meet the income eligibility requirements will only be admitted after centers have met enrollment requirements to meet state funding.

Eligibility Criteria (Title 5 18084)

Eligibility is based on documentation and verification of at least one of the following:

1. Child has open case with **Child Protective Services (CPS)**, or is identified as at risk.
2. Family receives **public assistance/CalWORKs**.
3. **Family is income eligible.** Family income is the “total countable income” of all individuals in the family size. “Total countable income” may include but is not limited to; gross wages or salary, tips, overtime, bonuses, public cash assistance, gross income from self-employment, disability or unemployment compensation, workers compensation, spousal support, survivor and retirement benefits, child support, foster care grants, or other as specified in Title 5 , section 18078, subsection q. *The Child Development Centers reserve the right to ask for additional documentation to verify income.* Income documentation is for the month preceding certification and recertification.
4. **Family is homeless.** Homelessness is defined as the family lacks a fixed, regular, and adequate night-time residence and has a primary night residence that is:
 - a. a supervised publicly or privately operated shelter, transitional housing, or homeless support program designed to provide temporary living accommodations; or
 - b. a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.

Need Criteria (Title 5 18085.5 – 18092.5)

Need for services are based on documentation and verification of at least one of the following criteria;

1. The child is a recipient of **Child Protective Services (CPS)** or is at risk of abuse, neglect, or exploitation. A written referral shall include either
 - a. a statement from the local county welfare department, child protective services unit certifying that the child is receiving child protective services and that child care and development services are necessary component of the child protective plan; or
 - b. a statement by a legally qualified professional that the child is at risk of abuse or neglect and the child care and development services are needed to reduce or eliminate that risk.
2. The parent(s) and any other adult counted in the family size are any of the following:
 - a. **Employed or Self-Employed**
 - Documentation is required to certify employment or self-employment.
 - b. **Seeking Employment**
 - Eligibility for child care and development services may not exceed thirty (30) hours per week.

- c. Participating in **Vocational Training** leading directly to a recognized trade, paraprofession or profession.
- Limited to six (6) years from the initiation of services or twenty-four (24) units after the attainment of a Bachelor's Degree.
 - Parents must submit a current student education plan.
 - Training Agreements must show statement of specific vocational goals, dates of when semester starts and ends, and anticipated completion dates of all education/vocational activities completed each semester.
 - Parents must submit class schedules.
 - Continuation of services based on training is contingent upon making adequate progress which is verified at the family's recertification. To make adequate progress the parent shall, in the college classes, technical school, or apprenticeship for which care is provided earn a 2.0 Grade Point Average (GPA) or higher or in a non-graded program pass the program's requirements in at least 50% of the classes or meet the training institutions standard for making adequate progress.
 - The first time a parents does not make adequate progress, the parent will provided with a Notice of Disqualification which indicates at the conclusion of the families 12 month eligibility the parent shall have made adequate progress or family will be disenrolled from program and not eligible to reapply for services for 6 months after disenrollment.
- d. **Parental Incapacity**
- A Statement of Incapacity (form CD 9606) must be completed and signed by a legally qualified health professional stating the parent is incapacitated and incapable of providing care and supervision for the child for part of the day, if the parent is physically incapacitated, that identifies the extent to which the parent is incapable if providing care and supervision.
 - Child care and development services shall not exceed fifty (50) hours per week.
- e. **Family Homelessness / Seeking Permanent Housing**
- Documentation must include a written referral from emergency shelter or other legal, medical or social service or a written parental declaration that the family is homeless and statement describing the family's current living situation.
 - Eligibility for child care and development services may not exceed thirty (30) hours per week.

Note: Income eligible State Preschool children attending less than four hours a day do not require a “need”:

Family Size (Title 5 18100)

The parent must provide supporting documentation regarding the number of children under 18 years of age and parents/guardians in the family.

1. Supporting documentation for the number of children shall be at least **one** of the following:
 - Birth certificate (*primary source*)
 - Child custody court order
 - Adoption documents
 - Foster Care placement records
 - School or Medical Records
 - County Welfare Department records
 - Other reliable documentation

All documentation listed must indicate the relationship of the child to the parent.

2. If only one parent has signed a CD9600 form for enrollment in child care services and the information provided on the CD9600 form indicates that there is a second parent who has not signed the CD9600 form, the parent who has signed the CD9600 form shall self-certify the presence or absence of the second parent under penalty of perjury.

Waitlist (Title 5 18106 & 18132)

Families interested in enrolling in a SDCCD Child Development Center must complete a Waitlist Application. Applications are placed on the Waitlist which is kept active May through April of each year. At the end of each April the Waitlist is shredded and parents must reapply to be on the new Waitlist.

The Waitlist is not first come first served, but is ranked according to the California Department of Education, Early Education and Support Division’s Child Care and Development Income Rankings. The “ranking” of families establishes the order in which children receive available spaces.

Enrollment (Title 5 18131)

Applicants who are offered a space will be contacted by US mail, email, or by telephone. If the applicant does not respond within the specified time period identified in the correspondence, the space will be offered to another applicant.

Applicants who accept a space will be notified of the Center's mandatory parent enrollment appointment and orientation, documents needed, and other pertinent information deemed necessary by Center staff.

Parents are responsible for completing and returning all paperwork, information and documents as requested by Center staff, including proof the child lives in the state of California. Required paperwork is reviewed and signed by parent and/or enrollment staff. Failure to complete all required documentation as directed by Center Staff will result in disenrollment from program.

Parents are offered a space based on the number of openings in the designated age group for which spaces and staffing are available. A child's assigned classroom is based on the child's age, developmental appropriateness, and space availability.

Enrollment is based on a 12 month eligibility as per CDE EESD guidelines (Title 5 18084.1). During a family's 12 month eligibility it is expected that their child attend and use their contracted child care hours whenever the center is open which includes academic and non-academic college days.

Neighborhood House Association (NHA) - Head Start Enrollment

Applicants who qualify for services at San Diego City College Child Development Center and San Diego Mesa College Child Development Center will also be notified of the requirement to complete enrollment into Neighborhood House Association Head Start program. Those applicants will be informed of required Head Start documents and processes.

Family Voluntary Reporting Changes (Title 5 18084.2)

Parents are responsible to voluntarily report changes in writing. Examples of reportable changes include, but are not limited to:

- Changes in income (to reduce family fees)
- Changes in school or work schedule

Families who request a change to the original contracted child care hours must make the request in writing and obtain approval from the Center Director or assigned staff before the change can occur.

Approval of changes is subject to availability based on Title 22 capacity and/or Title 5 or Head Start ratios, and program needs.

Family Required Reporting (Title 5 18084.3)

Families will remain eligible for childcare services for twelve months (12) until their next recertification or until the family income exceeds eighty five percent (85%) of the State Monthly Income (SMI). See the chart below for the SMI based on family size.

Income that exceeds the SMI **must be reported** to the Center Director within 30 days at which time Center Staff will reevaluate eligibility.

Adjusted monthly income amount, based on family size that would render the family <u>ineligible</u> for services							
	Family Size 1 or 2	Family Size 3	Family Size 4	Family Size 5	Family Size 6	Family Size 7	Family Size 8 or more
State Monthly Income Ceilings 85% SMI	\$ 4,894	\$ 5,270	\$ 5,922	\$ 6,870	\$7,817	\$ 7,995	\$ 8,172

Parents must report any changes in home address, phone numbers, emergency contact information and immunizations to the center office within one (1) working day.

Recertification (Title 5 18103)

Families shall be recertified not less than twelve (12) months from initial date of services or last recertification of services. For recertification, families are required to provide documentation to support continued eligibility and need for services. Families shall be notified of recertification dates and the required documentation necessary for the recertification process to be completed.

Program Policies

Non-Discrimination Policy (BP 3410)

San Diego Community College District Board of Trustees Policy BP 3410 prohibits discrimination in accordance with state and federal laws. The San Diego Community College District is committed to equal opportunity in educational programs, employment, and all access to institutional programs and activities.

The District, and each individual who represents the District, shall provide access to its services, classes, and programs without regard to national origin, religion, age, gender, gender identity, gender expression, race or ethnicity, color, medical condition, genetic information, ancestry, sexual orientation, marital status, physical or mental disability, pregnancy, military or veteran status, or because he/she is perceived to have one or more of the foregoing characteristics, or based on association with a person or group with one or more of these actual or perceived characteristics. No qualified student with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs or activities of the district or be subjected to discrimination by it.

Additional information and procedures pertaining to the District's Discrimination Policy can be found online at <http://hr.sdccd.edu/eo/eositecomp.cfm>

Open Door Policy (Title 5 18275.4; Parents Rights LIC 995)

The Child Development Centers have an open door policy that encourages parents to participate in the daily activities whenever possible. Parents also have the right to enter and inspect the child care center without advance notice whenever children are in care

Religious Instruction (Title 5 18017)

The Child Development Centers refrain from religious instruction or worship.

Equal Access

The Child Development Centers welcome the enrollment of children with disabilities and other special needs as allowed by facility/program limitations and complies with requirements of Americans with Disabilities Act.

Confidentiality

Individual Center Directors maintain responsibility for confidentiality of family and child records. Disclosure of information is restricted to purposes directly connected with the

administration of the program. Documents in children and family files are subject to review by authorized representatives from Community Care Licensing and the California Department of Education.

Access to children and family records is permitted by the parent(s) or authorized representative. An appointment with the Center Director is required to review the requested information.

Family Custody and Court Orders

Child Development Center staff **cannot** write letters for parents pertaining to custody, parenting, and/or divorce issues unless it is court ordered.

Parents are responsible for providing copies of court orders pertaining to custody, visitation and/or restraining orders to the Center the child attends. Parents must provide current and updated documents to the Centers. The Centers will not accept verbal changes regarding the validity of Orders.

All provided documents will be filed with campus police.

Title IX. Prohibiting Gender Discrimination and Sexual Harassment

San Diego City, Mesa and Miramar College are committed to support all regulations under Title IX. Title IX states: “No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal financial assistance.”

-20 USC 1681

The sexual harassment of students, including the crime of sexual violence, is a form of sex discrimination and interferes with students’ rights to receive education free from discrimination and harassment.

Sexual violence, as the term is used in this section, refers to physical sexual acts perpetrated against a person’s will or where a person is incapable of giving consent due to the victim’s use of drugs or alcohol. An individual also may be unable to give consent due to intellectual or other disabilities. A number of acts fall under the category of sexual violence, including rape, sexual assault, sexual battery, and sexual coercion. All such acts of sexual violence are forms of sexual harassment covered under Title IX.

For further information or procedures for filing a formal complaint of discrimination on the basis of sex or sexual harassment are found online at <http://www.sdccd.edu/titleix>.

Workplace Violence

The San Diego Community College District Board of Trustees is committed to providing a work and learning environment that is free of violence and the threat of violence. The Board's priority is the effective handling of critical workplace violence incidents, including those dealing with actual or potential violence.

The Board of Trustees has established administrative procedures assuring that employees are informed regarding what actions will be considered violent acts, and requiring any employee who is the victim of any violent conduct in the workplace, or is a witness to violent conduct to report the incident, and that employees are informed that there will be no retaliation for such reporting.

Drug and Alcohol Use (Student Code of Conduct Policy 3100)

The San Diego Community College District is committed to providing a drug free environment.

San Diego Community College District BP 3100-Student Code of Conduct states that use, possession, or distribution of narcotics or other controlled substances is prohibited while on the college premises or at college sponsored events. A student may be suspended or expelled for violation of this policy. For the complete Standards of Conduct go to <https://www.sdccd.edu/students/daapp.aspx>

Program Regulations and Guidelines

Family Fees (Title 5 18108)

All families receiving child care services are required to provide proof of income at the time of enrollment and recertification. Families may be required to pay a fee for child care based on their gross income and family size. Families will be notified with a Notice of Action that will indicate the part-time and full-time fee amounts. Family fees are due on the 1st day of each month for the services provided within that month.

Cash, check, money order or credit cards are accepted for payment. Checks and money orders must include your child's name and be paid at the Accounting Office; payments will

not be accepted at the centers. Parents are responsible to bring the Accounting receipt to the Center to confirm payment.

Family fees are charged on a monthly rate and are based on the number of hours a child is certified to attend. Full-time fee is for 130 hours or more in a month and Part-Time is for less than 130 hours a month.

Parents may request a reassessment of the family fee if the family has a change in hours of service, income is lower, or the family size changes.

Fees are due regardless of absences: excused, unexcused or Best Interest Day (BID). Failure to pay family fees may result in disenrollment from program within two weeks of missing a payment.

Fees for Certified Families (Title 5 18109)

Fees for certified families are based on a fee schedule prepared and issued by the California Department of Education, Early Education and Support Division.

1. Fees are determined using:
 - Monthly family income
 - Family size
 - Number of hours child is certified to attend
2. There are no adjustments of fees for excused, unexcused absences or Best Interest Days (BID).
3. Fees are payable in advance on a monthly basis.
4. Fees are due the 1st of each month
5. Fees will be paid to campus Accounting Office.
6. Exceptions to fee assessment:
 - Families receiving CalWORKs cash aid.
 - Enrollment in the part-day preschool program (CSPP)
 - Families whose children are eligible for services under CPS if the case plan/referral so specifies.

Delinquent Fees for Certified Families (Title 5 18114-18116)

1. Fees are delinquent after seven (7) calendar days from the 1st business day of the month.
2. Fees that are delinquent will be notified using a Notice of Action (NOA) with the following information:
 - The total amount of unpaid fees.

- The fee rate.
 - The period of delinquency
 - Services shall be terminated two (2) weeks from the date of the NOA unless all delinquent fees are paid before the end of the two-week period.
3. Parents can meet with the Center Director to request a payment plan. The parent must comply with the repayment plan for continued services.
 4. Consequence of Nonpayment of Delinquent Fees will result in all of the following:
 - Upon disenrollment from program for delinquent fees, the family shall be ineligible for child care and development services until all delinquent fees are paid.
 - In alignment with California Education Code Section 76225, grades, transcripts, diplomas, and registration privileges, or any combination thereof, shall be withheld from any student or former student who has been provided with written notice that he or she has failed to pay a proper financial obligation. Any item(s) withheld shall be released when the student satisfactorily meets the financial obligation. A service fee may be charged for all delinquent loans; any service fee would be determined by the total cost required to collect the delinquent loans.

Fees for Non-Certified Families

If during the eligibility process it is determined that a family exceeds the income ceiling for certification, Centers may choose to allow those families to enroll based on available slots as a non-certified family. Non-Certified fee rates will be applicable.

Families who are determined to be non-certified shall be charged for services based on the CDE - EESD Standard Reimbursement Rate (SRR) and will include applicable adjustment factors.

The following information applies to all non-certified families paying fees:

1. Fees are based on the child's enrollment, not their actual attendance.
2. There are no adjustments of fees for excused or unexcused absences.
3. Fees are payable in advance on a monthly basis. Fees are due the 1st of each month.
4. Fees will be paid to campus Accounting Office.
5. Failure to pay fees in advance will result in disenrollment from program.

Delinquent Fees for Non-Certified Families

1. Fees are delinquent after seven (7) calendar days from the 1st business day of the month.

2. Parents will be notified if fees are delinquent. An email or a written notice from the Center Director will include the following:
 - The total amount of unpaid fees.
 - The fee rate.
 - The period of delinquency
 - Disenrollment from the program two (2) weeks from the date of written notification unless all delinquent fees are paid before the end of the two-week period.
3. Consequence of Nonpayment of Delinquent Fees will result in all of the following:
 - Upon disenrollment from program for delinquent fees, the family shall be ineligible for child care and development services until all delinquent fees are paid.
 - In alignment with California Education Code Section 76225 grades, transcripts, diplomas, and registration privileges, or any combination thereof, shall be withheld from any student or former student who has been provided with written notice that he or she has failed to pay a proper financial obligation. Any item(s) withheld shall be released when the student satisfactorily meets the financial obligation. A service fee may be charged for all delinquent loans; any service fee would be determined by the total cost required to collect the delinquent loans.

Attendance and Absence Policies

The San Diego Community College District Child Development Centers provide high quality child development services. Providing children with age appropriate early childhood activities helps them to gain skills and confidence necessary to become successful and responsible in school and in their life experiences. Routine and regular attendance is critical in helping with these goals. Routine and regular attendance is also critical in allowing children to take full advantage of the educational services provided at the Centers.

Parents are informed of the importance of the child's attendance during the parent orientation process. Parents are advised of the absent policy and how loss of attendance days affects the child's enrollment at the center.

If a parent is consistently late on arrival or pick up, or if the child is absent without justified cause, the parent will be asked to meet with the Center Director. A parent's continued inability to comply with attendance policies may result in disenrollment from program.

Drop off and pick up are very important parts of the day. Parents should allow time to drop their child off and get them settled. Each **child must wash their hands** upon arriving to the center using the 20 Second Hand Washing Rule:

- **Wet** your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
- **Lather** your hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers, and under your nails.
- **Scrub** your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.
- **Rinse** your hands well under clean, running water.
- **Dry** your hands using a clean towel or air dry them.

Parents of infants and toddlers will need to ensure their child starts the school day with a clean diaper. Diaper changing tables are available in the classrooms.

Enrollment is based on a 12 month eligibility as per CDE EESD guidelines (Title 5 18084.1). During a family's 12 month eligibility it is expected that their child attend and use their contracted child care hours whenever the center is open which includes academic and non-academic college days.

Sign In/Out Policies

Sign In/Out sheets are required by CDE-EESD and CCL and are necessary for tracking attendance and meal count reports. The Sign In/Out sheets are also used to accurately account for children throughout the day and for any emergency situations. Children must be signed In and Out with exact times on the classroom attendance sheet and with a full signature.

Parents or authorized adults agree to make sure the teacher in the child's assigned classroom knows the child has arrived or is leaving. If everyone is outside, it is the responsibility of the parent or authorized adult to bring the child to the teachers. Parents or authorized adults are responsible for the supervision of the child prior to signing in and after signing out.

Absences (Title 5 18066)

Parents are responsible for reporting all absences to the centers on a daily basis. Each center has a telephone voice mail available 24 hours a day, 7 days a week. After three (3) days without notifying the center, a child's enrollment may be terminated.

Absences must be documented on the Sign In/Out sheet. Reasons for absences must be documented and on the Sign In/Out and must be signed by the parent or Center staff.

Absences are defined as follows:

1. Excused Absences: The following are considered excused absences:

- a. Illness and/or quarantine of enrolled child's parent; parent medical, dental and/or therapy appointment.
- b. Illness and/or quarantine of enrolled child; child medical, dental, and/or therapy appointment.
- c. Court ordered visitation – Court Order must be on file at the Center office and must specify parent custody arrangements.
- d. Family Emergency - A family emergency is a sudden event that makes it difficult for the child to attend. Documentation may be required for family emergencies. Family emergencies shall include:
 - i. Absences due to the death of a child's immediate family; father, mother, sibling, grandparent, or family member that lives with child.
 - ii. Illness/quarantine of sibling or relative within the child's home.
 - iii. Incarceration of parent/guardian.
 - iv. Eviction of family from housing where enrolled child lives.
 - v. Disaster (such as, flooding, fire, an event that makes home inhabitable).
 - vi. Court ordered appearances/visits. Court document must be provided.
 - vii. Transportation issues that prohibit the parent from bringing the child to the Center (i.e. auto accident, breakdown, public transportation delays).

2. Best Interest Days: Best Interest Days (BID) are excused absences in support of the well-being of the child. BIDs are limited **to ten (10) days per Program Year**. Any BID taken after the ten (10) allowed days will be recorded as unexcused absence. Best Interest Days include the following:

- a. Family vacations.
- b. Time spent with visiting family members.
- c. Cultural celebrations.
- d. Religious beliefs.
- e. Time spent with non-custodial parent that is not court ordered.

- f. Reasons not revealed by parent.
- g. Reasons deemed justifiable by the Center Director.

3. Unexcused Absences: Unexcused absences are **limited to five (5) days per Program Year**. Unexcused absences include but are not limited to the following:

- a. Parent/child did not feel like coming to school.
- b. Child is too tired.
- c. No transportation (excludes reasons outlined above).
- d. Over slept.
- e. Missed bus/trolley/ride.
- f. Extended vacation.
- g. Any Best Interest Days taken after the ten (10) allowed days.
- h. Reasons not revealed by parent if not declared a Best Interest Day.
- i. Any type of absence that does not fall under Excused or Best Interest Days.

Absences that exceed the limits as stated above or who have chronic absences, which is defined as being absent 15% or more during any given month of service, may result in disenrollment from the program. For example: contracted days of child care for the month is 20 days and the child was absent 5 of those days, then:

$$20 \text{ days} \div 5 \text{ absences} = 4 \rightarrow 100\% \div 4 = 25\% \text{ absent rate for the month.}$$

Late Drop-Off / Pick-Up of Enrolled Child

Parent are expected to drop-off and pick-up their child as specified in their contracted hours.

A pattern of noncompliance with the contract hours will result in the following:

1. Parent will receive a verbal warning of their failure to comply with the Late Drop-Off / Pick-Up policy.
2. If there is a second occurrence, parents will be notified in writing of failure to comply with Late Drop-Off / Pick-Up policy and must meet with the Center Director.
3. A third occurrence may result in disenrollment from program.

When a child has not been picked up and remains beyond his/her contract hours, and the parent has not contacted the Center, the following steps will be taken:

1. The staff will try to contact the parent.
2. If parent(s) cannot be reached, staff will begin to call individuals listed as the child's emergency contact.

3. If no one can be reached, the San Diego Community College Police and San Diego Police Department may be contacted. If police assume responsibility for a child, he/she will be taken to Polinsky Children's Center (858) 514-4600.

Personal Items

Clothing

Children should wear comfortable and sturdy play clothes suitable for the day's weather and temperature. Children should wear clothing that can be soiled without it being a source of anxiety for the parent or child. Staff will make every effort to have children wear smocks and aprons, but will not force them or restrict them from an activity. **Clothing may get stains that cannot be removed.**

All clothing worn to school should be labeled with child's name. Centers cannot be responsible for lost or stolen clothing. Occasionally a teacher may request swimsuits and towels for water play. All items for water play must be labeled with child's name.

Extra Clothing

Every child will need at least one extra change of clothing that will be left at school. Clothing should include: socks, underwear, pants/shorts and shirt. All clothing left at school should be labeled with the child's name. If it becomes necessary to change the child's clothing and extra clothes were not provided, the parent(s) will be called to pick up their child.

Occasionally Centers have extra clothing that can be borrowed. It is the responsibility of the parent to wash and return all borrowed clothing. Some children will not wear borrowed clothing. If there is no change of clothing provided by the parent and the child refuses to wear borrowed clothing, the parent will be called to pick up the child.

Infants and Toddlers

Children who are not toilet-trained will use disposable diapers in the Center. Parents will need to furnish disposable diapers, with the exception of the Head Start Centers (Mesa and City College Child Development Centers) where disposable diapers/pull-ups are provided to infants and toddlers at no charge.

Shoes

Children **must** wear closed-toed shoes that protect their feet and are appropriate for active play. Sandals, open-toed shoes, and flip flops are not allowed.

Toys at School

Children are eager to share and bring toys from home to the center. Unless the teacher has requested children share items from home, please refrain from allowing the child to bring toys from home. The risk of damage, lost parts, or misplacing the toy is great. Toys from home can distract children from activities that are planned for the day. The Center staff cannot be responsible for toys brought from home. Cell phones and other digital devices are never allowed.

If a child is eager to share a special item with their class; parents can make arrangements with the classroom teacher.

Attachment Items

Children may bring familiar attachment objects for rest time (i.e. blanket, stuffed animal). All items must be labeled with the child's name. Parents should discuss these items with the classroom teacher before bringing them to the center. Parents are responsible for cleaning personal items. The Center staff does not assume responsibility if these items are lost or stolen.

Field Trips / Special Events

The Child Development Centers plan field trips during the program year. Parents will be notified in advance of times, places, and locations. Parents must sign required permission slips before child can participate. Parents are encouraged to participate in field trips and special events.

Fees may be charged for some field trips. The cost of field trips is not included in assessed childcare fees.

Disenrollment Policy

Causes for disenrollment include, but are not limited to the following:

1. Failure to cooperate and abide by the SDCCD policies or procedures.
2. Failure to cooperate and abide by the CDE-EESD policies or procedures.
3. Failure to cooperate and abide by the policies and procedures contained within this handbook.
4. False statements made by a parent/legal guardian on any document filled out for a child's enrollment at the Center.
5. Knowingly misrepresenting eligibility, using incorrect or inaccurate information to obtain a benefit that the parent would otherwise not be entitled to receive.
6. Failure to notify the Centers of any pertinent changes in Emergency contact information up-to-date.

7. Failure to provide the Centers with requested and necessary documents.
8. Failure to pay required childcare fees in a timely manner.
9. Failure to sign child in and/or out.
10. Failure to sign child in and/or out using full legal signature.
11. Failure to pick up and drop off child according to contracted/scheduled hours.
12. Any verbal or physical threats of any nature toward staff, children, other parents, students, or any individual.
13. Rude, malicious or disruptive actions towards staff, parents, students, children or any individual by the parent/legal guardian or designated representative (profane language, unwarranted use of social media, threats, destruction of property, possession of firearms, possession of illegal substances, etc.).
14. Leave or break in services without prior approval from Director.
15. Failure to escort child to a teacher upon arrival and/or leaving child unattended in center before sign in or after sign out.
16. Absences that exceed the limits or chronic absences which are defined as being absent 15% or more during any given month.

It is the responsibility of the parent/legal guardian to convey the Centers' policies to the authorized person dropping off and/or picking up the child. Any person associated with the parent/legal guardian that violates the Centers' policies in any way, will jeopardize the child's enrollment.

Notice of Action (NOA)

NOA, Application for Services (Title 5 18094)

The contractor's (Child Development Centers) decision to approve or deny services shall be communicated to the parent through a written statement referred to as a Notice of Action (NOA) within thirty (30) calendar days from the date the CD9600 form is signed by the parent(s). The NOA shall include:

- The parent's name and address.
- The contractor's name and address.
- The name and telephone number of the contractor's authorized representative who made the decision.
- The date of the notice.
- The method of distribution of the notice.

If services are approved, the notice shall also contain:

- Basis of eligibility.
- Monthly Family Fee, if applicable.
- Duration of the eligibility.
- Names of children approved to receive services.
- Hours of service approved for each day.

If services are denied, the notice shall contain:

- The basis of denial.
- Instructions for the parent(s) on how to request a hearing if they do not agree with the contractor's decision in accordance with procedures specified below.

NOA, Recipient of Services (Title 5 18095)

If upon recertification or update of the CD9600 form, the contractor (Child Development Centers) determines that the need or eligibility requirements are no longer being met, or the fee or amount of service needs to be modified, the contractor shall notify the family through a written Notice of Action, Recipient of Services in accordance with procedures specified below. The contract shall retain maintain copies of all Notices of Action, Recipient of Services in the family's date file. The Notice of Action, Recipient of Services shall include:

- The type of action being taken.
- The effective date of the action.
- The name and address of the recipient.
- The name and address of the contractor.
- The name and telephone number of the contractor's authorized representative who is taking the action.
- The date the notice is mailed or given to the parent.
- A description of the action.
- A statement of the reason(s) for the changes.
- A statement of the reason(s) for disenrollment, if applicable.
- Instructions for the parent(s) on how to request a hearing if they do not agree with the contractor's decision in accordance with procedures specified below.

NOA Changes to the Service Agreement (Title 5 18119)

The contractor shall complete a Notice of Action, Recipient of Services when changes are made to the service agreement. Such changes may include but are not limited to:

- A change in family fees.
- An increase or decrease in the terms of services.

- Recertification of Eligibility.
- Disenrollment / Termination of service.

The contractor shall mail or deliver the notice of action to the parents at least fourteen (14) calendar days before the effective date of the intended action. If the notice of action is mailed, the fourteen (14) calendar period is extended by five (5) calendar days, which establishes a presumption that the parent received the notice of action.

NOA Parent(s) Request for a Hearing and Procedures (Title 5 18120)

If the parent disagrees with an action, the parent must complete the appeal information on the back of the Notice of Action (NOA). The parent(s) may file a request a hearing with the contractor within fourteen (14) calendar days of the date the NOA was received. Upon the filing of a request for hearings, the intended action shall be suspended until the review process has been completed.

To file an appeal, contact:

Dean of Workforce & Economic Development
San Diego Community College District
3375 Camino del Rio South, #125
San Diego, CA 92108

Within ten (10) calendar days following the receipt of the request for a hearing, the contractor will notify the parent(s) of the time and place of the hearing. The time and place of the hearing shall, to the extent possible, be convenient for the parent.

The hearing shall be conducted by an administrative staff person who shall be referred to as “the hearing officer”. The hearing officer shall be at a staff level higher in authority than the staff person who made the contested decision.

The parent or parent’s authorized representative is required to attend the hearing. If the parent or the parent’s authorized representative fails to appear at the hearing, the parent will be deemed to have abandoned his or her appeal. Only persons directly affected by the hearing shall be allowed to attend. The contractor shall arrange for the presence of an interpreter at the hearing, if one is requested by the parents.

The hearing officer shall explain to the parent the legal, regulatory, or policy basis for the intended action. During the hearing, the parent shall have an opportunity to explain the

reason they believe the contractor's decision was incorrect. The contractor's staff shall present any material facts omitted by the parent.

The hearing officer shall mail or deliver to the parent a written decision within ten (10) calendar days after the hearing. The written decision shall contain procedures for submitting an appeal to the California Department of Education (CDE).

NOA Appeal Procedures for CDE Review (Title 5 18121)

If the parent(s) disagree(s) with the written decision from the contractor, the parent has fourteen (14) calendar days in which to appeal to the California Department of Education (CDE). If the parent(s) do(es) not submit an appeal request within fourteen (14) calendar days, the parents' appeal process shall be deemed abandoned and the contractor may implement the intended action.

The parent(s) shall specify in the appeal request the reason(s) why he/she believes the contractor's decision was incorrect. A copy of the contractor's notice of intended action and written decision shall be submitted by the parent(s) with the appeal request. Mail appeal to the following address:

California State Department of Education
Early Education and Support Division
Attention: Appeals Coordinator
1430 N Street, Suite 3410
Sacramento, CA 95814

Upon receipt of an appeal request, the California Department of Education (CDE) may request copies of the family data file and other relevant materials from the contractor. The CDE may also conduct any investigations, interviews or mediation necessary to resolve the appeal.

The decision of the CDE shall be mailed or delivered to the parent(s) and to the contractor within thirty (30) calendar days after receipt of the appeal request.

Compliance with the CDE Decision (Title 5 18122)

The contractor shall comply with the decision of the CDE immediately upon receipt thereof. If a contractor's determination that a family is ineligible is upheld by the CDE, services to the family shall cease upon receipt of the CDE's decision by the contractor.

Program Integrity

The Child Development Centers conduct many different levels of evaluation to ensure that the needs of the children, families, students, staff and community are being met. Different components require input from parents, students, community members, and staff. There will be opportunities throughout the program year for parents, students and staff to provide information and feedback. Through these processes the Centers can identify areas of concern and work in identifying and closing gaps. Input and participation from constituents is imperative to help make the program successful.

Program Self-Evaluation Process (Title 5 18279)

The Program Self-Evaluation (PSE) process includes an assessment by parents (Parent Survey), assessment of the children's program using the Environmental Rating Scale (ERS), and the Desired Results Developmental Profile (DRDP). The process is conducted by staff, parents, students, and community members.

Parent Survey (Title 5 18280)

The Desired Results Parent Survey is distributed annually to parents. Staff uses the results of the survey to plan and conduct activities to support children's learning and development. Staff also uses the results to improve communication and services with parents and staff.

Environmental Rating Scale (Title 5 18281)

The Centers use the Early Childhood Environmental Rating Scale-Revised (ECERS-R) or the Infant/Toddler Environmental Rating Scale (ITERS). The Environmental Rating Scales (ERS) are a tool used to evaluate and enhance the quality of the child development programs. These scales assist in measuring the quality of interactions, supervision, and language that occurs at the Centers. The ERS also measures:

- Indoor and outdoor space.
- Materials and activities available to the children.
- Routines and Activities.

Desired Results Developmental Profile (DRDP) (Title 5 18272)

The Centers use the Desired Results Developmental Profile (DRDP), a tool developed by the California Department of Education, Early Education and Support Division (CDE-EESD), to assess the development of children.

The DRDP is used to plan and conduct age and developmentally appropriate activities for the children and are completed for each child within 60 days of initial service and every six months thereafter.

The DRDP helps to ensure our program is meeting the goal to ensure all children are making progress in the domains of:

1. Approaches to Learning-Self Regulation
2. Social and Emotional Development
3. Language and Literacy Development
4. English Language Development
5. Cognition, Including Math and Science
6. Physical Development-Health
7. History-Social Science
8. Visual and Performing Arts

Parent Conferences (Title 5 18275.2)

Parent conferences are scheduled two times each school year to review the Desired Results Developmental Profile (DRDP) of each parent's child. Conferences are a time to share information and discuss the progress of individual children. Parents input is a necessary component of this assessment. Parents are encouraged to attend these conferences.

Parent Advisory Committee PAC (Title 5 18017.5)

The Child Development Centers establishes a Parent Advisory Committee (PAC) that advises the centers on issues related to services to families and children. Parents are encouraged to participate in the PAC.

Community Involvement (Title 5 18277)

The San Diego Community College District and the Child Development Centers have strong ties with the community and participates in community sponsored events. Community involvement also includes participation to the Child Development Advisory Board and the Board of Trustees.

National Association for the Education of Young Children (NAEYC)

San Diego Miramar College Child Development Center is accredited by the National Association for the Education of Young Children (NAEYC). Each year the Center completes an Annual Report to NAEYC which includes a family questionnaire survey. In

addition, every five years the Center must complete a self-study and on-site validation to maintain their accreditation status. For more information visit www.NAEYC.org

NAEYC Statement of Commitment for all SDCCD Child Development Centers

- As an individual who works with young children, I commit myself to furthering the values of early childhood education as they are reflected in the NAEYC Code of Ethical Conduct.
- To the best of my ability I will ensure that programs for young children are based on current knowledge of child development and early childhood education.
- Respect and support families in their task of nurturing children.
- Respect colleagues in the field of early childhood education and support them in maintaining the NAEYC Code of Ethical Conduct.
- Serve as an advocate for children, their families, and their teachers, community, and society.
- Maintain high standards of professional conduct.
- Recognize how personal values, opinions, and biases can affect professional judgement.
- Be open to new ideas and be willing to learn from the suggestions of others.
- Continue to learn, grow, and contribute as a professional.
- Honor the ideals and principles of the NAEYC Code of Ethical Conduct.

Staff Development and Qualifications

The San Diego Community College District Child Development Centers are committed to quality early childhood education. Each Child Development Center class is staffed by a teacher who holds a Teacher Permit or a higher level permit by the State of California Commission on Teacher Credentialing. All other staff met the SDCCD requirements for education and experience in Child Development. In addition;

- Staff attend meetings, trainings, conferences, and workshops to support continuous professional growth.
- Staff plan and implement activities appropriate to the needs of the children, including individualizing the lesson plans to meet each child's learning capabilities.
- Staff members are evaluated annually to provide feedback, recognition and to support program needs.

Health and Safety Policies and Procedures

The children's health is of major importance in the overall operation of the Centers. The Centers encourages safeguarding the health of all the children in the program by requiring that every parent follow all health and safety policies and procedures.

Health Forms

The following forms must be submitted within the designated time period:

- Within thirty (30) days of enrollment the child's health form signed by a physician.
- An official record of up-to-date immunizations is required as part of the enrollment process.
- Children who require special diets for medical reasons only can be accommodated by providing written documentation signed by the child's primary physician identifying foods and substitutions, which meet comparable nutrient values. Within thirty (30) days accommodations will be made according to USDA and CACFP guidelines.

Daily Health Check and Ill Child Policy

- Parents must notify the teacher upon the child's arrival to the classroom.
- After child has been determined to be without obvious signs of illness and has been accepted, the Center will require the parent to sign the child in.
- Parents should direct their child to wash their hands upon arrival.
- Parents will be notified if their child becomes ill at school. Staff will use phone numbers listed on the emergency card. If parents are not responding to staff, those listed as emergency contacts will be called. Staff will monitor child until child is picked up.
- All or exposure to communicable diseases must be reported to Center Director. A Doctor's note may be required before child can return to center.
- Communicable disease information will be posted when outbreaks occur.
- A child should not attend if the parent feels the child cannot fully participate in the program.
- **Keep the child home if the child:**
 1. Is taking medication to control fever, diarrhea, vomiting or other illnesses.
 2. Has a fever of a 100 degrees or higher.
 3. Has had diarrhea or loose stools within the last twenty-four (24) hours.
 4. Has vomited within the last twenty-four (24) hours.
 5. Has a continuous runny nose (that is not allergy related).
 6. Has a persistent cough.

7. Has red, watery, or mucous-filled eyes (pink eye or conjunctivitis)
8. Has an undiagnosed skin rash on any part of the body.
9. Has impetigo, ringworm, scabies, head lice, pin worms, strep throat, hand, foot and mouth or other infectious diseases.
10. Is fussy, cranky, and generally not himself/herself.

Medication

The Center staff is not authorized to administer medication, prescription or over the counter drugs to any child. Parents must make arrangements to give children medication.

Medication may not be stored in the child's backpack, cubbies or in the child's classroom. Medications and medical equipment should be given to the Center Director or staff for proper storage.

Contact the Center Director for special arrangements involving Epi-pens, Inhalers and other life-saving medications.

Injuries and Medical Treatment

Parents will be called for all minor/major head injuries and other major injuries. Parents will inform the staff of all minor or major injuries that occur at home or outside of the Center, which will be documented on an Ouch Report.

Minor Injuries

Minor injury reports are logged immediately following treatment. Parents are given copies of all minor injury reports. When a child requires treatment for a minor injury:

- Teacher or qualified staff evaluates injury and directs first aid treatment.
- Teacher completes and signs the Ouch Report form.
- Teacher has parent or authorized person sign Ouch Report form and gives a copy to the parent or authorized person. A copy is submitted to the Director for review and placement in the child's file.

Medical Treatment

Parents are called for injuries requiring medical attention, contagious conditions, or when illness occurs. When a child may require medical treatment, the following procedure will be followed:

- Center staff evaluates injury and directs immediate first aid treatment.
- Center staff will call College Police, (619) 388-6405 to report situation. If it is a life threatening medical emergency, 911 will be called and then College Police. Parent is

contacted. If parent cannot be located, Center staff will contact other authorized person(s) on child's emergency form or staff will act on the child's behalf.

- Campus Police evaluates injury and contacts outside medical services if needed.
- Campus Police completes an injury report.
- Center staff notifies Community Care Licensing (CCL) by next working day and completes an Unusual Incident/Injury Report (LIC 624) and sends report within seven (7) days of occurrence. A copy of the report is placed in child's file.
- Center staff completes and signs the Ouch Report form
- Center staff has parent or authorized person sign Ouch Report form and gives a copy to the parent or authorized person and a copy is submitted to the Director for review and placed in child's file.

Aggressive Behavior

Behaviors that are determined by the classroom teacher and Center Director to be threats to the health and safety of the child or others, may be cause for the removal of the child from the classroom or Center.

The following procedure will be followed:

- The teacher will complete observations on the child, documenting behavioral concerns.
- When necessary the teacher will inform the parents of behavioral concerns and make suggestions for strategies to correct the behavior in school and at home.
- If the behavior continues/persists, the teacher, Center Director and parents will meet to discuss additional solutions, including referrals.
- After the third incident within a four (4) week period, the parent will be notified that another incident may result in the removal of the child from the center for a day or longer. The day(s) would be considered a non-contracted day.

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

Requirements to Report Suspected Child Abuse

The Penal Code, Section 11166, requires any child care custodian, medical practitioner, or employee of a child protective agency who has knowledge of or observes a child in his or her professional capacity of within the scope of his or her employment whom he or she knows or reasonably suspects has been the victim of child abuse, to report the known or suspected instance of child abuse to a child protective agency immediately or as soon as practically possible by telephone and to prepare and send a written report thereof within 36 hours of

receiving the information concerning the incident. “Child Care Custodian” includes teachers, licensed day care workers, administrators of facilities licensed to care for children, foster parents, and group home personnel. Child Protective Services determines the need for any follow up action.

Employees of the San Diego Community College District Child Development Centers are mandated to comply with the child abuse reporting requirements of the State of California.

Child Development Center laboratory participants and students must immediately discuss any concerns with the Center Director or designee.

Emergency Preparedness

All centers conduct monthly emergency drills. In case of natural disaster, emergency supplies are available at each site. The SDCCD has emergency disaster plans in place for each campus. Parents **must** return to the Child Development Center to pick up their child as soon as possible.

EARTHQUAKE PREPAREDNESS AND DISASTER PLAN

Before an Earthquake/Disaster

Good planning in advance of earthquakes and other emergencies will help to ensure safety and avoid confusion should these situations occur. Parents are asked to help prepare for emergencies by:

1. Providing updated information on emergency cards (**remember to update emergency cards as soon as information changes**).
2. Keeping child’s box/cubby replenished with spare clothing and an extra jacket even during warm weather.
3. Staying informed of the Center’s disaster plan and relocation centers and creating a family plan for communication and reunification in the event of an emergency.

Program Options Preparation

- Staff are trained in emergency procedures (First Aid, CPR, Inhaler, Epi-Pens).
- On a regular basis, Center Directors check the centers for hazards.
- Children participate in earthquake/disaster/fire drills on a regular basis.
- Children practice the proper drop and cover position.

DURING AN EARTHQUAKE/DISASTER

If an earthquake/disaster occurs before you and your child arrive at the center/site:

- The Centers will be closed if the public schools in the San Diego Unified School Districts are closed.
- If parents are not certain, they should call their child's center to find out.

If an earthquake/disaster occurs when children are at the center/site:

- Children are guided to the safest location for protection.
- Teachers will be responsible for keeping children safe in the event of an emergency.
- If the building is unsafe in the event of an emergency, staff and children will be relocated to the place listed on each Emergency Disaster Plan which is posted at each Center.

AFTER AN EARTHQUAKE/DISASTER

- The Center Directors will account for and remain with all children.
- Another teacher will check for the safest evacuation route and check all utilities and building safety. Children will return to building ONLY when instructed to do so by Emergency Services personnel.
- If the Center is safe, teachers will remain with the children at the site until all children have been released to a parent or authorized person specified on the child's contact/emergency form.
- If staff and children must be relocated upon instruction of Emergency Services personnel, a note will be posted at the site to notify parents of the relocation area.

California Car Seat Safety Law

**Children cannot be released to an adult who does not have the appropriate car seat.
Effective January 1, 2017:**

- Children under 2 years of age shall ride in a rear-facing car seat unless the child weighs 40 or more pounds, OR is 40 or more inches tall. The child shall be secured in a manner that complies with height and weight limits specified by the manufacturer of the car seat.
- Children under the age of 8 must be secured in a car seat or booster seat in the back seat.
- Children who are 8 years of age OR have reached 4'9" in height must be secured by a safety belt
- Passengers who are 16 years of age and over are subject to California's Mandatory Seat Belt law.
- Additional details available at: <https://www.chp.ca.gov/programs-services/programs/child-safety-seats>

No Smoking Policy (BP 0505)

All campuses and facilities of the San Diego Community College District, City College, Mesa College, Miramar College, and Continuing Education operate in compliance with the provisions of Government Code 7597 and San Diego Municipal Code section 43.1003(a) regulating smoking in a public place or place of employment. In accordance with Board Policy (BP 0505) Smoke and Tobacco Free District Property smoking and the use of any tobacco or vaping products are prohibited on all properties owned or controlled by the District.

Additional information is available in the Campus Police Office. For complete SDCCD Policy 0505 and Procedure 0505.2 information, please visit:

<http://www.sdccd.edu/public/district/policies>.

Health and Social Services (Title 5 18276)

The Child Development Center Directors and designated staff have access to a list of community health and social services in addition to individual campus resources. Contact the individual Center Directors for guidance or refer to the list provided at the end of this handbook.

Child Adult Care Food Program (CACFP)

The San Diego Community College District participates in the Child & Adult Care Food Program (CACFP) offered by the United States Department of Agriculture (USDA) and serves meals and snacks at no charge to all enrolled children.

All children receive the meals and snacks, but the determination of eligibility category affects the amount of funding and reimbursement received from CACFP which helps cover the costs of the food and supplies. To determine eligibility parents must complete, sign, and return a Meal Benefit Form to the center each year.

If a family's household currently receives benefits under the Cal Fresh Program; the California Work Opportunity and Responsibility for Kids (CalWORKs); the Kinship Guardian Assistance Payment (Kin-GAP); or the Food Distribution Program on Indian Reservations (FDPIR), they only need to list their current Cal Fresh, CalWORKs, Kin-GAP, or FDPIR case number on the Meal Benefit Form.

If a family's household does not receive benefits under Cal Fresh, CalWORKs, Kin-GAP, or FDPIR, the Meal Benefit Form must include:

- All household members names and their income by source; and
- An adult signature, date, and the last four digits of his or her social security number, or if the adult does not have a social security number, they will check the box "Check here for no SSN".

The USDA defines a household (family) as a group of related or nonrelated individuals (not residents of a boarding house or an institution) who are living as one economic unit (i.e., sharing living expenses). Therefore, the income reported on the Meal Benefit Form must include the gross income of all members of your household, by source. The income reported must be the total gross income received last month, listed by source for each household member. If the last month's income does not accurately reflect a family's circumstances, they may provide a projection of monthly income.

Once properly approved for free or reduced-price benefits, whether through income, Foster Child, or proof of benefits as supported by a current Cal Fresh, CalWORKs, Kin-GAP, or FDPIR case number, child(ren) remain eligible for those benefits for the remainder of the school year and/or until next enrollment period.

SDCCD uses the information from the Meal Benefit form to decide the level of funding and reimbursement the centers are eligible to receive. Meal Benefit Forms are kept confidential and only shared with officials who use it to confirm reimbursement and funding amounts for the CACFP.

Parents have the right to ask for written or oral translation of CACFP materials in their native language free of charge.

Nondiscrimination Statement

The U.S. Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the bases of 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 in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the following:

1. Concerns may be brought to the attention of the Child Development Center Director for informal resolution.
2. If further action is needed, the complaint may be forwarded to the Dean of Workforce and Economic Development; who serves as the Civil Rights Complaint Coordinator for the Child Development Centers at the three campuses.
3. If the concern is not resolved, formal complaints can be submitted to the Equal Opportunity Site Compliance Officer for review. To find the campus Site Compliance Officer go to <https://hr.sdccd.edu/eeo/eeositecomp.cfm>
4. If the concern is not resolved, USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail to:
 - a. U.S. Department of Agriculture
Director, Office of Adjudication
1400 Independence Avenue, S.W.
Washington, D.C. 20250-9410
Or by fax (202) 690-7442 or email at program.intake@usda.gov

Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish).
“USDA is an equal opportunity provider and employer.”

Complaint Procedures

Any concerns about the Center operations, staff or related issues should be reported to the Center Director immediately. If the resolution received from the Center Director is not satisfactory, a written complaint can be filed with the SDCCD Campus Dean at the following address:

City College

Dean, School of Behavioral & Social Sciences, and Consumer & Family Studies
1313 Park Blvd., Building MS-551
San Diego, CA 92101-4787

Mesa College

Dean, School of Health Sciences and Public Service
7250 Mesa College Drive, Building S-300
San Diego, CA 92111-4998

Miramar College

Dean, Business, Technical Careers and Workforce Initiatives
10440 Black Mountain Road, Building C-120
San Diego, CA 92126-7678

A meeting with the Campus Dean will be scheduled within thirty (30) calendar days of the complaint being received. After the meeting, a written resolution or decision will be provided within ten (10) calendar days. If the complainant is not satisfied with the decision given, he/she can then submit a written complaint to the District Office Dean at the following address:

San Diego Community College District
Dean of Workforce & Economic Development
3375 Camino del Rio South, #125
San Diego, CA 92108

A meeting with the District Dean will be scheduled within thirty (30) calendar days of the complaint being received. After the meeting, a written resolution or decision will be provided within ten (10) calendar days

If the complainant is not satisfied with the decision given, he/she can then follow the Uniform Complaint Procedure as listed below.

Uniform Complaint Procedures (UCP)

It is the intent of the San Diego Community College District to fully comply with all applicable state and federal laws and regulations.

Individuals, agencies, organizations, students, and interested third parties have the right to file a complaint regarding the San Diego Community College District alleged violation of federal and/or state laws (California Code of Regulations, Title 5 Sections 4600-4687). This includes allegations of unlawful discrimination in any program or activity funded directly by the state or receiving federal or state financial assistance.

Complaints must be submitted within 15 calendar days of receiving written decision from campus dean, be signed, and filed with the California Department of Education, at the following address:

California Department of Education
Early Education and Support 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.

For additional information, visit the UCP web page at <http://www.cde.ca.gov/re/cp/uc>

Appropriate Practices with Children

Guidance Used in Centers

Redirecting

(Effective with younger children)

- It will be more successful in changing a child's behavior if you turn his/her attention to something else, which is equally as interesting as what he/she has been doing. For example: Susan has been playing in the sandbox for some time. She begins throwing the sand toys. The teacher assumes that she has lost interest and needs to do something more active. She says, "Susan, let's find the beanbags and set up a place to throw." Together they locate the beanbags and create a fun target.

Positive, non-judgmental statements

- Teach children a healthy attitude about mistakes. Avoid labels (even complimentary labels such as "talented," "smart," etc.); commenting on specific actions instead ("You put the puzzle pieces together perfectly!"). State requests in a positive form ("Walk around the puddle", rather than, "Don't...").
- Remember that while all acts cannot be approved, all feelings can be. (It is important for a child to know what he/she feels even if he does not know why.) Try to be friendly and undisturbed by a logical consequence which serves as its own discipline

(avoid saying, “I told you so”). Use impersonal statements where appropriate (“Rest time is at noon” rather than “You must rest on your cot at noon”).

- Compliment a child’s effort, even if the child is unable to complete the task.

Verbalizing Feelings

- Helping children to verbalize their feelings is an important part of our work at school. Children will argue and fight over toys, which chair to sit on at snack time, or their place in line. Discourage fighting by encouraging children to “use their words” and say what they feel. For example, “Don’t do that. I don’t like you to push me,” rather than acting out their feelings physically.
- A child having a difficult time with separation, sharing, or just growing up may be helped by the adult stating: “It’s okay to feel...
...sad when your mother/father leaves.”
...hurt when someone won’t share with you.”
...frustrated when you can’t tie your shoe laces by yourself.”

Self-Regulation Support

- When a child is unable to regulate their behavior the teacher will move to the child and state what they see happening with emotions and/or behaviors and offer support. For example, the adult may say “Johnathon took the block you were using and you were angry so you threw the basket. I will stay with you if you like. It can be scary to feel so angry. To calm yourself you could take some deep breathes like this.” The adult might suggest a calming activity such as “Would you like to blow some bubbles or play with the squishy ball?” or, “Would you like to sit on the pillows and read a book with me?”

Conflict Resolution

- HighScope has developed a conflict resolution approach designed for young children age eighteen months to six years of age. The approach is based on six simple mediation steps that teachers use with children during emotionally charged conflict situations. The steps are:
 1. Approach calmly, stopping any hurtful actions
 2. Acknowledge children’s feelings.
 3. Gather information.
 4. Restate the problem.
 5. Ask for ideas for solutions and choose one together.
 6. Be prepared to give follow-up support.

Words That Help

Phrasing a sentence in the positive instead of the negative produces much better results.

The Professional Way to Talk to Children	
Instead of:	Try saying:
“Stop running in the classroom.”	“We all sit down to juice.”
“You don’t get to play with this again if you don’t clean up.”	“It’s time to clean up now. Let’s all help.”
“You should put windows in your house”	“I’ll see you had fun making the picture.”
“What is it?”	“Would you like to tell me about your picture?”
“Don’t hit with that broom.”	“Brooms are for sweeping. We keep them on the floor.”
“Don’t poke Marie with the brush.”	“Paint brushes are for painting.”
“Don’t put it in your hair.”	“Keep the clay on the table.”
“Don’t throw blocks.”	“Blocks are for building with.”
“What! A big girl sucking her thumb?”	“Would you like to hold the books for me?”
“You have to do it now.”	“Can you do it by yourself or shall I help you?”
“I told you to stop throwing sand!”	“Keep the sand low; it hurts when it gets in the eyes.”
“Hurry up and get over here.”	“If we put our jackets on quickly we’ll have more time outside.”
“Stop being mean.”	“It hurts to be hit. See, your friend is crying.”

Community Resources

EMERGENCY/CRISIS NUMBERS

Police, Fire, Paramedics	911
Poison Center	(800) 222-1222
American Red Cross	(858) 309-1200
Child Abuse Hotline	(858) 560-2191 or (800) 344-6000
CA Missing Children’s Hotline	(800) 222-3463
Women’s Resource Center	(760) 757-3500
San Diego County Psychiatric Hospital	(619) 692-8200
Suicide Intervention	(888) 724-7240

HELP FOR PARENTS AND CHILDREN

2-1-1 San Diego or www.211sandiego.org 211 or (858) 300-1211

2-1-1 is a free, 24 hour confidential phone service and searchable online database.

AIDS Related Counseling Program (800) 367-2437

Provides information and referral on AIDS resources, HIV testing, counseling, and transmission and prevention of HIV.

Alcoholics Anonymous (619) 265-8762

A fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism.

Al-Anon (619) 296-2666

To help families and friends of alcoholics recover from the effects of living with the problem drinking of a relative or friend.

California Children Services (619) 528-4000

Provides funding for treatment of children with certain physical limitations and chronic health conditions or diseases.

Catholic Charities. (619) 231-2828

Provides services to people in need and to advocate for justice in social structures

Center for Community Solutions Studies and Services (858) 272-5777

Provides emergency domestic violence shelters, hospital and court accompaniment, as well as legal and counseling services for those affected by domestic violence, sexual assault and stalking.

YMCA Childcare Resource Service (CRS) (800) 481-2151

Supports families in their search for quality, affordable and convenient child care options.

YMCA CRS Healthline. (800) 908-8883

Offers free telephone consultations and resource referrals to parents and child care providers about physical and behavioral health concerns for children ages 0 to 5 years.

Community Care Licensing (619) 767-2200

State government office that promotes the health, safety, and quality of life of each person in community care through the administration of a collaborative regulatory enforcement system. Provides licenses to operate a child care center.

Empty Cradle. (619) 595-3887

Offers support to parents who have experienced the loss of a baby through miscarriage, stillbirth, or infant death.

Exceptional Family Resource Center (619) 594-7416

Provide support, information and education for families of children with disabilities and the professionals who assist these families.

Family Health Centers of San Diego. (619) 515-2300

Provides affordable, high-quality health care and support services to all people, with a special commitment to the uninsured, low-income and medically underserved.

- Food Bank (858) 527-1419
 Provides nutritious food to individuals and families in need in communities throughout.
- International Rescue Committee (619) 641-7510
 Provides opportunities for refugees, asylees, victims of human trafficking, survivors of torture, and other immigrants to thrive in America.
- Parents, Families & Friends of Lesbians & Gays (888) 398-0006
 Support for families, allies and people who are LGBTQ.
- Planned Parenthood (888) 743-7526
 Provides confidential, comprehensive, high-quality medical services, education and advocacy programs to the communities of San Diego and Riverside, and Imperial Counties.
- San Diego County Department of Health Services (858) 694-3900
 Public Health Services is dedicated to community wellness and health protection in San Diego County.
- San Diego Housing Commission (619) 231-9400
 Provides rent subsidies for low-income households in the City of San Diego.
- San Diego Regional Center (858) 576-2996
 Offers services for persons with developmental disabilities and their families. SDRC is a private nonprofit organization and works for the California state government Department of Developmental Services.
- Early Childhood Special Education (ECSE) (858) 490-8500
 ECSE is a state and federally mandated program for children under 5 years old who meet state eligibility criteria because they are experiencing developmental delays. Must live in the San Diego Unified School District to be eligible for services.
- The Salvation Army Ray & Joan Kroc Center (619) 287-5762
 Provides family support, education, recreation, and cultural arts center.
- Survivors of Suicide (619) 482-0297

Supports people who have lost a loved one to suicide.

WIC - Women, Infants & Children (800) 500-6411

Provides nutritious foods, education on healthy living, and breastfeeding support.

www.sandiegowic.org