

Rancho
Santiago
Community
College
District



Child
Development
Services



Parent Handbook





Parent Handbook

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Child Development Services Office

2323 N. Broadway, Suite 245
Santa Ana CA 92706
714-480-7546

Santa Ana College Early Childhood Education Center

W 17th Street, Building
Santa Ana, CA 92706
714-564-6894
License # 304370647
License # 304370648

Centennial Education Center Child Development Center

2900 W Edinger
Santa Ana, CA 92704
714-241-5739
License # 300605318

Santiago Canyon College Child Development Center

8045 E Chapman Ave
Orange, CA 92869
714-628-4890
License # 300611799

Valley High School Child Development Center

1801 S Greenville
Santa Ana, CA 92704
714-445-5494
License # 304371076

Remington Education Center Child Development Center

1325 E. Fourth Street
Santa Ana, CA 9270
714-241-5858
License # 304371178

McFadden Institute of Technology

Child Development Center
2701S Raitt St
Santa Ana, CA 92704
714-479-4000
License # 304371541

Welcome To RSCCD Child Development Services

Welcome to Rancho Santiago Community College District Child Development Centers (RSCCD CDC). We are pleased that you have chosen to enroll your child at the center. We pride ourselves in providing high quality care and education for young children. The centers are licensed by the State Department of Social Services/Community Care Licensing. In addition, all of our centers are accredited (or in process) by the National Association for the Education of Young Children (NAEYC).

RSCCD Child Development Centers have been providing quality child care since 1971. Each center has a low child-to-adult ratio, and individualized developmentally appropriate curriculum, which makes them great learning laboratory sites for college students as they prepare to become teachers.

Our doors are always open for any program question or suggestion—please stop by.

Warm regards,

The Child Development Administrators

All About Us

Mission Statement

The mission of Rancho Santiago Community College District (RSCCD) Child Development Services (CDS) is to support and promote the district's commitment to student success by providing access to vital, comprehensive and quality early education programs and services, which reflect and address the needs of the multi-faceted community. To fulfill our mission, Early Childhood professionals of the RSCCD Child Development Centers are dedicated to:

1. Providing essential support that assists students in accomplishing their educational goals.
2. Enriching the lives of children and families by providing quality early care and education that:
 - Enhances the child's growth and development.
 - Maintains a safe and positive environment that promotes critical and independent thinking, creativity and respectful relationships.
3. Providing effective laboratory experiences for students in the human services field that:
 - Demonstrates a professional level of interaction of theory and practice.
 - Offers opportunities to develop the competencies and skills for professional conduct in their work with children.

Philosophy Statement

The philosophy of Rancho Santiago Community College District Child Development Services is reflected in every program throughout the department. Our commitment to quality early care and education is exemplified in our developmentally appropriate programming that differentiates instruction and care to meet the individual needs of children and their family.

We believe that:

- Children always come first.
- The best learning happens in relationships that are characterized by personal respect and responsiveness in environments that motivates and engages young learners.

Curriculum

RSCCD Child Development Services uses the High Scope Curriculum, a researched based, high quality approach to learning based on more than 40 years of longitudinal research and practice. High Scope is based on the constructivist theories of Piaget, Dewey, Erikson, Vygotsky and others that emphasize active learning. This approach to teaching and learning is highlighted by hands-on experiences with people, materials, events and ideas through a balance of child-initiated and teacher-lead activities. The teacher's role is to support the children's current level of development in all domains and challenge them to advance to the next stage through support and differentiated instruction. In addition to High Scope, the RSCCD Child Development Services programs are aligned to the California learning continuum and the Kindergarten Common Core Standards through the use of the California Preschool Learning Foundations and the Desired Results Developmental Profile (an authentic standardized assessment tool), to assess and design learning experiences.

The High Scope Curriculum and the California Preschool Learning Foundations guide our provision of learning opportunities in several areas:

- Social and Emotional Development
- Language and Literacy
- Mathematics
- English Language Development
- Visual and Performing Arts
- Physical Development
- Health
- History/Social Science
- Inclusion

Program Evaluation System

RSCCD Child Development Services values continuous learning and improvement. Consequently, all centers participate in ongoing program self-evaluation in which all aspects of program operation and data are aggregated and analyzed. The program uses standardized assessment tools to assist in developing an action plan to improve program quality standards and provide positive outcomes for children and families. Parents' input is a necessary component of this evaluation system.

The following tools are used in the program self-evaluation process:

1. The Desired Results Developmental Profile (DRDP) is completed twice or three times a year and assesses the developmental level of each child and their learning outcomes.
2. The Ages and Stages Questionnaire (ASQ) screening tool is completed once a year by parents and aids the identification of young children who may require early intervention services.
3. The Desired Results Parent Survey is completed once a year and gives the program access to information about parents and their level of satisfaction in all areas of operation.
4. The Environment Rating Scale (ITERS or ECERS) is completed once a year and measures the implementation of program quality standards within the learning environments.
5. The California Department of Education, Early Learning and Care Division Program Review Instrument and/or the Early Head Start Self-Assessment, depending on the program, is completed once per year to evaluate program services and adherence to relevant regulations.

Child Development Services Organizational Pattern

Each center or program is under the supervision of a **Center Director**; all Directors report to the **Executive Director of Child Development Services**. Child Development Services are under the administrative supervision of the **Vice Chancellor, Educational Services**, and the **Chancellor** has final administrative responsibility for the program. **The Board of Trustees** of the district sets policies.

- **Child Development Services Executive Director:** Responsible for the overall supervision and management of Child Development Services.
- **Quality Assurance Director:** Directs and oversees monitoring and tracking activities to meet compliance mandates and addresses continuous improvement of Child Development Services.
- **Accountant:** Provides financial administrative support to the Executive Director and Child Development Services.
- **Administrative Secretary:** Provides administrative support to the Executive Director and the Quality Assurance Director.
- **Center Director:** Plans, organizes, directs, evaluates and oversees the daily operation of the child development center.
- **EHS Associate Director of Education/Disabilities:** Plans, evaluates and oversees the home-base program, infant and toddler curriculum, and monitors children with special needs for the EHS program.
- **EHS Associate Director of Parent Services/Eligibility, Recruitment, Selection, Enrollment, and Attendance (ERSEA):** Plans, directs and oversees family services, eligibility, recruitment, selection, enrollment, and attendance for the EHS program.
- **Child Development Master Teacher/Teacher:** Plans, supervises, and evaluates the daily program activities for a group of children
- **EHS Parent Educator:** Plans, supervises, and evaluates home visit activities and socialization opportunities for children and their families in the EHS home-base program.
- **Family Services Care Coordinator:** Provides case management and referrals for resources and services to families.
- **Administrative Clerk:** Provides administrative support to a center or project by enrolling families, maintaining records and preparing reports.
- **Child Development Intern:** Assists and supports the Master Teacher and Teacher in the daily planning and supervision of the daily program activities for a group of children while gaining practical experience.
- **Student Assistant:** Under the supervision of the Master Teacher and Teacher, gains supervised experience while assisting with the daily care of the children.
- **Cook/Nutrition Specialist:** Responsible for all aspects of food preparation for children at the center and record keeping for food program.

UNIFORM COMPLAINT PROCEDURE

In compliance with the California Code of Regulations, Title 5, Sections 4600-4671, any individual, public agency or organization may file a complaint if they believe the school district is not complying with federal or state laws or regulations pertaining to the Child Care and Development and Child Nutrition programs. This procedure also applies to these programs for complaints which allege unlawful discrimination on the basis of actual or perceived sex, race, ancestry, national origin, ethnic group identification, color, religion, age, marital status, sexual orientation, gender, or mental or physical disability, or on the basis of a person's association with a person or group with one or more of these actual or perceived characteristics. Complaints may also be filed under this section for alleged violations of federal school safety planning requirements. A complaint must be in writing, and all relevant facts must be clearly stated. A complaint should be mailed to:

Vice Chancellor of Human Resources
Rancho Santiago Community College District
2323 N. Broadway, Santa Ana, CA 92706

Staff Qualifications, Education, Professional Development and Child/Adult Ratios

All teachers are experienced early childhood educators who participate in a continuous program of educational development through in-services, college classes and professional organizations. All teachers possess a child development permit, which authorizes them to teach young children by the California Commission on Teacher Credentialing.

A Master Teacher holds a minimum of an Associate of Arts degree and a California State Child Development Permit at the Master Teacher level or higher. Most of our teachers hold a Bachelor of Arts degree in Human Development and some also possess a Master of Arts degree in Early Childhood Education. In addition to the Master Teacher, each classroom may be staffed with a combination of teachers, associate teachers, interns, student assistants, student teachers and/or volunteers. We pride ourselves on maintaining low teacher/child ratios, which allow more opportunities to provide individual attention to each child.

The ratios for RSCCD Child Development Centers are as follows:

- 1 Adult – 3 Infants (0-18 months of age)
- 1 Adult – 4 Toddlers (18-36 months)
- 1 Adult – 8 Preschool children (36-60 months)

For the safety of your child, RSCCD follows Department of Social Services, Community Care Licensing regulations that require staff members to complete a rigorous background screening, which includes screening for criminal records. All staff members are required to obtain a health screening, required immunizations, and T.B. clearance.

New employees are given an orientation to facilitate their understanding of how district policies relate to their respective job descriptions. We support continuous staff professional growth by assessing their needs and providing relevant professional development activities and events. Our staff members are evaluated according to RSCCD policies and collective bargaining contract requirements. We have sound internal communication mechanisms that include email, phone, and regular staff meetings to provide staff with information necessary to carry out their respective duties.

Lab School/Training Site

While your child learns, we do too. The child development centers are training sites for Santa Ana College, Santiago Canyon College, and other local college and university students in the early childhood development and human services fields. Students observe and participate in the classrooms to fulfill course requirements and gain practical experience in working with young children.

Licensing

The California Department of Social Services/Community Care Licensing, Child Care, licenses the RSCCD Child Development Centers. These regulations (Title 22) establish health and safety standards for child care centers. A licensing analyst has the authority to inspect the facility and interview children in care. The findings of each visit are posted on the parent bulletin board or a copy can be requested from the center director.

NAEYC Accreditation

Our centers have received and successfully maintain accreditation from the National Association for the Education of Young Children. Since 1985, NAEYC's national, voluntary accreditation system has set professional standards for quality in early childhood education programs.

Enrollment and Fees

General Admission Requirements for Child Care Services

A parent must complete and submit all the following required paperwork and attend an orientation **before** the child may be admitted.

1. Documentation of child's immunizations must be on file prior to the child's start date.
 - The child's immunizations must be up to date or a written plan of compliance submitted and updated according to health regulations or the child will be excluded from the program.
2. Documentation of tuberculosis (TB) clearance dated no more than 12 months prior to the child's start date. Infants under one year of age do not need a TB test or chest X-ray clearance.
3. Documentation of a health screening signed by a doctor stating that the child is able to participate in group care (must be updated annually).
4. Documentation of a dental exam (EHS only).
5. Documentation of the family's current income (not applicable for fee for service).
 - We reserve the right to ask for additional documentation to verify income if needed (not applicable for fee for service).
6. Documentation of student status (not applicable for part-day preschool and/or fee for service).
7. Documentation such as a birth certificate, court orders, adoption documents or records of foster placement for all children identified as part of the family (fee for service requires the documentation previously listed only for the child(ren) enrolling in the program).

Fee for Service Child Care Priorities

In accordance with the RSCCD Board of Trustees' directive, enrollment in fee for service child care is prioritized by the following categories:

1. RSCCD students who do not qualify for the subsidized child care – Priority will be given to families requesting child care services for the highest number of days.
2. RSCCD faculty/staff – Priority will be given to families requesting child care services for the highest number of days.
3. Community residents – Priority will be given to families requesting child care services for the highest number of days.

Withdrawing Children from the Program

A two-week notice is required when child care services are no longer needed. Fees will continue until the last day of attendance. Refer to the Family Fee Assessment and Collection Policy for information regarding unpaid fees.

A child must be continuously enrolled in the program or the parent must complete a new eligibility/waitlist application and be placed on the waitlist.

Child Care Family Fees

- Fees are assessed on a monthly basis, whether or not the child attends; no proration of monthly fees are possible except for December and August, which are built in to the fee structure.
- Parents are issued a fee statement by the fifteenth (15th) day of each month for the following month.
- Fee statements reflect fees due **for the month in advance.**
- Fees are due **on or before the first day of each month.**
- Fees may be paid by check, money order or cashier check made payable to RSCCD.
- Fees shall be considered delinquent if not submitted by the seventh (7th) calendar day of each month. Delinquent fees may be grounds for termination.
- If a fee becomes delinquent, a Notice of Action will be issued, which includes the fees due, the period of delinquency, and notice that services will be terminated fourteen (14) days or nineteen (19) days (if mailed) from the date of the notice.
- If payment is not received as stated by the Notice of Action and the parent is a student, the name and the amount due will be sent to the Student Business Office. The Student Business Office will place a hold on all academic records at the college until the amount is paid in full.
- If the parent is not a student, all delinquent fees will be aggressively pursued for collection and may result in a negative report.
- The executive director will consider a reasonable plan from the family for payment of delinquent fees and continuation of services, provided the family pays current fees when due and complies with the provisions of the repayment plan. If the repayment plan is not followed, a Notice of Action will be issued for termination of services. Upon termination of services for non-payment of delinquent fees, the family shall be ineligible for child care services until all delinquent fees are paid.
- All personal checks returned due to non-sufficient funds (NSF) will be forwarded to the District's Business Office and a **\$25.00 service fee will be charged.**

- Upon receipt of a non-sufficient funds check, all child care payments must be made in the form of a money order or cashier's check.
- A two week notice is required when child care services are no longer needed.

Subsidized Child Care Services

The California Department of Education, Early Learning and Care Division and U.S. Department of Health and Human Services, Administration for Children and Families provide the funds for subsidized child care services for families based on qualifying eligibility and need. Families must meet all eligibility requirements for the services for which they are applying. Qualifying families are prioritized and placed on an eligibility/waiting list and contacted when a space becomes available.

Family Fees:

Subsidized child care fees are determined by the California Department of Education. A sliding fee scale is available to families who qualify. The amount of the family fee is assessed based on family income, family size and certified hours of care. Fees are not charged for Early Head Start services; however, families enrolled in the Early Head Start Center-Based Program may be charged a fee for services funded by the California Department of Education.

Family fees may be adjusted based on submission of receipts or canceled checks from other childcare providers. More information is available from the center staff upon request.

Exceptions for Family Fees

- No fee will be charged to CPS or At Risk families when fee is waived in a written referral by a legally qualified professional or the CPS worker.
- No fee will be charged to families enrolled in the CSPP part day program.
- No fee will be charged to families receiving CalWORKs cash aid.

Service Limitations:

- A six-year limitation of services from the initiation date applies to all families.
- Services are limited to 24 semester units or its equivalent after the attainment of a bachelor's degree.
- The Early Head Start Program limits services to pregnant women and children from birth to 36 months of age residing in the City of Santa Ana. However, RSCCD enrolled students who reside outside of Santa Ana are eligible.
- Full day child care service is limited to families that demonstrate need for full day services.

Full-Day Subsidized Need Criteria:

- The family needs care for over 4 hours per day
- The child is receiving child protective services
- The child is identified as being abused, neglected, or exploited or at risk thereof
- The family is experiencing homelessness and/or seeking permanent housing for stability
- The parent(s) is employed
- The parent(s) is seeking employment
- The parent is enrolled in vocational and or educational program
- The parent(s) is incapacitated

Recertification Requirements

Recertification for the CSPP Program must be completed not more than 50 days after the 24 month initial certification period for each family enrolled in Full Day and Part Day services and not more than 50 days after the 12 month initial certification period for the CCTR Program. Families receiving subsidized child care must provide documentation to support continued income eligibility and/or need for Full Day services. Families will be notified in advance of their recertification date and provided with instructions in writing 30 days prior to the end of the 12 month or 24 month certification period.

The Early Head Start Program does not require recertification; however, the family may be required to complete recertification for other funding sources.

Academic Progress Requirements

Ongoing eligibility for student-parents is contingent upon making adequate progress. At recertification, parents must provide documentation of adequate progress from the most recently completed quarter, semester or training period. Please note the following guidelines:

- A cumulative grade point average (GPA) of 2.0 or higher in credit class must be maintained.
- In a non-credit program or non-graded class, a progress report is required.
- The first time adequate academic progress is not made, services may continue until the next recertification to improve progress.
- If child care services are terminated as a result of failure to maintain GPA or progress requirements, after the six months probationary period, the student-parent may reapply for the eligibility/waitlist.

Study Time

- Families are eligible for **two hours of study time per week per academic unit** in which a parent is enrolled; this includes online classes.
- The director will review special circumstances on a case-by-case basis and may grant additional time **not to exceed one hour** per week per academic unit when request is supported by class instructor.
- One hour of study time per hour of class may be allowed for non-academic credit (determined on a case-by-case basis).

Notification of Changes

Early Head Start families must notify the center if the family moves outside of the city of Santa Ana within 5 calendar days of the change.

Full-Day families may voluntarily report changes in income or need in writing to the center at any time to benefit the family (e.g., reduce family fee without decreasing service hours, increase services without increasing the family fee, or extend time and or period of eligibility). Families may also voluntarily request in writing at any time a reduction in contract hours to meet their needs.

Full-Day families are required to report income that exceeds the Eligibility Threshold. Upon certification or recertification, families are provided the income ceiling eligibility table and an individualized maximum income amount based on the family's size and adjusted income. Any change in income that exceeds the stated maximum amount must be declared to the center within 30 calendar days.

Notice of Action (NOA)

NOAs are issued at enrollment and when there is a change to the original contract that will impact services. All NOAs to subsidized families are issued fourteen (14) days or nineteen (19) days (if mailed) in advance of intended action.

Examples of actions that require NOAs:

- Certification
- Recertification
- Documenting changes that impact need, fees and eligibility
- Change in contract hours
- Termination from the program
- Delinquent family fees

Parent Appeal Rights for Families Receiving Subsidized Child Care Services

The parent of a child receiving child care services subsidized by the state of California has the right to appeal any action or decision taken by RSCCD Child Development Services. The appeal process are outlined on the second page of the NOA and must be strictly followed.

Attendance

Please keep emergency information (persons to contact with updated phone numbers) current on your child's emergency card. It is important to notify the office staff immediately of any changes to this information.

Contract Hours

The hours for which your child has qualified and or been scheduled to attend the center are referred to as "contract hours". Your signed Application for Services completed at the registration appointment is the contract with the center. It is required that the contract hours are maintained. Your child will need to attend the full time for which he/she is contracted. Both consistency and a regular schedule are vital to a child's feeling of security.

Holiday Observance

The centers observe all college holidays. These holidays include: New Year's Day, Martin Luther King Day, President's Day, Lincoln's Birthday, Caesar Chavez Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day and the day after. The college closes for winter, spring, and summer breaks. The program calendar is distributed at the beginning of fall semester and always available upon request from the office. All open/closed days are subject to change.

Arrival and Departure

Each child must be signed in and out of the center electronically with a personal identification number (PIN) and electronic signature by a parent or designee each day . For your child's protection, he/she will be released only to authorized individuals designated on the emergency card that are over 18 years old with valid photo identification .

Upon arrival to the center:

- Every child must be accompanied by their parent or authorized designee into the care of a center staff member.

Upon departure from the center:

- Every child must leave the center with their parent or authorized designee.

Legal documents delineating your child's custody or release must be on file at the center and updated as needed.

Absence Notification

All families are required to notify the center office of an absence before their contracted hours. Voicemail and the M-Sign/CareConnect App is always available. After three (3) days of a child's absence without notification, an attempt to contact the family will be made. On the fifth (5th) day of absence without notification, a Notice of Action will be issued to the family with a fourteen (14) day or nineteen (19) day (if mailed) notice for termination of services.

Absences for Subsidized Children

Excused Absences:

1. Illness or quarantine of child (illness lasting more than ten (10) consecutive days must verified by a medical doctor)
2. Illness or quarantine of parent (illness lasting more than ten (10) consecutive days must verified by a medical doctor)
3. Family emergency which may include car accident, lack of transportation, death or illness of a family member, catastrophe such as severe weather conditions that prohibit travel to and from school
4. Court-ordered visitation (a copy of the court order must be on file at the center)

5. Absences that are in the Best Interest of the Child (limited to 10 days per fiscal year):

- a. Non-court ordered visitation with non-custodial parent
- b. Special day with parent
- c. Vacation
- d. Work/school holiday for parent scheduled on a day, which differs from the center’s observance
- e. Religious/cultural celebrations
- f. Official or legal agency appointments (immigration, court appearance, WIC appointment, etc.)
- g. Cancellation/completion of school or work

Unexcused Absences (limited to 5 days per fiscal year):

- 1. Illnesses lasting more than ten consecutive days, which have not been verified by a medical doctor
- 2. The child did not want to go to school
- 3. Parent/child overslept
- 4. Any absence for which a specific reason is not given

More than five days of unexcused absences in a fiscal year may subject the family to termination of child care services.

Non-Compliance of Center Hours (Late Arrival or Pick-up)

The time on the clock in the office/classroom is used as the official time at the center.

Children **must** attend according to their contract hours. It is the responsibility of the parent to ensure that their child arrives and is picked up according to the contract hours, even if a designated representative is bringing or picking up the child. Families that know they will be late because of an emergency need to call the center or have someone call for them. Notification does not excuse the late arrival or pick up.

Late Arrival and Pick-Up Policy

All families are expected to respect their contract service hours for arrival and pick-up every day. The following policies will be in effect when a child arrives or is picked up after their contract hours:

- The **first and second** time a child arrives or is picked up at school outside their contract hours, a Late Notice will be issued. The parent or designated representative and the director must sign the Late Notice.
- After failure two times to adhere to scheduled hours, a conference with the director will be required to determine if an adjustment to contract hours is necessary.
- The **third** Late Notice may result in a Notice of Action for termination of child care services.

Late arrivals and pick-ups (non-compliance to contract hours) are accumulated for twelve months from July 1st through June 30th.

When any child is left at a center past the center's closing time or beyond their contract hours the center will do the following:

1. Attempt to contact a parent by phone.
2. Attempt to contact the persons listed on the child's emergency card.
3. If the child has not been picked up within one (1) hour of the center closing and staff is unable to contact anyone, Child Protective Services will be contacted and an "Abandoned Child Report" will be completed.
4. Child Protective Services will contact the police; the child will be picked up and taken to the Orangewood Children's Home.
5. A parent will be responsible for picking the child up at:

ORANGEWOOD CHILDREN'S HOME

401 City Drive South
Orange, CA 92706
Phone: (714) 935-7584

Reasons for Termination

Child care services may be terminated for any one of the following:

1. Fraud: Knowingly or intentionally withholding pertinent materials or information, making any false statements or presenting any fraudulent materials or false, incomplete, deceitful, or misleading information, as a means of obtaining subsidized child care services.
2. Failure to notify the center within five (5) days of moving **out of the City of Santa Ana** (EHS only).
3. Five unexcused absences within one fiscal year (July 1 through June 30).
4. Failure to pay delinquent fees (if applicable).
5. Failure to abide by any RSCCD Child Development Services policy or procedure.
6. Use of a tobacco product on center property.
7. Possession of illicit drugs, alcohol, weapons, or replicas of weapons on center property.
8. Child who presents a health and/or safety risk to himself/herself, other children or staff.
9. Parent, guardian, or designee who presents a health and or safety risk to himself/herself, children, parents, staff, or students. This includes making remarks that are harassing, disrespectful, or detrimental to the children, staff or other families.
10. Failure to communicate with the center for a total of 30 consecutive days shall be considered abandonment of care.

Policies

Non-Discrimination

Rancho Santiago Community College District Child Development Centers are operated on a non-discriminatory basis, affording equal treatment and access to services without regard to race, religion, ethnic or national origin, sex, or physical disability. Children with disabilities or other special needs, as defined by the Americans with Disabilities Act (ADA), are welcomed into the program and reasonable accommodations are made as necessary.

Non-Discrimination Child and Adult Care Food Program

The children who attend the child development centers at Rancho Santiago Community College District receive their meals and snacks at no charge due to funding received from the federal Child and Adult Care Food Program. Meals and snacks are available to enrolled children.

The U.S. Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the basis 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 basis will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the 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 at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, 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."

For more information about the Child and Adult Care Food Program at Rancho Santiago Community College District, please contact the center director.

Confidentiality

As per RSCCD Board Policy # 5117, student records are confidential. Written permission from parents will be obtained for the release of confidential information. However, all records are subject to on-site review by parents, officials representing Community Care Licensing, the California State Department of Education, the Health Department, U.S.D.A., or local police authorities.

Religious Instruction

The programs of RSCCD Child Development Services refrain from any religious instruction or worship.

Fraud

Fraud is defined as knowingly or intentionally withholding pertinent materials or information, making any false statements or presenting any false materials or information, as a means of obtaining subsidized child care services. Fraudulent, false, incomplete, deceitful, or misleading information provided to a RSCCD center regarding income, family size, employment, seeking employment, school/training program enrollment and for medical incapacitation that is used to determine initial or on-going eligibility for subsidized child care services or parent fees may be grounds for termination of child care services.

All suspected cases of fraud will be forwarded to the local District Attorney's office.

Sexual Harassment

It is the policy of the Rancho Santiago Community College District to provide an educational, employment and business environment free of unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct or communications constituting sexual harassment, as defined and otherwise prohibited by State and Federal law. The Rancho Santiago Community College District forbids any form of sexual harassment. Prompt disciplinary action will be taken against any student or employee engaging in sexual harassment. If you feel that you have been the victim of sexual harassment, please contact the Human Resources Department at (714) 480-7489.

Open Door Policy (Notification of Parent and Personal Rights)

Parents have the right to enter and inspect the child care center without advance notice whenever their child(ren) are present. Parents have all of the rights as outlined in the Notification of Parent's Rights (LIC 995). Every child has all of the rights as outlined in the Notification of Personal Rights (LIC 613A). These rights are declared by the State of California, Department of Social Services, Community Care Licensing Division. A copy of these rights are given to each family and posted in the center.

Parent-Staff Employment Arrangements/Babysitting

Rancho Santiago Community College District Child Development Services Department teachers are not permitted to offer their professional services or babysitting outside of the scope of our license. The Child Development Services Department respectfully requests that parents do not employ or ask teaching staff to care for children outside of the center. This puts the center at risk and places the staff in a compromising position.

Photo Release

The center asks each family to sign a photo release, giving RSCCD permission to use photographs or other images of children or adult students for documentation, art projects, displays, website, social media, and school promotional materials. Please note that as a lab school, college students periodically photograph children as part of their class assignments.

Discipline

The goal of the CDS discipline policy is to assist children in developing emotional self-regulation and self-discipline through respectful interactions that support children's growth. Our staff views discipline in a very positive way. We provide a warm, caring environment in which children are allowed to experience *all* feelings and at the same time begin to learn to deal with these feelings in appropriate ways. Teachers maintain clear, consistent, fair limits, which are age appropriate. Children are encouraged to "use their words" to express their feelings. Staff members are gentle but firm and **do not administer corporal punishment.**

Reasonable Accommodation

Children with disabilities or other special needs are welcomed into the program. Reasonable accommodations to participate in the program are provided to ensure a successful placement. However, not all children thrive in group care designed for typically developing children; RSCCD CDS can only serve children whose needs can be effectively met by the program and reserves the right to terminate services when it is in the best interest of the child or group of children. The centers are limited by funding, adult-to-child ratios, specialized staff training, and may not be able to meet the needs of all children. Specific circumstances in which this may occur include:

- Aggressive, anti-social or unacceptable behavior to the extent that the child's safety or the safety of other children or staff cannot be guaranteed.
- Inability of the child to adjust to the group care situation.

This action will only be considered after other avenues available to the program have been explored to provide service to the child and family. Every effort will be made to link the child to another appropriate program within the child's school district or community.

Your Child in our Center

Clothing for School

Please send your child to school in comfortable play clothes that can get dirty. Our children play in sand, water, paint, and other fun, messy materials as part of their daily learning experiences.

- Long skirts and dresses, scarves, jacket hood strings, jewelry, or other items that can be caught on equipment are dangerous when a child plays or uses school equipment.
- Closed-toed shoes that fasten or tie provide more security when children use large motor equipment and are required at all times while your child is at school to prevent injuries. Tennis shoes are highly recommended to enable safe running, climbing, and balancing activities. Please avoid Crocs or other loose-fitting shoes.
- Dressing your child in layers will ensure their comfort as the temperature changes throughout the day.

Please label ALL garments with your child's name.

Parents must provide an extra set of seasonal clothing, including underwear and socks, in case of accidents or spills. Please promptly return all borrowed clothing to the center.

Items from Home

We request that all toys, playthings, money, gum, candy, and food from home remain at home. However, if your child needs a special item to help with separation or nap times, he/she may bring that from home to use as needed. The item will be kept in your child's cubby.

Food and Nutrition Program

Our centers participate in the USDA Child and Adult Care Food Program (CACFP). All snacks, meals, and beverages are provided free of cost to families. The menu includes whole or minimally processed; nutrient-rich foods, low in fat, sodium and added sugars; and a variety of fruits, vegetables, and whole grains.

Culturally appropriate Family Style Meals are served at each center. The American Academy of Pediatrics stated that children who eat three or more family meals per week are more likely to be in a normal weight range and have better eating habits than children who eat family meals less frequently. Family Style Meals help children self-regulate the amount eaten; provide more opportunities for staff to talk about healthy eating; allow for more trying of new foods; allow for more modeling of positive eating, and provide an opportunity for socialization and development of fine motor skills.

Children are supervised during mealtimes and encouraged to serve themselves from each food group offered. Children are actively encouraged by staff to eat, drink and try new foods. Staff does not force or bribe children to eat. Staff does not use food or beverages as a reward or punishment.

Menus are posted on the main bulletin board of the center and in every classroom. Menu changes for the day are updated on the board and in every classroom. Food allergies and restrictions require a medical statement form that can be obtained from the office staff. Restricted foods will be accommodated to ensure all children receive a balanced meal.

Infants and toddler feeding patterns and needs are addressed individually. Centers follow the Academy of Pediatrics recommendations for the introduction of solid foods, snacking, healthy beverages and actions to foster self-feeding. Master Teachers will provide parents with information and procedures.

Outside food or drink are not permitted in the classroom or play areas. To nurture healthy eating habits, centers offer nutrition education and cooking activities that include fun, hands-on activities based on the children's developmental stage.

Children's Birthdays

Your child's birthday is a special day for him or her. Your child's class will celebrate his or her birthday by making a special crown and singing the "Happy Birthday" song. If you do not wish to have your child's birthday recognized, please inform your child's teacher.

Naps

Preschool age children who attend for more than four hours are required to rest on a crib, mat, or cot depending on the age of the child during the classroom's scheduled naptime. Infants and toddlers take naps according to their individual needs.

Holidays

Our purpose is to help children become more aware of the many cultures and traditions in our community. Holidays and other celebrations in our centers are designed as augmented educational experiences and are kept developmentally appropriate and culturally sensitive. The children, families, and staff are involved in planning most special events at the center.

Please let your child's teacher know if you would prefer that your child not participate in an activity.

Toilet Training

Toilet training in the classrooms is the process through which your child learns to recognize and act independently upon the urge to use the bathroom. When the child is ready, staff will work with the family to develop an individualized toilet-training plan that features appropriate techniques for home and school.

- Please be sure to send your child in clothing he or she can get in and out of easily and provide lots of extra changes. Soiled clothing will be put in plastic bags and sent home at the end of the day.

Our preschool classrooms are not equipped or staffed for toilet training or changing diapers/pull-ups. Children should be toilet trained or actively working on toilet training before starting in the preschool classrooms unless there is a special circumstance and explicit center director approval prior to enrollment.

Children's Challenging Behaviors

If a child exhibits a specific unacceptable behavior that persists over time, the following action will be taken:

- The teaching staff will guide and support a change in behavior.
- If the unacceptable behavior continues, the following actions will be taken before termination of services is considered:
 1. Consult with parents and teacher to maintain the child's safe participation in the program
 2. Inform parents of child's persistent and serious challenging behaviors and the process that the center will use to assist the children to safely continue to participate in the program
 3. Consult with Lead Education Agency (LEA) or Regional Center with parent consent, if child has IEP or IFSP, for additional strategies to serve child
 4. Family Services staff and Center Director will provide resources to support teachers and parents
 5. When applicable (if child does not have an IEP/IFSP) and with parent consent the center will: a. complete an ASQ and ASQ-SE universal screening; b. refer family to local community resources; c. implement behavioral supports before referring child to LEA/Regional Center to request an assessment to determine the child's eligibility for special education support and services
 6. If concerns about safe participation remain, program staff will meet and inform the child's parents, teachers and if applicable LEA/Regional Center
- Once all reasonable steps outlined above have been exhausted and it is determined that the child's continued enrollment presents a continued safety threat to the child or other enrolled children, the family will be referred to other potentially appropriate placements such as Resource and Referral agencies and programs available in the community. Subsidized families will be notified of termination of services using a Notice of Action (NOA) and subject to due process requirements and procedures outlined on the second page of the NOA.

Field Trips

All parents sign a general permission slip, which permit walks around the campus at registration. A separate permission slip is required for other field trips outside of campus and/or involving transportation. This permission slip will state the details and must be signed by the parent before the child may participate.

Communication with Parents

We believe our centers are more helpful to you and your child when good communication is maintained. Our open-door policy means that parents are welcome at any time. Centers communicate with parents on a regular basis. Notices to parents will be delivered by:

- Learning Genie-Family Engagement App and or M-Sign CareConnect App
- Parent mailbox/Child's cubby
- On parent bulletin boards
- On front door of the center and/or classroom
- Email or text messages
- Facebook
- Infant and Toddler Daily Reports
- RSCCD RAVE Alert message system for emergency notifications

Parent/Teacher Conferences: You will be invited to attend a parent conference with your child's master teacher twice a year. During this conference, the standardized child assessments are discussed and goals are set by the teacher and parent based on the child's strengths and needs. This is an excellent opportunity to talk about your child's development at home and at school and how our program is meeting your child's needs. Parents are given a copy of the summary of their child's developmental progress. You may request additional conferences at any time.

Early Head Start Center-Based families also receive a home visit twice a year in addition to the parent/teacher conferences.

Parent Newsletters: Parent newsletters are distributed to families regularly at each center. The newsletters may include parent education articles, upcoming center events, parent participation programs, information on family resources, and announcements of community events.

Child Development Services Website: Please go to the Child Development Services website at <http://www.rscdd.edu/cds> for more information regarding programs and staff.

Parent Bulletin Boards: Parent information is located on the main bulletin board at the entrance of each center. This bulletin board contains information of interest to families. On this bulletin board you will find:

- Licensing information
- Food menu and menu changes
- School calendar
- Center's hours of operation
- Family resource information

Every classroom has a parent bulletin board where all classroom events, and classroom staff education and experience are posted

If you would like to post something on either of these boards, please see the center director for approval before posting. RSCCD Child Development Services does not endorse posted products or services. All non-centers related business activity must be conducted outside of the center.

Health and Safety

Center Wellness

Children are expected to be in good health and able to participate in the planned daily activities. **To reduce the spread of illness, please keep your child home when they have an unexplained rash, sore throat, diarrhea, vomiting, stomachache, earache, swollen glands, fever over 100° or a strong cough.** Children that are prescribed an antibiotic for an illness must be on the medication for at least 24 hours before returning to school.

A health check is performed by the teaching staff daily . Children may be sent home or not admitted into the program if they display obvious signs of illness (unrelated to a diagnosed condition), upon arrival including, but not limited to the following:

- COVID-19 symptoms: Loss of taste or smell, headache, body ache, sore throat, fever or chills, shortness of breath, difficulty breathing, cough, fatigue, congestion, runny nose, nausea, vomiting or diarrhea; Child may return with a negative COVID test or alternative diagnosis or after a 10-day quarantine. If a child tests positive for COVID, they may return to school after 5-days from the positive test, with no symptoms and a negative COVID test or after a 10 -day isolation period without a test.
- Fever of 100 degrees or higher: Child must be fever-free, without fever reducing medication, before returning to the center. Fever reducers, such as Tylenol and aspirin, relieve fever only a few hours and the symptoms may return.
- Lethargy/fatigue coughing or wheezing, persistent crying, irritability, labored breathing.
- Green, runny nose accompanied by temperature and/or lethargy.
- Second episode of diarrhea or uncontrolled diarrhea. Child may not return to the center until diarrhea has stopped.
- Mouth sores with drooling: Child may be readmitted with clearance from a health care provider.
- Rash with fever: Child may be readmitted with clearance from a health care provider.
- Fifth Disease (Slapped Cheek Disease): No exclusion required if rash is present.
- Chickenpox: Child may return to the center when all sores have dried up and crusted over.
- Coxsackievirus (Hand-Foot-Mouth Disease): The child must be fever-free, without fever reducing medication before returning to the center and blisters must be dry and scabbed over.
- Vomiting: Child may not return to the center until the vomiting has stopped or a health care provider determines the child may be readmitted to child care.
- Head Lice: Child may return to the center after treatment is started and completely lice-free.
- Ringworm: Child may return to the center after treatment has begun and lesions are covered.
- Impetigo: Child may return to the center after treatment has begun.
- Scabies: Child may return to the center the day after treatment from a health care provider is completed.
- Strep throat or other streptococcal infections: Child may return to the center 24 hours after antibiotic treatment has begun and no fever is present.
- Pink Eye/ Conjunctivitis (with/without white or yellow eye discharge): Child may return to the center after a health care provider starts treatment. Please note: Viral Conjunctivitis usually has a clear, watery discharge and may not require medication or exclusion.

Ill or Injured Children at the Center

When a child becomes ill while at the center they will be isolated from the other children and a parent or authorized designee will be contacted promptly and required to **pick up the child immediately (within 30 minutes of notification)**. If a child is sent home sick, they must be fever-free **without fever reducing medication before returning to school**. A doctor's note may also be required to return to school in certain instances.

Please keep emergency information (persons to contact with updated phone numbers) current on your child's emergency card. It is important to notify the office staff immediately of any changes to this information.

Directors, teachers and interns are all current in CPR and First Aid training. The staff will handle minor injuries sustained at the center using soap, water, Band-Aids and/or ice and parents will be notified of these incidences in an "Ouch" report. If there is a serious injury to a child, 911 will be called and a parent or authorized designee will be contacted immediately. If staff cannot reach a parent or authorized designee, the child will be transported to a designated emergency center. Each child must have an Emergency Consent Form, signed by a parent, on file in the office.

Communicable Disease

A parent must promptly inform the staff if they suspect that they or their child was exposed to a communicable disease, such as: COVID-19, chicken pox, lice, conjunctivitis (pink eye), strep throat, hand, foot and mouth disease, scarlet fever. Such reports are treated with confidentiality. When necessary, other center parents will be notified of possible exposure. Parents need to meet with the director before the child enters the classroom when absent due to a contagious disease i.e., COVID-19, chicken pox, lice, conjunctivitis (pink eye).

Allergies

A parent must notify the staff of any food allergies or restrictions their child may have. When a medical statement is provided, food alternatives will be substituted. All food allergies that are documented by a physician are posted for the center nutrition and classroom staff.

Early Head Start Health Requirements

Early Head Start program children are required to follow the CA Children's Health and Disability Prevention (CHDP) and Early Prevention Screening Diagnostic Treatment (EPSDT) periodicity schedule for health assessment requirements and provide proof. The use of the EPSDT periodicity schedule for health screening requirements promotes early identification and prevention of disease and disabilities.

Medication

Center staff will administer doctor-prescribed medication under the following conditions:

- Medication must arrive at the center in the original container with a pharmacy label and the proper medicine dispenser.
- A Permission to Medicate form must be completed by a medical doctor and signed by parent and director. The information must include the diagnosis of the illness, the name of the medication, the times and amounts to be given to the child.
- The pharmacy label must include the prescription number, date and child's name, drug name and dosage.
- Over-the-counter medications will not be dispensed to children unless a health care provider has written a prescription for over-the-counter medications. This medicine or alternative treatment must also be accompanied by a Permission to Medicate form.
- The center has a standing medical order to apply diaper rash ointments and sunscreen with parent written permission to children when in care. Families must provide the preferred diaper rash ointment, and or sunscreen. The bottle must be labeled with the child's name and contain instructions for use.

Center Hand Washing Procedure

Hand washing procedures are posted near all sinks. Keeping hands clean is the most effective way to keep illness out of the center and away from the children.

All adults and children must wash their hands with soap and water for 20 seconds:

- Upon arrival and entering the classroom
- Before and after shared sensory experiences and messy play
- Before and after handling food and or eating
- After toileting and or before and after assisting a child with toileting/diapering
- After coughing or sneezing
- After contact with any bodily fluids
- After handling any contaminated objects and or surfaces
- Before and after handling classroom pets

Center Safety

The center staff has the primary responsibility to provide a safe indoor and outdoor learning environment for children. Safety procedures are posted in each classroom, kitchen, and office. Everyone is required to follow all RSCCD safety procedures. If there is a concern about the safety of a particular situation, please speak with the classroom teacher or center director.

- Emergency Drills: Earthquake, fire and lock-down drills are conducted regularly with assistance from the Campus Safety office .
- Emergency Alert App: Families must opt-in to the RAVE Alert Guardian App <https://www.rscdd.edu/Departments/Educational-Services/Security-and-Public-Safety/Pages/default.aspx> for their specific site. The district uses the app to notify the college community of emergency situations on our campuses.
- Emergency Evacuation: In the case of an ordered evacuation of the center, children will be evacuated to the nearest safe and secure RSCCD Child Development Center; staff will remain with the children at all times. A list and contact information for all centers can be located at the beginning of this parent handbook. Parents will be notified about the evacuation as quickly as possible. Evacuation location and details will also be available by calling the Campus Safety Office at 714-564-6330.

Mandated Child Abuse and Neglect Reporting

All program employees are mandated reporters that are required under California Penal Code 11165.7 to report any suspected cases of child abuse or neglect to Child Protective Services. The primary purpose of this law is to protect children.

Parking Lot Safety

****ALWAYS WATCH FOR CHILDREN AND MOVING VEHICLES!****

Campus security officers monitor and ticket in all parking lots. Please check with the office staff for the best place to park for drop off and pick up of children and always use extreme caution while driving or walking to and from the center. Please remember when driving through the parking lot to always keep the **5 mph** speed limit.

Hold children's hands, use crosswalks where available, and model safe practices for children . Never leave your vehicle running when unattended. Never leave any child alone in the car no matter how short the time! It is not only unsafe, but illegal.

State laws mandate that children should always be seated and secured in car seats. Children under 8 years old must be secured in an approved car or booster seat and children under age 13 should ride in the back seat away from airbags.

Pesticide Application Notification

The Healthy Schools Act of 2000 requires that parents and guardians receive annual written notification of expected pesticide use on school sites. The notification must identify the active ingredients in each pesticide product and the Internet address maintained by the state Department of Pesticide Regulation (<http://cdpr.ca.gov>) for additional information on the School Integrated Pest Management (IPM) Program.

When circumstances require, the Rancho Santiago Community College District may need to apply one or more of the following pesticides [listed with the active ingredient(s)] at its schools during the year.

- **Advance**, N-Ethyl Perfluorooctanesulfonamide-0.50%
- **Bio Blast**, Metaraizium Anisopliae, Strain Esc 1
- **ContraC Bait Box**, Bromadiolone
- **Chloropicrin**, Chloropicrin
- **Cynoff WP**, Cypermethrin-40%
- **Delta Dust**, Deltamethrin-0.05%
- **Demand CS**, Lambda-Cyhalothrin
- **Ditrac**, Diphacinone-0.005%
- **Dragnet SFR**, Permethrin
- **DriOne**, Pyrethrins
- **Final Place Packs**, Brodifacoum
- **Maxforce Ant Bait Stations**, Fipronil [5-amino-1-(2,6-dichloro-4(trifluoromethyl)phenyl)-4-(1,R,S)-(trifluoromethyl) sulfinyl]-1H-pyrazole-3-carbonitrile]-0.01%;
Maxforce Gel, Fipronil-0.01%
- **Niban Granular**, Ortho Boric Acid
- **PT 240 Perma Dust**, Boric Acid
- **PT 565 Plus X20**, Pyrethrins
- **PT 230 Tri-Die**, Pyrethrins
- **PT 515 Wasp Freeze**, D. Trans Allethrin
- **Roundup Pro**, Glyphosate-41%
- **Ronstar 50 WSP**, Oxadiazon-50;
- **Siege PBS Gel**, Hydramethinon [tetrahydro-5,5-dimethyl-2(1H)-pyrimidinone (3-[4-(trifluoromethyl) pheny]-1-(2-[4-(trifluoromethyl)phenyl]ethenyl)-2-propenylidene) hydrazone]-2%
- **Suspend SC**, Deltamethrin-4.75%;
- **Talstar Termiticide/Insecticide**, Bifenthrin-7.9%
- **Talstar CA Granular**, Bifenthrin-0.2%
- **Termidor**, Fipronil:5-amino-1-(2,6-dichloro-4-(trifluoromethyl)phenyl)-4-((1,R,S) trifluoromethyl)sulfinyl]-1-H-pyrazole-3-carbonitrile
- **Termidor 80**, Phenyl Pyrazole
- **Timbor**, Disodium Octaborate Tetrahydrate
- **Trimec Plus**, Monosodium acid methanearsonate-18%, Dimethylamine salt of 2, 4-Dichlorophenoxyacetic acid-5.83%, Dimethylamine salt of 2-(2-Methyl-4Cholorophenoxy) Propionic acid-5.86%;
- **Vikane**, Sulfuryl Fluoride

All pesticides are applied by trained personnel in a manner designed to ensure the safety of students and school employees. Parents or guardians may request prior notice of individual pesticide applications by completing the individual Pesticide Notification Registry form available at the preschool office. Requests must be renewed annually. Individuals listed in the registry will be notified at least 72 hours before any application at the school. (E.C. 17608)

Family Engagement

One of the expectations of a child's enrollment in the program is that the family be an active participant in their child's education. We have found that family involvement adds tremendously to children's learning, and to the quality and scope of our program. Family partnerships with the staff are vital in helping to reach the high standard we set for our programs. There are many opportunities for family members to participate at the center.

Families are encouraged to volunteer at least once a month at the center to support their child's development and build a partnership with the staff. The following are ways to participate in the center:

- Lead a gross motor and or fine motor activity
- Story time, reading books to children
- Participate in hands-on activities
- Share science activities
- Other special classroom projects
- Help in the office
- Support in the kitchen

Involvement in the center also provides many benefits for the families such as learning:

- How children grow and develop
- How to stimulate children's learning
- How to ask open-ended questions to elicit critical thinking skills
- How to use the daily experiences and environments as learning tools
- How to build and enhance the partnerships between home and school
- How to extend and support children's development at home

Center and Classroom Participation Guidelines and Responsibilities

Licensing regulations, California State laws and RSCCD policies require all volunteers and/or adults in the center to comply with the following:

- **Provide proof of:**
- **Immunization or immunity to Measles, Pertussis and Flu**
 - **TB clearance**
 - **COVID-19 vaccination record**
 - **Statement of good health prior to participation in the classrooms**
- **Attend volunteer orientation**

Parent Education

Parent education is an important component of the philosophy of our centers . We offer families on-site and virtual parenting seminars, workshops and support groups. Information and schedules regarding these opportunities are provided to all families throughout the year.

Parent Advisory Committee (PAC)

The PAC provides an important link between center operations and families. Members of the PAC support the overall program and their children’s individual classrooms by sharing input, reviewing policy changes, participating in special events, establishing goals and managing fundraising activities to support the center as a whole. Each center’s PAC meets regularly.

Leadership skills that may be acquired while participating in PAC:

- Team building
- Advocacy
- Organizing and meeting management

Early Head Start Policy Council

The EHS Policy Council is a formal structure of shared governance among the Grantee (RSCCD), the communities served by Early Head Start and the families in the Early Head Start program. The Policy Council works in partnership with management and the Governing Body to develop, review, and approve or disapprove policies and procedures. The EHS Policy Council is comprised of two types of representatives: parents of currently enrolled children and community members.

Community Involvement

Our centers solicit support and involvement from the community . We ask for support in the form of volunteers, donations of goods and services . We involve the community throughout our programs with committees, activities, and services.

Family Support Services (FSS)

Family Support Services is offered to all enrolled families to support the educational, social, emotional, and medical needs of our families through personal counseling, coaching, and resource referrals . An on-site intern working towards a Master's degree in Social Work, under the supervision and direction of a fully licensed field instructor, is assigned to the center to meet and address the individual needs of the children and their families.

Onsite Services offered:

- Parenting Coaching and Education
- Family Counseling
- Classroom Child Observation
- Parent Support Groups
- Crisis Counseling
- School Advocacy
- Nutrition and Health Education
- Health Screenings

Information and Referrals:

- Medical and Dental Insurance
- Transportation
- Legal Assistance
- Child Assessment
- Housing and Utilities Assistance
- Food and Shelter Assistance
- Substance Abuse Treatment
- Health Services for Adults and Children
- Mental Health Services
- Afterschool Child Care Information

Additional support services and our specialists in the areas of health, mental health, special education, and nutrition can be accessed by contacting the director or calling 714-480-7546 to make an appointment .

Contacting Family Support Services (FSS) Staff

A FSS Intern may be contacted by requesting a Referral form from the director, classroom teacher or center clerk. The following information must be included on the Referral form:

- Parent name and best contact number
- Child's name and classroom teacher's name
- A short description of reason for referral

A classroom teacher may also refer children and families directly based on their observations or ASQ and assessment results .

The center director should be contacted for any immediate family support assistance.

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