



Family Resource & Referral Center
Serving San Joaquin County

Joan Richards Learning Village

Handbook and Written Information For Parents



We are friendly, safe and respectful.

**Raising
Quality!**



Unlocking a lifetime
of learning

In a commitment to quality, the program is participating in **Raising Quality!** and exceeds state licensing requirements, meets numerous quality benchmarks, and scores high on independent classroom observations.

Table of Contents	Page(s)
Table of Contents	2
Dedication	3
Welcome - Our Mission - Program Information - Contact Information	4
Hours - School Holidays - Ages Served	5
Philosophy, Goals and Objectives	
Philosophy, Goals and Objectives - Education Program	5-7
Desired Results Developmental Profile (DRDP) - Environment Rating Scale (ERS)	7
Staff Development - Parent Involvement and Education	8-9
Health and Social Services - Nutrition Services	9-10
Program Self-Evaluation - How to Qualify for the Program - Eligibility and Need	10-14
Family Fees - Credit for Fees Paid to Other Service Providers - Exceptions for Family Fee Assessment - How Families are Selected - Wait List - Priority for Selection	14-16
Enrollment Process - Confidentiality of Records -Application for Services - Notice of Action	16
Right of Parental Appeal - How to Continue in the Program - Recertification - Notification of Changes - Payment of Family Fees - Agency and Program Policies, Procedures and Requirements	17-18
Program Policies, Procedures and Requirements	
Open-Door Policy - Worship Policy - Equal Access - Non-Discrimination - Inspection Authority	19-20
Mandated Reporter - Attendance	20-21
Late Pick-Up Policy	21-22
Absence Policy - Excused, Unexcused	22-23
Authority to Release - Child Custody/Court Orders -Sign-In and Out Sheets	23-24
Health and Safety Policies	
Daily Health Check - Wellness Policy	24-25
Exclusion Policy - Fever - Incidental Medical Services	25-26
General First Aid - Medications -Inhaled Medications - Epi-Pen - Blood Glucose	26-28
In Case of Emergency - Emergency Disaster Plan - Enrollment - Enrollment Packet	28
Emergency Identification Information - Family Orientation - Notice of Action	29-30
Termination Policies - Adult Code of Conduct	30-31
Drugs, Alcohol, Tobacco Use - Displacement Policy - Parking - Car Seat Law	31-32
Discipline Philosophy - Behavior Success Plan	32-33
Transportation - Field Trips - What to Wear to School	34-35
Nap/Rest Time Policy	35
Complaints and Concerns - Complaint/Grievance Procedures - Right of Parental Appeal - Uniform Complaint Procedure Notice	35-37
Additional Information	
Ways We Can Work Together - Community Involvement - Statement of Children's Rights	37-38
Statement of Parent's Rights - Commitment to Desired Results - USDA Civil Rights Statement	38-39
About Family Resource and Referral Center - Mission Statement - Values and Beliefs	40
Family Resource and Referral Summary of Services	41
Handbook and Written Information Receipt and Acknowledgement Form	42

Dedicated to Joan Richards



The Joan Richards Learning Village was named to honor a great champion for the needs of children and families in San Joaquin County. Joan Richards (1932-2016) originated from New York and traveled extensively in her youth before settling in the Bay Area to attend high school and college. A graduate from UC Berkeley, she settled in San Joaquin County with her husband where they raised their three children as she continued to pursue her love of art and calling to community service.

Everywhere Joan went, she sought ways to contribute to the community—whether with the YMCA or Camp Fire Girls; she had a keen eye for discovering a need and creatively and collaboratively working with others to fulfill that need. No place was that passion more evident than in San Joaquin County.

Joan was the founding Executive Director for the Family Resource and Referral Center and for 21 years gave tirelessly in the struggle to enhance quality child care, child development and family well-being in San Joaquin County. She was devoted to connecting families to the resources they needed to be the best parents they could be. Her drive was as inspiring as her art was beautiful. We are fortunate to have one of her paintings displayed in our center and her name for our program.

Joan's legacy spreads far and wide throughout the county; visible in various programs and agencies that she has had a hand in collaborating with, supporting or otherwise contributing toward a shared vision for caring about our community's children and their families.

Joan Richards Learning Village strives to honor our namesake with a shared commitment for children and families; by providing high quality early childhood programs and by supporting the achievement of school readiness and family goals during this most precious period of their children's lives.

Welcome to Joan Richards Learning Village

Joan Richards Learning Village (JRLV) is a California State Preschool Program (CSPP) operated by Family Resource and Referral Center (FRRC). JRLV is licensed through the California Department of Social Services, Community Care Licensing Division (CCLD) and is funded primarily through the California Department of Education, Early Education and Support Division (CDE/EESD). As such, this program operates in accordance to all regulations associated with each Department. The policies, procedures and regulations included in this Handbook are based in part on Education Code (EC), California Code of Regulations, Title 5 (CCR 5) and Title 22, as well as FRRC agency policies.

The *Handbook and Written Information for Parents* is designed to answer some of the questions that you may have concerning JRLV, FRRC, as well as policies and procedures. This handbook cannot anticipate every situation or answer every question that you may have. Should you desire further clarification regarding any matter pertaining to policies and procedures, please consult the center's site supervisor, director or FRRC administrator.

The following information is included in this handbook and may be discussed during parent orientation or intake upon enrollment:

Program Information, including Philosophy, Goals and Objectives, and Curriculum	How to Qualify for the Program
How Families are Selected	Enrollment Process
How to Continue in the Program	Program Policies and General Policies
Termination Policies	Home-School Partnership

OUR MISSION

Joan Richards Learning Village is committed to building a strong, nurturing foundation, in partnership with families, to create a positive environment that provides high-quality early education experiences for preschool-age children.

PROGRAM INFORMATION

Center Contact Information

Physical Address: 5211 Barbados Cir.
Stockton, CA 95210

Mailing Address: 509 W. Weber Ave., Suite 101
Stockton, CA 95203

Phone Number: (209) 461-2750

Fax Number: (209) 461-3080



Hours of Operation

- JRLV is open Monday through Friday, year-round.
- Part-Day classes are open 8:00-11:30am and 1:00-4:30pm.
- Full-Day class is open 7:30am-5:30pm.
- The program observes all designated holidays and is closed for staff in-service training 2-3 days per year.
- Advance notice for all closures shall be provided to you so that arrangements for alternate care may be made.

School Holidays

The program will be closed for the holidays listed below and for additional days to be determined annually to accommodate staff trainings:

- New Year's Eve and New Year's Day
- Martin Luther King Day
- President's Day
- Memorial Day
- 4th of July
- Labor Day
- Thanksgiving and the day after
- Christmas Eve and Christmas Day

If a holiday falls on a weekend, it will be observed either the Friday before or the Monday after the holiday.

Ages of Children Served

JRLV serves children who turn 3 on or before September 1 as part of the CSPP regulations for both part- and full-day program options.

PHILOSOPHY, GOALS AND OBJECTIVES (5CCR 18271)

The programs offered at Joan Richards Learning Village are designed to meet individual and developmental needs of children and support the goals of each family while maintaining a standard of high quality. Our approach embodies the philosophy that children learn through play, promotes children's active involvement in their own learning, and places high value on family engagement.

This commitment to providing high quality early education programs has earned JRLV the highest rating in San Joaquin County's *Raising Quality!* program. *Raising Quality!* is a quality rating and improvement system for early care and education programs in San Joaquin County. Funded by quality initiatives and coordinated by First 5 San Joaquin, *Raising Quality!* helps improve child care in our community by:

- Emphasizing the value of quality in early care and education

- Empowering parents to make well-informed decisions about the quality of care their children receive
- Giving child care providers valuable tools for improving their programs
- Establishing uniform standards of excellence in early care

Currently, Joan Richards Learning Village uses The Creative Curriculum as its primary curricula to support school readiness. The Creative Curriculum is a research-based, integrated curriculum that uses a project-approach for learning. Integrated curriculum refers to an in-depth study of a topic that is used as a framework around which meaningful activities in a variety of learning areas are designed. The topic is usually drawn from the world that is familiar and of interest to the children. Individual needs of each child are addressed while providing experiences that promote critical thinking skills and support school readiness goals for all children. Activities are intentionally planned as a result of authentic observation and individual child assessments. Assessments offer information on children's skills, abilities, interests, and assists in identifying areas for growth and support. Referrals for mental health, nutrition, health, and disability services in our community are also available to families in response to family-generated goals.

In support of these objectives, JRLV implements the *Desired Results*, a system by which educators can document progress made by children and families in achieving goals as participants in our program. This system includes information collected about each child using the Desired Results Developmental Profile (DRDP), information collected from parents through an annual survey, and information taken from annual assessments of the classroom environment. These components of the Desired Results system work together to inform and facilitate activities aimed at promoting high-quality programs for children in California. The following describe how JRLV integrates this system into its Education Program.

Education Program (5CCR 18273)

Joan Richards Learning Village provides a developmentally, linguistically, and culturally-appropriate program using a research-based curriculum that promotes the critical thinking skills and social-emotional skills needed for school readiness. Activities are geared toward individual needs and abilities of children based on the California Preschool Learning Foundations and information gathered from the DRDP for each class. We work closely with the school district and with each parent as partners in ensuring children and parents are ready for kindergarten. Parents are respected as their child's first teacher at JRLV, so we encourage parents and staff to work together to establish partnerships based on mutual trust and respect in support of developing learning goals together for each child.

Each classroom has a daily schedule and a lesson plan posted for your viewing. The schedule includes a consistent routine with activities that vary from day to day, generally including the following:

- Active and quiet activities

- Indoor and outdoor activities, with provision of sufficient time, space, and materials for active play and movement
- Independent learning activities where children choose from a variety of options to practice self-expression and self-regulation
- Large group activities, like circle time, to promote social-emotional development and interaction and language use among children and adults
- Small group and individual activities that are specifically planned for the child
- Music, art, dramatic play, science, math, early literacy, and socialization activities which promote skill-building across domains
- Family-style meal times to encourage healthy nutritional habits and to embrace diversity
- Health and safety practices to promote self-care, respect for others, and development of emotional and physical security

The lesson plans in each classroom provide more detail about specific opportunities for exploration that are facilitated by staff and led by the interests of the children. Parents are encouraged to read the plan and offer input, including special interests or explorations their children may enjoy.

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

The primary goal of JRLV is to ensure that all children are making progress in the domains of physical, cognitive, language and social-emotional development, including self-regulation.

- To assess the development of individual children and each class group, teachers use the Desired Results Developmental Profile (DRDP) as required by CDE/EESD.
- Each child is assigned to a teacher who is responsible for recording observation notes of children's demonstration of various skills and collecting various samples, such as writing, drawing and cutting, as evidence of progress within each domain over time. Notes and samples, including photos, are collected and compiled into a portfolio.
- Teachers reflect on notes and samples, as well as parent input, and use them to complete a DRDP assessment initially within the first 60 days of enrollment and then every six months thereafter.
- Parent-teacher conferences take place bi-annually at which the portfolio and assessment is reviewed together and shared goal-setting for the child's next assessment period takes place. Ongoing parent-input is a valued part of this process.
- DRDP assessments and subsequent related goals set by teachers and parents set the foundation for curriculum planning for both individual children and each class.

Environment Rating Scale (ERS) (5CCR 18281)

The Environment Rating Scale is used as a tool by program staff to assess learning environments and practices for children by individual classroom. As part of the self-evaluation process, scores from the ERS provide for a reliable and valid assessment that may be used for program improvement in terms of identifying any training needs, needs for materials or supplies,

health and safety concerns, or other programmatic enhancements. Agencies that contract with CDE are required to earn a rating of 5 (out of a possible score of 7) using the Early Childhood Environment Rating Scale (ECERS). Results are used to modify and improve environments and practices for children currently enrolled in the program and are included in the annual report provided to CDE each year as a means of ongoing overall program improvement. Parents are invited to participate in this process with staff to offer a fresh perspective and understand the many considerations made to support school readiness through the classroom environment.

Staff Development (5CCR 18274)

- JRLV is committed to quality early childhood education. All staff hold the appropriate Child Development Permit as required by the CDE/EESD issued by the Commission on Teacher Credentialing.
- New employees are provided an orientation to guide them to understand how agency policies relate to their respective job description.
- FRRC supports continuous staff growth by assessing the needs of staff and providing professional development activities to enhance their growth.
- Staff members receive an annual performance evaluation.
- Sound internal communication mechanisms are in place which include email, phone, and regular meetings to provide staff with information necessary to carry out their respective duties.

Parent Involvement and Education (5CCR 18275)

Studies have shown that children are more successful in school when their parents or families are involved. Involvement is encouraged:

At school by...

- Participating in initial intake or orientation
- Consistent attendance and participation in parent conferences
- Taking part in monthly parent meetings
- Active parent volunteering, such as:
 - Reading to children or sharing a story or song from your childhood
 - Bringing photos, clothing, musical instruments from your culture to share with the children
 - Changing the class bulletin board
 - Contributing to the classroom garden
 - Eating snack or lunch with your child(ren)
 - Participating in planning a center-wide special event
 - Participating in ERS assessments
 - Bringing a special recipe and teaching the children how to make it
 - Completing and returning the annual **Parent Survey**
 - Results of the survey will be used to plan and conduct activities to help support children's learning and development and to meet the family's needs

- Participating as a member of the **Parent Advisory Council (PAC)**. PAC members:
 - Represent the interests of enrolled participants,
 - Advise and/or make recommendations on issues related to families and children,
 - Provide ideas on topics for workshops, and
 - Build and support parent involvement.

To become involved in the PAC, contact the site supervisor or let your child's teacher know.

At home...

Tape a story or song in your home language to share with your child's class

- Sew, wash, or repair doll clothes
- Call other parents to notify them about and invite them to events
- Write a parent newsletter
- Make games and felt board stories
- Cut things out for projects
- Gather collage materials or other "loose parts" for projects

Provisions for educational opportunities for parents are made in a variety of ways at JRLV in order to facilitate the home-school partnership:

- Monthly parent meetings may include a variety of topics, including, but not limited to, aspects of child development, nutrition education, school readiness, health and safety, positive parenting, early literacy, and social-emotional development. Guest speakers from the community will be invited frequently to assist with connecting families to resources, such as opportunities for adult education or classes for those learning English as a Second Language, and support services for children with special needs.
- Quarterly special events may include opportunities to participate alongside program staff and provide hands-on experiences related to program curricula.
- Parent newsletters include a variety of topics related to positive parenting, family life issues, opportunities for community involvement, sharing information about the program, and information about the background and education of program staff.
- Community-based parent education opportunities may be posted on the center information board or on classroom parent boards.

Health and Social Services (5 CCR 18276)

Upon enrollment, a *Family Assessment* takes place as part of the intake or orientation process.

The *Family Assessment* seeks to:

- Identify the strengths and needs of the child and family for health or social services.
- Refer a child or family to appropriate, community-based agencies based upon the health or social services support requested.
- Include follow-up with each parent to ensure that identified needs have been met.

Nutrition Services (5CCR 18278)

Nutritious meals and snacks are provided free of charge. These meals meet the Child and Adult Care Food Program (CACFP) requirements for the child's age and are low in fats and sugar. Meal times and center menus are posted in advance for your review. Meals are prepared at a CACFP-approved kitchen by trained, food-service personnel and delivered to JRLV daily. Center staff promotes and incorporates nutrition education with our children and families. Learning about nutrition, the importance of physical activity, as well as forming positive eating habits is important to each child's healthy growth and development.

The following include policies and practices intended to comprehensively support the nutrition program we provide for your child(ren):

- Meals are eaten family style with an adult at each table and many new foods are introduced.
- The adults eat at the same time as the children, modeling good eating habits.
- No child is ever forced to eat, nor is food ever used as a punishment or reward.
- Please do not bring food from home as only the food prepared in an approved kitchen and which meet CACFP requirements can be served at school.
- Arrangements may be made with center staff if a child has a documented food allergy, medical condition or cultural preference requiring a special diet. Associated paperwork in these circumstances must be completed prior to the child's start date.
- Parents are encouraged to participate in the nutrition program by volunteering to assist with preparing meals and snacks at JRLV, joining the class during meal times, submitting recipes for consideration for the menu, and attending nutrition workshops.
- Gum and candy are not appropriate in a child care setting. If brought to the center, these items will be stored and returned to the parent.
- Throughout the day, children have unlimited access to drinking water (*CCLD; Title 22, 101239.2*).

Program Self-Evaluation (5CCR 18279)

California Department of Education requires all contractors providing California State Preschool to participate in an annual program self-evaluation. The evaluation process includes information from the following sources:

- An assessment of the program by parents using **Desired Results Parent Surveys**.
- Completion of **Desired Results Developmental Profile (DRDP)** assessment tool for all enrolled children.
- An assessment of the program environment and practices using the **Environment Rating Scale (ERS)** achieving a minimum rating of 5 out of 7.
- Observations and assessments of the program by program staff and board members, when possible.

- An analysis of each assessment and development of corresponding program action plans which include specific tasks needed to modify the program in order to address all areas that need improvement in a timely, effective manner.
- Completion of an annual, Agency Self-Evaluation Report in order to submit to CDE the summary of assessment findings and plans for continued program improvement for children and families by June 1 of each year.
- Ongoing monitoring of programs to assure that all areas of the program satisfactorily meet CDE, Community Care Licensing, and other regulatory standards.

HOW TO QUALIFY FOR THE PROGRAM

12-MONTH ELIGIBILITY (Part- and Full-Day Programs)

Criteria (5CCR 18078)

12 Month-eligibility is based on documentation and verification of at least ONE of the following:

1. Income (5CCR 18084)

- Total countable income means all income of the individuals counted in the family size; for example, but not limited to:
 - Gross wages or salaries
 - Overtime pay
 - Tips
 - Cash aid
 - Child support payments received
 - Portion of student grants or scholarships not identified for educational purposes, such as tuition, books, or supplies.

We reserve the right to ask for additional documentation to verify income.

- Income documentation and verification includes the preceding month's certification or recertification. Current and ongoing income documentation may be requested.
 - If you are employed, JRLV needs:
 - Payroll check stub(s), OR
 - Letter from employer, OR
 - Record of wages issued by your employer
 - If you are self-employed, JRLV needs as many of the following types of documentation as necessary to determine and verify your income:
 - Letter from the source of your income
 - Copy of the most recently signed and completed tax return
 - Other business records, such as ledgers, receipts, or business logs

2. Current Aid Recipient (5CCR 18085)

- Passport to Services or other documentation as requested

3. Homelessness (5CCCR 18090)

- If you are homeless, JRLV needs a written referral from an emergency shelter or other legal, medical or social service agency, OR

- A written declaration that you are homeless and a statement describing your current living situation.

4. Child Protective Services (5ccr 18092)

- If the child is under protective services, JRLV needs a written referral dated within six months of your application for services that includes:
 - A statement from the local county welfare department, child welfare services worker, certifying that the child is receiving Child Protective Services (CPS) and that child care and development services are a necessary component of the CPS service plan.
 - Probable duration of the CPS service plan.
 - Name, address, phone number and signature of the county child welfare staff.

5. At Risk of Abuse, Neglect, or Exploitation

- If the child is *at risk*, JRLV needs a written referral dated within six months of the application for services, including:
 - A statement by a legally qualified professional (someone licensed in the state to perform legal, medical, health, or social services for the general public) that the child is *at risk of abuse and neglect* and that child care and development services are needed to reduce or eliminate that risk.
 - Probable duration of the *at-risk* situation.
 - Name, address, phone number and signature of the legally qualified professional.

Additional Eligibility Criteria

6. Family Size

Additional eligibility documentation is also required with respect to Family Size. You must provide supporting documentation regarding the number of children and parents in the family. Supporting documentation for the number of children shall include at least ONE of the following:

- Birth certificate
- Child custody court order
- Adoption documents
- Foster care placement records
- School or medical records
- County welfare department records
- Other reliable documentation indicating the relationship of the child to the parent

Parents claiming single-parent status attest to that status on the Application for Service under penalty of perjury in lieu of requiring documentation to support that status.

NEED (*Full-Day Program ONLY*)

Criteria (5CCR 18085.5)

Joan Richards Learning Village offers a full-day program option for income-eligible families who are also able to appropriately demonstrate need for services based on specific criteria determined by the California Department of Education. **Need Criteria** is verified with documentation of at least ONE of the following:

- Child Protective Services (CPS) referral/plan identifying hours of care required.
- At Risk referral/plan identifying hours of care required.
 - Both *CPS* and *At Risk* meet *eligibility* and *need criteria*; no additional documentation is required.
- Parental Incapacity (*5CCR 18088*)
 - If the basis of need on the application for services is parental incapacity, child care and development services shall not exceed fifty (50) hours per week.
 - Documentation shall include a signed release statement by the incapacitated parent authorizing a legally qualified health professional to disclose information necessary to establish that the parent/guardian meets the definition of *incapacity*.
 - The documentation of incapacitation provided by the legally qualified health professional must include the following:
 - A statement that the parent is incapable of providing care and supervision for the child for part of the day, AND
 - The extent to which the parent is incapacitated
 - The days and hours per week that services for the child are recommended, taking into account the age of the child and the care needs
 - Name, business address, telephone number, professional license number, and signature of the health professional and, if applicable, the name of the health organization with which the professional is associated.
 - The period of eligibility for services for parental incapacity is for not less than twelve (12) months.
- Employment (*5CCR 18086*)
 - Employment Verification, including the days and hours of employment.
 - Pay stubs that indicate days/hours of employment or total hours of employment per pay period.
 - For parents with a variable employment schedule, need shall be based on actual hours worked, identifying the maximum number of hours of need based on the week with the greatest number of hours within the preceding four weeks.
 - For parents who are self-employed, parent must self-declare a description of their employment, an estimate of days and hours worked per week, and

evidence such as appointment logs, client receipts, and a copy of a business license, workspace lease/rental agreement, as applicable.

- Training Toward Vocational Goal (*5CCR 18087*)
 - When the need for services is training toward vocational goals, the parent's period of eligibility for services shall be for not less than twelve (12) months, up to the limitations described below:
 - Parent must be participating in vocational training leading directly to a recognized trade, para-profession or profession.
 - Services may be limited to six years from the initiation of services OR 24 semester units after attainment of a Bachelor's Degree.
 - Family shall receive services until the end of the fiscal year in which this limit is reached.
 - Parent shall provide documentation of the days/hours of vocational training, including:
 - A statement of the parent's vocational goal
 - Name of the training institution that is providing the vocational training
 - The dates that the current quarter, semester or training period, as applicable, will begin and end
 - A current class schedule, such as a print-out from the institution that includes all of the following:
 - The classes in which the parent is currently enrolled
 - The days of the week and times of day of the classes
 - Signature or stamp of training institution's registrar
 - Anticipated completion date of all required training activities to meet the vocational goal.
 - Services may also be provided for classes related to General Educational Development (GED) or English Language acquisition, if such courses support the vocational goal.
 - Ongoing eligibility is contingent upon making adequate progress. At recertification the parent shall provide documentation of the adequate progress from the most recently completed quarter, semester or training period.
 - Adequate progress is demonstrated by achieving the following:
 - In a graded program, earning a 2.0 grade point average; or
 - In a non-graded program, pass the program's requirements in at least 50 percent of the classes or meet the training institution's standard for making adequate progress.
 - The first time a parent does not meet this condition, the parent may be recertified and services will continue for the next twelve (12) month period at which time adequate progress must be demonstrated or services may be terminated from the full-day program option.

- Services in the part-day program option may be available on the basis of availability.
- **Actively Seeking Employment (5CCR 18086.5)**
 - If the basis of need as stated on the application for services is seeking employment, the parent's period of eligibility for child care and development services is for not less than six (6) months. At the time of recertification, if the need remains, an additional six (6) months may be granted.
 - Services shall occur on no more than five (5) days per week and for less than thirty (30) hours per week.
 - Documentation shall include a written parental declaration signed under penalty of perjury stating that the parent is seeking employment. The declaration shall include the parent's plan to secure, change, or increase employment and shall identify a general description of when services will be necessary.
- **Seeking Permanent Housing (5CCR 18091)**
 - If the basis of need as stated on the application for services is seeking permanent housing for family stability, the parent's initial certification or recertification period for child care and development services shall be for not less than twelve (12) months.
 - Services shall occur on no more than five (5) days per week and for less than thirty (30) hours per week.
 - Documentation shall include a written parental declaration signed under penalty of perjury that the family is seeking permanent housing, including the parent's plan to secure a fixed, regular, and adequate residence and identifying a general description of when services may be needed.
 - If the family is living in a shelter, services may also be provided while the parent attends appointments or activities necessary to comply with shelter requirements.

FAMILY FEES (EC 8273(f), 5CCR 18108, 18109, and 18084(c)) (Full-Day ONLY)

The California Department of Education, issues a *Family Fee Schedule* that JRLV must use in order to assess the appropriate fee per family. Family fees are assessed at initial enrollment and reassessed at update of certification or recertification.

Family fees are determined using the following factors:

- Adjusted monthly family income
- Family size
- Certified family need for full-time or part-time services

There is no adjustment for excused or unexcused absences.

Family Fees must be paid **in advance** of service and are due on the 1st and delinquent after the 7th of each month. Payment is accepted in the form of check or money order made payable to **Family Resource & Referral Center** or **FRRC** and sent to the Weber office (509 W.

Weber Ave., Suite 104, Stockton, CA 95203) or given to the JRLV Program Support Assistant. Payments may also be made online and over the phone. Cash is not accepted.

- Upon notification from the bank that a check has been returned for insufficient funds, checks will no longer be accepted and all Family Fees will require payment in the form of Money Order.
- Fees not paid by the 7th of each month are considered delinquent and families will be issued a Notice of Action terminating services if payment is not received within two weeks.
- If necessary, a reasonable payment plan for past due fees may be requested. Services to the child will continue to be provided and parents must comply with the payment plan for past due fees and remain current with ongoing fees for continued services.
- Upon termination of services for nonpayment of delinquent fees, the family shall be ineligible for child care and development services until all delinquent fees are paid.

Credit for Fees Paid to Other Service Providers (EC 8269, 8273; 5 CCR 18112)

Credit is given for fees paid to other service providers when JRLV is not able to meet all your child care needs. Examples include infant, toddler or school-age care or care provided during off-business hours. Parent must submit copies of receipts or canceled checks from the alternate service provider and credit will be applied toward the fees assessed in the subsequent billing period. Receipts or canceled checks must be received in a timely manner as this credit may not be carried over beyond the subsequent fee billing period.

Exceptions for Family Fee Assessment (EC 8273.1; 5 CCR 18110)

No fees shall be collected from the following families when:

- Children are enrolled in part-day state preschool programs
- Income/family size level is less than the first entry in the Family Fee Schedule
- Families are receiving CalWORKS cash aid.

Families receiving services as a result of the following need/eligibility criteria may have their family fees waived as specified within the referral:

- Child identified as abused, neglected, or at risk of abuse, neglect or exploitation may be exempt from paying fees for up to three (3) months
- Child receiving protective services (CPS) may be exempt from paying fees for up to twelve (12) months

HOW FAMILIES ARE SELECTED (5CCR 18106)

Wait List

Joan Richards Learning Village accepts walk-ins and maintains a Wait List of income-eligible families. The Wait List is not first-come, first-served. All families are ranked and prioritized based on gross income, family size, and need criteria, according to California Department of Education eligibility regulations.

Priority for Selection

Priority for selection includes the following:

- CPS
- At Risk
- Lowest Rank
 - If Rank is the same, the date of placement onto the Wait List is considered.

ENROLLMENT PROCESS (5CCR 18106, 18082, 18094)

Parents will receive notification by phone when they have been selected from the Wait List for enrollment. At that time, a certification appointment will be set to determine current **Eligibility** and **Need** (as appropriate) for program services, and prospective parents will be told what documents will be necessary to bring to the appointment.

***Confidentiality of Records* (5CCR 18117)**

All information pertaining to the child and family, including all documents submitted to the child's data file during the enrollment and certification process, shall be restricted to those directly connected to program administration.

***Application for Services* (5CCR 18082, 18083, 18094)**

An *Application for Services* will be completed by the parent and staff during the certification appointment and all documents will be reviewed. Once all certification paperwork is complete, a *Notice of Action (NOA)* will be issued and signed by the parent and the staff person.

***Notice of Action (NOA)* (5CCR 18094)**

- The NOA communicates the outcome of the certification appointment. Once all documents are reviewed and considered, along with the *Application for Services*, and Eligibility and Need is determined, the decision to approve or deny services may be established and recorded on the NOA.
- The NOA is issued when initial certification is complete, as well as annually during the re-certification process.
- If services are approved, the NOA shall contain:
 - The basis of the eligibility
 - 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 NOA shall contain:
 - The basis of denial
 - Instructions for the parent on how to request a hearing if they do not agree with the decision

Right of Parental Appeal (5CCR 18120)

- Every parent has the right to appeal a decision communicated through a Notice of Action (NOA). This request for an appeal hearing must be submitted within fourteen (14) calendar days of the date the NOA was received by the parent if given in person, nineteen (19) days if received by mail. The appeal process is detailed on the reverse side of the NOA and includes the Agency Contact to whom the appeal request should be addressed. The Agency Contact is someone in an administrative capacity who has been designated as "the hearing officer" and not directly involved with the issuance of the NOA.
- During the appeal process, the intended action as described in the NOA will be suspended pending the review process and appeal hearing.
- A parent or authorized representative must attend the hearing at which time the hearing officer will explain the legal, regulatory, or policy basis for the NOA and the parent will have the opportunity to discuss any disagreement or ask for further clarification.
- A written decision shall be mailed or delivered to the parent within ten (10) calendar days after the hearing.

HOW TO CONTINUE IN THE PROGRAM

Recertification (5CCR 18103)

No less than twelve (12) months after initial certification and enrollment, ongoing eligibility and need requirements must be met in order for services to continue. At the time of annual recertification, families shall be required to provide documentation to support continued eligibility and need for services, as appropriate for the program in which they are enrolled. Families will be notified *in advance* of the recertification date at which time income, family size and appropriate documentation related to demonstrating need for full-day services will be reviewed.

The Family's Right to Voluntarily Report Changes (5CCR 18084.2)

Families participating in part- and full-day programs are considered to meet the eligibility and/or need requirements for not less than twelve (12) months during which time there is no need to report any changes. However, families may choose to report changes from which they may benefit. Examples may include reporting a decrease in income that may result in a decrease or elimination of a family fee or reporting increased hours of employment to increase contracted hours of service to meet additional need for care.

Upon a family voluntarily reporting changes, JRLV shall:

- use information as applicable to reduce the family fee, increase the family's services or extend the period of eligibility
- collect documentation to support the specific changes requested
- within ten (10) business days after receipt of acceptable documentation, issue a Notice of Action reflecting the changes, as appropriate

Information received will not be used to make any other changes to the service agreement. A family may at any time voluntarily request a reduction to their service level. To do so, a parent shall:

- submit a written request that includes:
 - days and hours per day requested
 - effective date of proposed reduction of services and
 - acknowledge in writing that they understand that they may retain their current service level
 - provide acceptable documentation to support the request

Within ten (10) business days upon receipt of acceptable documentation required to support the request, a Notice of Action shall be issued reflecting the changes as appropriate.

Family Fees must be paid on time each month in order to continue in the program.

Agency and Program Policies, Procedures and Requirements must be followed in order to continue in the program.

PROGRAM POLICIES, PROCEDURES, AND REQUIREMENTS

Open-Door Policy (5CCR 18275)

Joan Richards Learning Village follows an open-door policy. Each enrolled parent has access to their child at all times and is encouraged to participate in the daily activities of the program whenever possible.

Religious Instruction/Worship Policy (5CCR 18275)

Program activities and curriculum provided at JRLV does not include religious instruction or worship.

Equal Access (ADA)

Joan Richards Learning Village complies with the Americans with Disability Act (ADA) of 1990 (42 U.S.C. 12101 et seq.) which prohibits discrimination on the basis of disability, as well as all applicable regulations and guidelines pursuant to ADA. JRLV strives to offer services to children with disabilities and provide reasonable modifications to meet the needs of the child and allow him/her to participate fully in the program.

The parent has an obligation to provide JRLV staff with information such as Individual Education Plan (IEP) describing the exceptional needs and goals for the child. This information allows staff to support the unique developmental needs and goals established for the child.

Non-discrimination Policy

Joan Richards Learning Village meets all applicable state, federal and local guidelines and laws. No person shall, on the basis of ethnic group identification, religion, age, gender, sexual orientation, color, race, ancestry, national origin, mental or physical disability, be unlawfully

denied the benefit of, or be unlawfully subjected to discrimination under, any program or activity.

Inspection Authority/Parent's Rights (CCLD; 22CCR, Div. 12, Sec. 101200)

Any duly authorized officer, employee or agent of the Department of Social Services, Community Care Licensing Division, upon presentation of proper identification, may enter and inspect any place providing personal care, supervision, and services at any time during normal business hours or any time that services are being provided with or without advance notice, to secure compliance with, or to prevent violation of this act, or the regulations adopted by the department.

The Department has the authorization to interview children or staff, and to inspect and audit child or child care center records, without prior consent. The Department has the authority to observe the physical condition of the children, including conditions that could indicate abuse, neglect or inappropriate placement. Refusal to adhere to these sections is in direct violation of Title 22.

Each parent has the right to visit and observe the program any time their child(ren) is in care. Notwithstanding any other provisions of this section, staff present at the facility may deny access to any adult whose behavior appears to present a risk to children present.

Each parent has the right to review, at the child care center, reports of licensing visits and substantiated complaints against the licensee made during the last three years.

If, for any reason, a parent feels that the program may be in violation of their rights, their child's rights, or any regulations put forth by Title 22, they may file a complaint against the licensee with the licensing office:

Licensing Office Name:	Community Care Licensing/River City Regional Office
Licensing Office Address:	2525 Natomas Park Drive, Suite 250, Sacramento
Licensing Office Telephone #:	916-263-5744

Mandated Reporter (Penal Code 11165-11174.3)

In California, certain professionals are required by law to report any known or suspected child abuse or neglect to the appropriate authorities. All staff at JRLV are mandated reporters and obligated to adhere to this law.

The primary intent of the reporting law is to protect the child and to provide help for the family. The types of abuse, neglect or suspected abuse to be reported include physical abuse, sexual assault and exploitation, willful cruelty and unjustifiable punishment, neglect and unlawful corporal punishment, injury or mental suffering.

Additional causes for concern for neglect may include violations of the law, including dropping off or picking up the child while intoxicated or without the appropriate car safety seat. Mandated reporters must make a report immediately. A written report must be forwarded within 36 hours to the Child Protective Services Agency or local law enforcement.

ATTENDANCE (5 CCR 18065)

- **Part-Day Programs:** School readiness is the overarching goal for California State Preschool Programs. Achieving this goal depends on a strong home-school partnership and commitment to providing enriching, consistent experiences for each child driven by their interests and ongoing assessments. Daily attendance is a necessity for carrying out the objectives for meeting school readiness goals. We ask that all children arrive no later than 10 minutes past the start of class time. The start of the day offers the children an opportunity to get settled in and transition smoothly into the first activities of the day. If you must bring your child later, please notify the center.
- **Full-Day Programs:** Attendance is based upon contracted hours of service, as determined by each parent's certified *Need for Services* and as described on the *Notice of Action* (NOA). On days when no need is identified, children may still come and participate in the morning preschool program to support consistency toward achieving school readiness goals.
- Parents and any authorized representative who drops off or picks up the child(ren) must adhere to contracted days and hours of service. It is the parent's responsibility to ensure authorized representatives are aware of this policy. Children picked up after the certified contract hours are considered "late" and parents are subject to the *Late Pick-Up Policy*.
- If there is a change in *Need* or schedule, this change **must** be reported so that recertification may take place and an adjustment in contract hours corresponding to the change be completed. Attendance is limited to days and times the parent has a *Need* as outlined in the NOA and Application for Services.
- Full-Day services will not be provided when:
 - Parent is not scheduled for work/training/school.
 - Parent is not going to work/training/school—such as vacation days, school breaks, doctors or other appointments, etc. If you have an appointment for which you must leave work, you must pick up your child.

Late Pick-Up Policy

Children in the **Full-Day** programs must be picked up by the end of their certified contract hours. Children in the **Part-Day** programs must be picked up at the end of class time. If there is a temporary change or if you will be late, please **contact the center** to let your child's teacher know. Joan Richards Learning Village closes at 5:30p.m. Children who are picked up any time after 5:30p.m. **or** after their certified contract hours **or** class time are considered LATE and may be subject to a ***Late Pick-Up Notice***.

- Only four (4) Late Pick-Up Notices will be allowed per fiscal year.
- Upon occurrence of the 1st Late Pick-Up, a **First Notice** may be given to the parent at the discretion of the staff based upon the validity of the reason and whether or not reasonable attempts to contact the center were made by the parent or person authorized

to pick up the child. This notice will be signed and dated by both staff and parent or authorized person upon arrival.

- Upon occurrence of the 2nd Late Pick-Up, a **Second Notice** may be given to the parent, including information pertaining to further occurrences, including automatic termination upon the 4th occurrence of Late Pick-Up.
- Upon occurrence of the 3rd Late Pick-Up, a **Third Notice** may be given and a mandatory Intervention Meeting will be scheduled with the parent and Site Supervisor or Center Director to discuss issues related to Late Pick-Ups and to develop an agreement to address identified issues. **This agreement will also explain that upon occurrence of the 4th Late Pick-Up, immediate termination from the program may result.** This agreement will be signed by both parties.
- In extreme circumstances, if a child is not picked up and no one from the *Emergency Identification form* may be contacted, Child Protective Services (CPS) may be contacted for assistance. CPS will call law enforcement if a child needs to be taken into protective custody and removed from the center as only a peace officer can remove the child and continue working with CPS to locate the parents. Please help us avoid this action. We realize that emergency situations will arise, so please call if this is the case and we will do our best to assist you.

It is the parent's responsibility to inform any authorized representative of this policy the importance of adhering to contract hours and picking up the child(ren) on time to avoid receipt of Late Pick-Up Notices and risk of termination.

Absence Policy

As required by State Preschool attendance regulations, Joan Richards Learning Village recognizes two types of absences: Excused and Unexcused.

It is your responsibility to inform the center if your child is going to be absent, including the specific reason for the absence. Upon return, absences must be signed off by the parent/guardian.

- **Excused** (unlimited):
 - Illness of child
 - *Must be specific, such as "cough," "fever," etc.*
 - *A doctor's clearance may be required when a child's illness exceeds 3 consecutive days or in the case of excessive absences due to illnesses.*
 - Illness of parent
 - Dental, doctor, therapy appointment for parent or child
 - Court-ordered visitation with absent parent
 - *Best Interest* (BI) of child
 - *Limited to 10 per fiscal year—July 1-June 30 (except for children enrolled as CPS or "At Risk")*

- *Include vacation days, special days such as when a relative is visiting, religious holidays, child's birthday, etc.*
- Family Emergency
 - *Family Emergencies include such events as hospitalization, death of a family member, car accident or other transportation limitations, severe weather conditions/natural disaster, etc.*

NOTE: Although Excused Absences are unlimited, if JRLV feels that a child has excessive excused absences, a meeting may be requested on a case-by-case basis to best determine the family's continued need for services. Also, additional documentation may be requested to support excused absences.

- **Unexcused** (maximum 10 per fiscal year):
 - Absence with no phone call or no specific reason offered
 - Personal business
 - Child did not feel like coming to school
 - Parent or child slept in or woke up late
 - Any Excused Absence that has not been signed off by staff/parent

Upon the eleventh (11th) unexcused absence, a NOA may be issued terminating services from the program.

Authority to Release

- Children will be released to parents, unless there is a court order on file prohibiting it (see ***Child Custody and Court Ordered Parenting Policy*** below).
- Parents may authorize other people to pick up their child on the Emergency and Identification Information form. All contact information on this form must be kept current at all times.
- Anyone picking up a child for the first time, including parents, should bring a photo ID until staff becomes familiar with the family.
- **No child will be released to any person regardless of authorization or relationship if the person appears under the influence and may pose a danger to the child.**
- Being able to assume responsibility for a child includes, but is not limited to, being free from intoxication or under the influence of mind-altering substances.
- If staff determines that a parent or authorized adult appears to be unable to assume responsibility for a child, the staff member will detain the child at the site and another authorized adult from the emergency card will be called to pick up the child. If the adult on site refuses the alternative arrangement and the staff feels the child or staff is in danger, 911 will be called. As Mandated Reporters, staff must report any circumstance or behavior that appears threatening.

Child Custody and Court-Ordered Parenting Policy

A parent shall provide documentation of child custody and court-ordered parenting. The documentation shall show the child's name(s), birthdate(s), as well as the custody and parenting schedule agreement. A written self-declaration does not verify child custody and parenting and shall not be used as verification.

When a child's residence alternates between the homes of separated or divorced parents, eligibility, need and family fees, as appropriate, will be determined separately and service agreements established for each household in which the child is residing during the time child development services are needed. (5 CCR 18078)

Sign-In and -Out Sheets

Community Care Licensing regulations require that every child be signed in and out by a parent, guardian or authorized representative as indicated on the *Emergency and Identification Information* form (22CCR 101229.1). If it is discovered that a child has not been signed in, parents will be contacted to return to the center immediately to do so.

Please assist JRLV in following these regulations by:

- Using a **full legal signature** to sign your child in with exact time of drop off and pick up. Ensure all persons authorized to pick up also know to use full signature
- Only sign your child out at pick-up time; never at drop-off
- Ensuring your child will only be picked up by a parent or an authorized representative already identified on the Emergency and Identification Form. Your child will not be released to anyone not listed on this form
- All authorized representatives to pick up child must be over the age of 18
- Picture Identification is required for any person picking up your child. Any legal picture identification will be accepted, not limited to a California Driver's License. Ensure any persons authorized for pick up bring picture identification with them for this purpose or the child will not be released.

HEALTH AND SAFETY

Joan Richards Learning Village has several policies, procedures, and practices in place that are strictly followed and adhere to Community Care Licensing (Title 22) regulations in support of the health, safety and well-being of each enrolled child and their families. If you have any questions about any of these policies, please feel free to talk with the Site Supervisor.

Daily Health Check

- Upon arrival, parents are asked to assist their children in using the restroom, if needed, and washing their hands.
- Teaching staff will perform a brief health check of the child as part of the greeting process, scanning for signs of illness.

- JRLV is committed to the wellness of each child, so it is necessary that the person dropping off the child stay until the health check is completed. This is a good time to talk to the teacher about anything that might affect the child at school that day or present the appearance of possible illness, such as a poor night's sleep, presence of allergies, etc.

Wellness Policy

- All enrolled children are required to have a current Physician's Report (exam) on file within 30 days of enrollment, per Title 22 regulation 101220.
- All immunizations are required to be current prior to enrollment or first day of service (CCR 101220.1) and must remain current or risk exclusion from program participation.
- Effective July 1, 2016 state law prohibits personal beliefs exemptions for immunizations.
- Effective October, 2016, California Health and Safety Code, Section 1596.7995, mandates all staff and volunteers must demonstrate proof of current TB, DTap, and MMR vaccines as well as influenza vaccination, as appropriate.

Exclusion Policy

Children who are sick, have head lice or any other contagious condition, or who are not able to participate in class activities fully, both indoors and outdoors, must stay home. Additionally, a child should be kept home and may be sent home if any of the following symptoms are identified:

- Complains of not feeling well and is unable to participate comfortably in program activities
- Shows any flu-like symptoms (fever, vomiting, or diarrhea)
- Unexplained rash
- Open, oozing, or bleeding sores or has mouth sores with inability to control saliva
- Presence of head lice or nits
- Shows any sign of any communicable disease such as pink eye (conjunctivitis), impetigo, chicken pox, etc.
- Has breathing difficulties or other signs of possible severe illness

Fever

In most cases, fever indicates presence of a contagious condition or infection. **Children with a fever will be sent home until they are fever free for 24 hours without the aid of over-the-counter medication.** While medications may relieve fever symptoms, in most cases these children remain infectious until the virus passes or they are treated with antibiotics.

Children who become ill during the class day will be isolated from the other children and parent will be notified to take them home. Please ensure phone contact information and list of those authorized to pick up your child is current at all times.

Children who have been identified as ill may return after 24 hours when the following conditions apply:

- After symptoms or fever have disappeared *without* the aid of over-the-counter medication that may otherwise mask symptoms
- With a signed, dated physician's note indicating the specific condition is not communicable and that the child may return to the program with no limitations
- When the child is completely free of head lice and all nits

Parents will be notified if their child is ever exposed to a diagnosed contagious disease or condition and information will be made available to assist in identifying and preventing the disease further. In addition, children with immunizations who are not current shall be excluded from participation until immunizations are brought up to date.

Incidental Medical Services

Joan Richards Learning Village bears the responsibility of some incidental medical services provided for children in our care, such as the handling of prescription and non-prescription medications and providing other care as outlined in the section below. We reserve the right to accommodate and provide this care on a case-by-case basis depending on the availability of staff, resources, and nature of medical service.

- Teachers and staff will call parents and/or 911 whenever an incident is a life-threatening emergency or requires immediate medical attention beyond the capacity of JRLV staff certified in pediatric first aid. Any medication/service provided by staff will be recorded on the appropriate form, such as an "Ouch Report" or medication administration log.
- Verification of all staff trainings related to the provision of incidental medical services will also be maintained at the center and updated as appropriate.
- All staff shall maintain universal precautions while providing any services which may include exposure to blood or other bodily fluids, followed by proper handwashing and disposal of soiled gloves in plastic bags and garbage cans with lids or other appropriate waste receptacle.
- In the event that a child should need health-related services provided by JRLV staff during center hours, the following guidelines will be followed as specified here:

General First Aid: All First Aid supplies will be stored out of reach of children. This will include tweezers, topical ointment and creams, band aids, thermometer and ice packs. These items will be available in each classroom and in the playground fanny-pack. All classroom staff will be certified in Pediatric CPR/First Aid. Staff will maintain universal precautions while providing first aid and will fill out an "Ouch Report" anytime a child receives any health-related service.

Over-the-Counter Medication (OTC): While children are not permitted to attend with a fever or any other contagious condition, there may be instances where it is acceptable to have OTC medication at the center for a specific child. This may include

nonprescription topical ointments or creams for noncontagious skin conditions or nonprescription allergy medications and sunscreen. This medication should **not** be placed in the child's cubby, backpack or on his person, but **MUST** be turned in to the teacher or site supervisor with a completed form authorizing JRLV staff to dispense medication. This form will list an authorized representative who may administer medication to the child along with written instructions for administration and parent signature.

Sunscreen: We will be outside every day, weather permitting, so we ask that you please apply sunscreen to your child before sending him or her to JRLV each day. Parents may send sunscreen to school; however, the OTC medication protocol above will be required.

Prescription Medications: While children are not permitted to attend with any contagious condition, there may be instances where it is acceptable to have prescription medication at the center for a specific child. This can include allergy medication, antibiotics, breathing treatments and EpiPens. This medication should not be placed in the child's cubby, backpack or on his person, but **MUST** be turned in to the teacher or center director with a completed Medication Release form authorizing JRLV staff to dispense medication.

The release must be completed and signed by your child's physician and include full instructions concerning the administration procedure and dosage of each medication. All medications must have a current prescription label with the child's name, the dosage, and the physician's name on it, and all must **match** information as indicated on the Medication Release form.

Additional forms and procedures will be required for breathing treatments and EpiPens. For children enrolled in Part-Day classes, it is preferable that all medications be administered at home before or after program participation.

Inhaled Medications: Breathing treatments, nebulizers, inhalers or any other form of inhaled medications require specific forms to be signed and turned in to the teacher and/or site supervisor along with the prescribed medication. This form requires the signature of the child's physician with written instructions, as well as parent or guardian authorization. Additionally, a LIC 9166 form (Nebulizer Care Consent/Verification) must list any authorized representative who may administer inhaled medications. Parent or guardian must demonstrate proper use of all inhaled medications to each staff member authorized to administer the medication, as well as proper care and handling of related equipment. The program will ensure at least two trained staff will be available daily for medication administration. All forms must be stored in the locked class medication box with medication. Lastly, an "Ouch Report" will be sent home anytime any inhaled medication is administered, even if it is a preventative measure.

EpiPen and EpiPen Jr. : For children with known allergies, an EpiPen may be kept in the locked class medication box in case of exposure/reaction. Parent or guardian must demonstrate proper use of EpiPen to each staff member authorized to administer the medication. The program will ensure at least two trained staff will be available daily for medication administration. An up-to-date allergy list will be available for staff and substitute staff in each classroom and will denote any children with allergies that may require the use of an EpiPen. In the event of an allergic reaction, teacher or authorized staff may administer EpiPen to the child provided that there is a current form on file giving written instructions and authorization. 911 and parents will be called immediately following the use of an EpiPen. An "Ouch Report" will be administered any time precautions are taken in regards to an allergen exposure, including, but not limited to, the use of an EpiPen.

Blood-Glucose Monitoring: In the event that a child with diabetes requires the monitoring of blood-glucose levels, the test must be stored in the locked class medication box with a written authorization and instructions from child's physician and parent's signature. The monitoring instrument must be FDA-approved and used without a prescription. Additionally, teachers will maintain universal precautions anytime they are handling blood. "Ouch Report" with recorded results of blood-glucose test must be provided for the parent any time the test is administered.

In Case of Emergency: In the event that the center is evacuated for any reason, all locked class medication boxes will be included in the center's Emergency Disaster Plan and designated to staff on the plan for retrieval during any necessary evacuation to ensure there will be no interruption of necessary administration of medication.

Emergency Disaster Plans include provisions to take place in case of disaster, responsible persons, emergency phone numbers, as well as evacuation plans and routes. Plans are posted in each classroom near the phone and in the lobby on the CCL board. In the event of an actual emergency, a staff member will contact a parent/guardian or another authorized person from numbers provided on the *Emergency and Identification Information* form to provide information and instructions on next steps.

- Each center maintains a Disaster Supply Kit stocked with necessary supplies including, but not limited to, first aid kits, emergency food, flashlights, blankets and water. Kits are monitored quarterly to check for expired items and items in need of replenishing.
- Each classroom has a first aid kit that is monitored monthly for proper stocking. Any emergency situation that is deemed unusual, such as requiring the calling of 911 or evacuation of the building, shall be reported as an *Unusual Incident* to Community Care

Licensing and other appropriate agencies in accordance with regulatory procedures and required timelines.

- In case of dangerous activity in the immediate vicinity, JRLV has an emergency lock-down protocol in place which includes access to panic buttons in various locations within the building, as well as support from local law enforcement and the FRRC Administrative Office.

ENROLLMENT

Enrollment Packet: Before a child may attend the Joan Richards Learning Village, an Enrollment Packet must be completed. This packet includes, but is not limited to:

- Emergency and Identification Information and Consent form
- Admissions Agreement
- All documents as required by Community Care Licensing and California Department of Education.
- Documents required for determining program eligibility and need, as applicable.
- Any additional FRRC and Joan Richards Learning Village documents

Emergency Identification Information and Consent Form: Each child enrolled at Joan Richards Learning Village must have a **current** *Emergency and Identification Information and Consent* form on file at the site. A copy will be made available in each classroom's Emergency Binder for ease of access by teaching staff.

It is the responsibility of the parent to secure names, addresses, and current telephone numbers of persons authorized to remove the child from the site and to keep this information current. Children will not be released to anyone unless they have been authorized by the parent on this form. The people listed on the *Emergency and Identification Information and Consent* form must be prepared to show photo identification, and sign out the child using their full signature.

The *Emergency and Identification Information and Consent* form must be updated whenever there is a change of information by the parent or guardian. In order to abide by program requirements, parents must notify us of any changes in address or phone number within 5 days of the change.

Family Orientation: All parents will have an orientation prior to the child's start date at Joan Richards Learning Village. During that visit, you will receive an overview of our program philosophy, goals and objectives, and policies and procedures. Please feel free to ask the site supervisor or teacher any questions that you may have regarding the daily routine, staff background and qualifications, the curriculum, or anything else that you need assistance with. We want you and your family to feel comfortable while in our program.

NOTICE OF ACTION

The Notice of Action (NOA) is a legal document that is used to communicate a wide range of important information to parents. They are most commonly sent for approval or denial of admission into the program, when changes are made to the service agreement, termination of services by either the program or parents, or as a warning of pending action as a result of non-compliance of program requirements. In most cases, the NOA will be sent fourteen (14) calendar days before the effective date of the intended action. If the parent or guardian disagrees with any action stated in the NOA, there is an appeal process (see *Right of Parent Appeal* below).

TERMINATION POLICIES

Policies pertaining to termination are in accordance with all state and federal regulations and are intended to ensure programmatic compliance on all levels.

Causes for Termination

- Violation of any policies or procedures as outlined in the *Parent Handbook and Written Information for Parents*
- Violation of the *Adult Code of Conduct*; behavior that presents a risk to children and/or staff, such as profanity, threats, destroying property, etc. (see below)
- Child's ongoing behavior is of danger to self or others
- Excessive violation of the *Late Pick-Up Policy*; termination is automatic upon the fourth (4th) occurrence
- Failure to provide requested health information within required guidelines, such as current immunizations and physician's report
- Failure to meet Title 5 requirements as related to ongoing program eligibility.

Specific causes for termination may include, but are not limited to:

- Failure to submit requested documents in a timely manner
- Failure to pay Family Fees or adhere to the guidelines of a repayment plan
- Failure to recertify within regulatory timelines
- Knowingly using incorrect or inaccurate information to obtain a benefit that you would otherwise not be entitled to, such as child care services
- Consistent failure of parent or other authorized adult to use a full legal signature to sign each child in and out of the program on a daily basis
- Consistent failure to record accurate time on sign-in sheet upon arrival or sign-out sheet upon departure
- Exceeding ten (10) unexcused absences per fiscal year in addition to ten (10) Best Interest Days per year
- Failure to adhere to approved contract days or hours

- Changes to funding, state contracts, regulations, or law that impact eligibility or need requirements

Adult Code of Conduct

Our goal is to provide our children with positive adult role models. We expect parents and parent representatives to do the same. Respectful interactions are required throughout the Joan Richards Learning Village. Any person who makes threats against, harasses, or endangers the safety or life of any child, parent, or staff member or representative, will immediately be terminated from the program.

Actions that constitute grounds for **immediate termination** include, but are not limited to:

- Yelling, swearing, and/or the use of indecent or obscene language
- Personal attacks, aggressive actions, harassment, threats or infliction of physical and/or mental harm or abuse to any staff member, child, or person associated with Joan Richards Learning Village
- Sexual advances or abuse towards any staff member, child, or person associated with the Joan Richards Learning Village
- Carrying of weapons of any kind onto the premises of the Joan Richards Learning Village

Drugs, Alcohol, and Tobacco Use

The use of drugs, alcohol or tobacco is prohibited in all FRRC facilities. This includes all areas of Joan Richards Learning Village, including the parking lot. This also includes during activities or field trips, indoor and outdoor activities, and all program vehicles. This policy applies to employees, the children's family members, and the general public. Your cooperation is greatly appreciated at all times.

It is the responsibility of the parent to become familiar with, as well as, inform their authorized representatives of, Joan Richards Learning Village policies, procedures and requirements. Enrolled parents and their authorized representatives are required to abide by all policies, procedures and requirements.

The enrolled parent may be given a written memo warning of the first violation of a program policy. After the written warning, the next violation of any other policies, procedures or program requirements may be addressed in a Notice of Action.

Displacement Policy (5 CCR 18106)

If it is necessary to displace families, for reasons including, but not limited to, a change in the Family Fee Schedule, reduction in state funding, a loss of a state contract, or changes in state regulations, families shall be displaced (terminated from services) in reverse order of admissions priorities.

Parking

Parking for Joan Richards Learning Village is located in front and to the left side of our center. Please make sure to park in only one parking space.

Please do not park in the driveway of the bus barn as busses are coming and going.

We ask that you keep in mind that there are small children entering and exiting the building, so please use extreme caution when driving in the parking area. When walking to or from your vehicle with your child, please make sure to hold his/her hand. We are not the only ones using the parking area and others may not be watching for small children.

Under no circumstances should children be running in the parking lot or left unattended inside or outside of your vehicle.

Remember . . . it is illegal to leave children unattended inside a vehicle.

Please make sure to bring any other children you may have with you inside when you bring your child into the center or come to pick him/her up. If you need assistance in getting your child to or from the car, please call the front office at (209) 461-2758 and let us know you need assistance.

Mandatory Car Seat Law

By law, children are required to be secured into appropriate car seats or booster seats when riding in a car. Joan Richards Learning Village staff is mandated to report individuals who do not follow this law. If you are unable to afford appropriate car seats, the center director or site supervisor can refer you to local resources.

Discipline Philosophy

The purpose of discipline is to teach children skills needed to develop self-control and learn to make appropriate choices. The social-emotional climate of the classroom is a priority of all teachers. All children have the right to be treated with respect and to play and learn in a safe, caring, and nurturing environment. The teaching staff utilizes positive guidance techniques and practices grounded in child development for guiding children's behavior. Because we view parents as partners in their child's education, we encourage parents to share with us any challenges or need for strategies or support with any challenging behavior that may be occurring at home so that we can provide consistency in our collective approaches both at home and school.

Joan Richards Learning Village does not allow any kind of discipline that physically or emotionally hurts a child. This includes all adults in the classroom, as well as parents and volunteers. This also extends out to the parking areas during all hours of program operations. Violations of this policy may result in termination from the program or reports filed with the appropriate agency, per the terms of the Mandated Reporter law.

The following behaviors affect the personal rights of staff and other children and may require development of a behavior success plan:

- Endangering the health and safety of themselves, other children or staff
- Continuous refusal to follow acceptable rules of behavior
- Habitual use of profanity, vulgarity, or obscenity

Behavior Success Plan

The staff at JRLV is committed to each child's successful participation in the program. We know that at times, some children have different ways of expressing their feelings, have various temperaments, and sometimes even possible underlying developmental challenges that are yet unknown to us. We are also committed to working in partnership with each parent when behavioral challenges arise to determine the root of the problem, problem-solve together, and seek out additional help from community resources as needed. The following steps outline what the *Behavior Success Plan* typically looks like:

1. Encouraging positive behavior by continuous reinforcement of rules, routine, and encouraging positive means of self-expression.
2. Alternative behaviors are discussed with child ensuring understanding of making safe and appropriate choices and praising those choices when they are made.
3. Discussion of the situation, feelings, and alternatives is accomplished through teacher-child/child-child problem solving and by engaging whole-class participation in activities related to social-emotional skill building and practice with self-regulation skills.
4. The parent/guardian will be notified of the challenging behavior and staff will try to gather more information about the child and any changes in behavior the parent may have noticed or experienced at home.

Staff will document the behavior on an ongoing basis so as to try to identify possible triggers for the behavior and to document responses that were successful or unsuccessful. Successful strategies may be shared with parents for support at home. If informal strategies are unsuccessful after approximately two weeks, and the behavior remains the same or worsens, a Parent-Staff Conference will be held to formalize the ***Behavior Success Plan***. If the behavior is dangerous, the two-week time span may be shortened and attendance suspended until a conference is held.

A Behavior Success Plan will be developed in partnership between the staff and parents at the conference. This plan will identify immediate concerns, strategies for addressing those concerns, expected timelines, and persons responsible for carrying out the plan. At this time, the possible need for referral to community resources for additional screening or support will also be discussed.

If the problem is not resolved, the staff will consult the Center Director or Site Supervisor and Program Director to consider the situation and the possibility of removing the child from the program. At this point all documentation, conference notes, and subsequent documentation

will be reviewed by the Program Director in consultation with the parent at a follow-up conference.

If the child's behavior threatens the safety of themselves, other children, or staff, the parent will be notified and expected to pick up the child immediately. Extreme or violent behavior may result in immediate termination and all efforts will be made to refer the family to additional community resources.

Termination from the program may be considered only in extreme situations after all reasonable resources have been exhausted.

Transportation

Joan Richards Learning Village does not provide transportation to or from school or on field trips. You may use the parent information board to post car pool needs. Parents and guardians are responsible for providing transportation for their own child to and from school and on field trips.

Field Trips

Any planned field trips will take into consideration the children's age and developmental level in order to enhance the children's learning experience. A signed permission slip is required before children are allowed to participate in an off-site activity.

What to Wear to School

Joan Richards Learning Village encourages children's active participation in their own learning. To fully engage in the activities and experiences that will prepare your child for school, they must be comfortable and at ease so as to avoid limiting their participation. A child who is worried about getting dirty, for example, may be less inclined to try to pour their own milk or take part in various painting activities that enhance learning about colors, develop fine motor skills necessary for writing, and taking turns with others.

Please send your child to school dressed to get messy and appropriate for the weather. Outdoor time is an integral part of our program. Weather permitting, outdoor activities will be scheduled daily and all children will play outdoors. Remember when helping your child choose what to wear to school each day, think of his/her comfort and self-help skills.

- Provide clothing with uncomplicated buttons or buckles so that they can use the bathroom by themselves.
- Please make sure clothing is washable. Children are encouraged to take part in art, sand play, water play, etc., so they will often come home with some of their day left on their clothes. Preschool staff will take all appropriate precautions, such as using smocks during art, but are not responsible for any stained or damaged clothing.
- Please provide sturdy clothing that will allow for active outdoor play.

- Shoes must allow your child to run, hop, skip, etc. ***Open-toed, backless, or flip-flop sandals are NOT allowed.*** These are not safe from dirt, wood chips, sand or climbing equipment. Children may slip and fall or stub their toes.
- Please provide a jacket or sweater for your child when it is cold.
- If your child has pierced ears, please do not send him/her with dangling earrings.
- Please provide a change of clothes for your child that is appropriate for the season (accidents do happen). The change of clothes must be clearly labeled and replaced as needed. Please include underwear, tops and bottoms, socks, and, if possible, shoes.

Remember to put your child's name inside all clothing, especially jackets or coats.

Nap/Rest Time Policy (Full-Day ONLY)

Community Care Licensing regulations require children attending a full-day program to be provided with an opportunity to nap/rest without distraction or disturbance for a reasonable period of time. This regulation also prohibits JRLV staff from waking children or keeping children awake that fall asleep during nap time. Quiet activities may be provided for children who are non-nappers after the 20-30 minute opportunity for rest has been provided.

Bedding is provided by JRLV to be used by your child during naptime; however, children may bring a special blanket, small pillow or stuffed animal for use at this time. These items will be stored in your child's cubby until naptime, so **please make sure all items fit completely within the cubby.** Any personal nap items will be sent home every Friday for cleaning.

Remember to put your child's name on any items sent from home.

COMPLAINTS AND CONCERNS

Feel free to express any concerns you may have or clarifications you need to understand our program, any regulatory requirements, or our policies and procedures. Our program can only improve with feedback from our families. The complaint and grievance process is intended to be used as a resource; to be used as a way to address unresolved parent, community, or staff differences of opinion, disagreements about policy interpretation, dissatisfaction with operations at any level, and concerns about any services you or your child are receiving.

When you have a complaint or concern, it is best to go directly to the person involved and seek resolution to the problem. If this is not possible, then please follow the *Chain of Command*—that is, the supervisor of the person with whom you need conflict resolution assistance. At JRLV, the Center Director or Site Supervisor can assist with concerns related to the center or teaching staff. Our Director of Program Services (209-461-2951) is located at the Weber Administrative Offices and is also available to assist you. It is also a good idea to participate in the Parent Survey process and bring up concerns at monthly parent meetings.

Complaint/Grievance Procedures

If the aforementioned strategies for conflict resolution are unsuccessful, there is a Grievance Form and a formal conflict-resolution process available to you. Please let your Site

Supervisor or Center Director know if you would like to pursue this process. Neither you nor your child will suffer any penalties for expressing your opinions—it is your right.

Right of Parental Appeal (5CCR 18120)

- Every parent has the right to appeal a decision communicated through a Notice of Action (NOA). This request for an appeal hearing must be submitted within fourteen (14) calendar days of the date the NOA was received by the parent. The appeal process is detailed on the reverse side of the NOA and includes the Agency Contact to whom the appeal request should be addressed. The Agency Contact is someone in an administrative capacity who has been designated as "the hearing officer" and not directly involved with the issuance of the NOA.
- During the appeal process, the intended action as described in the NOA will be suspended pending the review process and appeal hearing.
- A parent or authorized representative must attend the hearing at which time the hearing officer will explain the legal, regulatory or policy basis for the NOA, and the parent will have the opportunity to discuss any disagreement or ask for further clarification.
- A written decision shall be mailed or delivered to the parent within ten (10) calendar days after the hearing.

If the parent disagrees with the written decision from the Agency, the parent has fourteen (14) calendar days in which to send a written appeal request to the Early Education and Support Division (EESD) of the California Department of Education (CDE).

The appeal request should include:

- The reason(s) for the disagreement
- A copy of the Notice of Action in dispute, and
- A copy of the Agency's written decision denying the parent's initial appeal.

The decision of the EESD will be mailed or delivered to the parent and to FRRC within thirty (30) calendar days after the receipt of the appeal request at which time FRRC and JRLV will comply with the decision of the EESD immediately upon receipt thereof. If the decision described within the initial NOA is upheld by the EESD, services to the family shall cease upon receipt of the EESD's decision.

UNIFORM COMPLAINT PROCEDURE NOTICE (5CCR 4600-4687)

It is the intent of Family Resource and Referral Center and Joan Richards Learning Village to fully comply with all applicable laws and regulations. Individuals, agencies, organizations, students and interested third parties have the right to file a complaint regarding any alleged violation of a statute or regulation by Joan Richards Learning Village that the California Department of Education is authorized to enforce. This includes allegations of unlawful discrimination in any program or activity funded directly by the state or receiving federal or state financial assistance.

- Federal and state laws protect complainants from retaliation.

- Complaints must be signed and filed in writing with the California Department of Education:

**California Department of Education
Child Development Division / Complaint Coordinator
1430 N Street, Suite 3410
Sacramento, CA 95814**

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

ADDITIONAL INFORMATION

Ways We Can Work Together

- Visit Joan Richards Learning Village whenever you can. Observe classroom activities and get to know your child's teachers and friends
- Talk with your child about his/her day at school
- Tell the teacher what your child likes, such as special foods, games, and interests
- Inform the teacher, Center Director or Site Supervisor if there is anything special or unusual happening in the child's life that may affect his/her behavior. Even the death of a goldfish can impact a child's day at school!
- Show your child you are happy about all the new things he/she is learning to do by displaying his/her artwork or special projects and talking about them at home
- Share your ideas or concerns about the children's activities with the Joan Richards Learning Village staff. Your input is valuable!
- If you have some time and a talent to share, such as singing, drawing, or any other ability, please let us know. Ideas are often listed on the weekly curriculum
- Tell us how we can help you with your child; request a conference at any time
- Encourage your child to dress and feed himself
- Invite your child to help you at home
- Attend scheduled parent meetings and conferences
- Join us for field trips, special activities, and meals
- Share your culture, ethnic background, and family traditions with us.

Community Involvement (5CCR 18277)

Joan Richards Learning Village welcomes support from the community, including donations and services. Information about services is readily available to the community by telephone, mail, by visiting the program site, at community events, or through the website at www.frrcsj.org. Multi-lingual staff is also available.

As a tax-exempt 501(c)(3) Corporation, Family Resource and Referral Center has in place a voluntary, policymaking Board of Directors. Members represent the community at large and

bring a wealth of experience and knowledge to FRRC. Members do not receive any monetary compensation for time or services provided. The Board of Directors has the responsibility of the general oversight of the agency.

STATEMENT OF CHILDREN'S RIGHTS

1. We have the right to be happy and to be treated fairly at Joan Richards Learning Village.
**No one will make fun of us or hurt our feelings. We will be given the same consideration and respect as others.*
2. We have the right to be safe at Joan Richards Learning Village.
**No one will hurt, push, hit, kick, bite or pinch us. Nor will any type of restraining device ever be placed on us.*
We have the right to hear and be heard at Joan Richards Learning Village.
**No one will shout or yell at us or make loud noises at inappropriate times.*
3. We have the right to learn and be creative at Joan Richards Learning Village.
**No one will keep us from succeeding at what we try.*
4. We have a right to be ourselves at Joan Richards Learning Village.
**No one will judge us or treat us unfairly because of our color, gender, physical appearance or background.*

STATEMENT OF PARENT'S RIGHTS

As a parent/Authorized Representative, you have the right to:

- Enter and inspect the child care center without advance notice whenever children are in care,
- File a complaint against the Joan Richards Learning Village with the licensing office and review Joan Richards Learning Village's public file kept by the licensing office.
 - Licensing Office Name: Community Care Licensing/River City Regional Office
 - Licensing Office Address: 2525 Natomas Park Drive, Suite 250, Sacramento
 - Licensing Office Telephone #: 916-263-5744
- Review, at Joan Richards Learning Village, reports of licensing visits and substantiated complaints against the Joan Richards Learning Village made during the last three years,
- Complain to the licensing office and inspect Joan Richards Learning Village without discrimination or retaliation against your child,
- Request in writing that a parent not be allowed to visit your child or take your child from the facility, provided you have shown a certified copy of a court order,
- Be informed, by Joan Richards Learning Village upon request, of the name and type of association to the facility for any adult who has been granted a criminal record, exemption, and that the name of the person may also be obtained by contacting the local licensing office,
- Receive, from Joan Richards Learning Village, the Caregiver Background Check Process form.

COMMITMENT TO DESIRED RESULTS

The staff of Joan Richards Learning Village looks forward to a successful collaboration with you as we all strive to encourage the best possible experience for your child that will pave the way for school readiness and the achievement of the following desired results from participation in our program:

- 1: Children are personally and socially competent
- 2: Children are effective learners
- 3: Children show physical and motor competence
- 4: Children are safe and healthy
- 5: Families support their child's learning and development
- 6: Families achieve their goals

USDA Civil Rights Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

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

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

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

This institution is an equal opportunity provider.

ABOUT FAMILY RESOURCE & REFERRAL CENTER

"We care about children and families"

MISSION STATEMENT

Family Resource & Referral Center promotes and enhances child development and family well-being in San Joaquin County and other service areas.

OUR VALUES AND BELIEFS

The Family Resource & Referral Center is founded on the belief that children and families are vital to the richness and quality of life within San Joaquin County. The Center's staff is committed to the compassionate support of children and families in need of social, support, and training services. The staff believes that direct, personal action will make a difference in family life and is dedicated to enhancing the quality of life within our community.

Through its professional staff, the Center is a clearinghouse for information on child care services, parenting, nutrition, and child safety.

The Center:

- promotes community awareness concerning the needs of children and families
- participates in building community coalitions to develop solutions for those needs
- works with parents, care providers, business and community leaders to promote quality services for children and their families
- provides child care referrals to all parents in San Joaquin County
- administers child care and nutritional resources, conducts workshops in effective practices of child rearing, child care, and child safety
- provides advocacy, information, training and direct services to enhance child care, child development, and family well-being in San Joaquin County

Family Resource & Referral Center Summary of Services

The Family Resource & Referral Center (FRRC) provides direct services, information, training, and advocacy to enhance child care and family well-being in San Joaquin County. We seek to augment and enhance the delivery of children's services rather than to duplicate existing resources. Our primary focus is quality child care for children and technical assistance to those working with children and families.

State Preschool - Joan Richards Learning Village in Stockton provides free part-day AM or PM state preschool classes for children 3-5 years of age. A full-day program is also offered for those families that need it. Both programs are based on income eligibility.

Resource and Referral - Services are available for parents and anyone seeking child care information regardless of income. Referrals to licensed child care facilities and family support services are available. Other services available at the resource center are: a library of books, activities, and activity kits for children; child development and parenting information.

Community Child Development - Offering technical assistance, training, and support to parents and providers including: inclusion, child development, parenting and professional growth.

Subsidized Child Care - Provision of child care subsidies to low-income families while parents are attending school, training programs, or working.

USDA Child Care Food Program - This program is designed to encourage nutritious meals for children in licensed and exempt day care homes by offering benefits to the child care providers. The benefits include cash payments to reimburse providers on a per-meal, per-child basis, technical assistance, and information on how to operate and manage the food program and keep adequate records.

Community Collaboration - FRRC works with many community agencies and organizations promoting quality child care and early learning for children of all ages. Some partnering agencies include: First 5 San Joaquin, San Joaquin County Office of Education, San Joaquin County WorkNet, San Joaquin Local Planning Council, Community Partnership for Families, Health Plan of San Joaquin, and the San Joaquin County Human Services Agency.

Family Resource and Referral Center Administrative Offices

509 W. Weber Ave., Suite 104

Stockton, CA 95203

209-948-1553

Visit us online @ www.frrcsj.org



This page intentionally blank

RECEIPT AND ACKNOWLEDGMENT FORM

I acknowledge that I have received a copy of the Joan Richards Learning Village Handbook and Written Information for parents.

I understand that it is my responsibility to read and comply with the policies and procedures contained in this handbook to the best of my knowledge and ability.

I understand that it is my responsibility to refer to the handbook and that any questions I may have regarding its contents should be directed to the Center Director or Site Supervisor.

I agree to follow all laws and regulations that relate to my child's and my own participation at Joan Richards Learning Village, including all applicable licensing laws.

I acknowledge that failure to follow the policies set forth in this handbook will result in the termination of services to my child.

By signing below, I authorize Joan Richards Learning Village, to share any information regarding my child's services with any authorized representatives of Family Resource & Referral Center or contracted agencies. The use or disclosure of information maintained in the child's file will be accessible to FRRC staff and authorized representatives, including, but not limited to: Community Care Licensing, San Joaquin County Human Services Agency, Child Protective Services, and any other contracted agencies.

I understand and agree that my child's services with Joan Richards Learning Village will be governed by the policies contained in this handbook. Joan Richards Learning Village reserves the right to change, amend, add, modify, supplement or discontinue any policy or procedure at any time, without prior notice. In such case, Joan Richards Learning Village will provide me a copy of the changed policy or procedure and I understand I must comply with it. I understand that this handbook supersedes any previous handbook.

Please sign your name below and return this page to the Joan Richards Learning Village.

Parent or Guardian's Signature

Date

Agency Representative Signature

Date

If you require an explanation of any area covered in this handbook in a language other than English, please let the Site Supervisor or Center Director know.