

YWCA OF CONTRA COSTA COUNTY/SACRAMENTO

PARENT HANDBOOK

FOR

GENERAL CHILDCARE PROGRAMS

CALIFORNIA STATE PRE-SCHOOL PROGRAMS

FULL-FEE PROGRAMS

ADMINISTRATIVE OFFICE

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07/2022

**eliminating racism
empowering women**
ywca

YWCA OF CONTRA COSTA COUNTY/SACRAMENTO
2022-2023 Corporate Goals and Objectives

VISION STATEMENT OF THE NATIONAL YWCA:

Elimination of Racism
Empowering Women

MISSION STATEMENT OF YWCA OF CONTRA COSTA COUNTY/SACRAMENTO:

Since the YWCA of Contra Costa County/Sacramento
is dedicated to empower women and families
from diverse backgrounds,
our services will build -
self-worth
social and emotional health
on a foundation of tolerance and social equity!

YWCA OF CONTRA COSTA COUNTY/SACRAMENTO PROGRAM GOAL:

The YWCA of Contra Costa County / Sacramento provides quality child care, along with women and family programs that enhance individual self-potential, develop an ethic-value system, promote tolerance and social justice, and address the physical and mental health needs of family members.

YWCA OF CONTRA COSTA COUNTY/SACRAMENTO FINANCIAL GOAL:

The YWCA of Contra Costa / Sacramento will be self-efficient, a financially stable organization with a secure and diverse revenue base that enables the organization to carry out its mission and enhance its voice and visibility at the local level.

YWCA OF CONTRA COSTA COUNTY/SACRAMENTO COMMUNICATION GOAL:

The YWCA of Contra Costa County / Sacramento will enhance public understanding of the YWCA mission of becoming visible through the media and working in partnership and cooperation with other community agencies.

PHILOSOPHY AND OVERVIEW OF YWCA OF CONTRA COSTA COUNTY CHILD CARE PROGRAMS:

We believe children learn through play. The program reflects a developmental approach to working with young children that emphasize exploration and creativity. Lesson plans are designed to meet individual needs in small and large groups, through active and passive activities. Support services such as: mental health services, speech and language, health and dental hygiene are provided as a referral at each site to enhance the quality of the programs.

We provide developmentally appropriate activities and an environment that nurtures young children, encourages them to make positive choices, promotes independence and involves families in all aspects of the program. Staff working with the children and families focus on building not only the child's self-esteem but also that of the parents. The program connects with community resources, providing accessible and affordable services so that the child and family's needs can be met.

PROGRAM GOALS/OBJECTIVES FOR THE YWCA OF CONTRA COSTA COUNTY/SACRAMENTO CHILD CARE PROGRAMS:

The YWCA of Contra Costa County/Sacramento programs are designed to create:

1. An environment that is comfortable, enriching, and meets the Department of Social Services Title XXII Licensing Regulations for health and safety and the California Department of Education Standards.
2. An atmosphere that is generally one of happiness, warmth, and caring, where adults create a safe, nurturing environment in which the dignity, worth and cultural uniqueness of each child and the child's family are valued.
3. A comprehensive program that provides individual developmental assessment (DRDP) for each child twice a year with a parent conference taking place after the assessment.
4. A program that builds a partnership with parents to improve language, social/emotional, creative and self-help skills, at an age-appropriate level.
5. A child-centered curriculum that reflects our program philosophy that children learn through doing and activities, that are appropriate for culture, development and age meeting the child's interests and desires; and focusing on the child's strengths.
6. Activities that are planned to enhance the development of language, cognitive skills, gross and fine motor coordination, and multi-cultural awareness so children can be assessed twice a year to ensure they are participating in age-appropriate activities.

PARENT INVOLVEMENT AND EDUCATION:

We encourage parent participation in our childcare centers. We feel that parents play a very important role in the education of their children, especially if they are involved. The YWCA offers parent meetings every month with the exception of June, July, August and December for parents to receive information regarding topics of interest, a parent advisory committee that offers more participation within your child's program with curriculum, future event planning, and/or planning celebrations for your school. Teachers communicate with parents through two parent/teacher conferences twice per year. Informal meetings with parents are always welcome; just to find out how your child is doing is always encouraged and welcome. Parent boards are at all of the YWCA sites for parents to look for resources to help them with medical and dental programs, adult education, or extracurricular activities for children happening in the community.

NON-DISCRIMINATION:

The YWCA of Contra Costa County/Sacramento operates on a non-discriminatory basis. In accordance with applicable law, the YWCA prohibits discrimination based on race, color, creed, gender, religion, pregnancy, sex, age, gender identification preference, national origin or ancestry, physical or mental disability, medical condition, sexual orientation, ethnic group identification, as well as any other category protected by federal, state, or local laws. We welcome children with disabilities or other special needs. We understand the requirements of the American with Disabilities Act (ADA) and will make reasonable accommodations for such children, if possible.

OPEN DOOR POLICY:

The YWCA of Contra Costa County/Sacramento operates an open-door policy that welcomes parents at any time to observe their children. To volunteer for a pre-school program, please coordinate with the Site Supervisor. **Parents who are volunteering must have a current TB skin test, an MMR, a Tdap, a flu shot, and COVID-19 + 1st Booster (fully vaccinated).**

UNLAWFUL SEXUAL HARRASSMENT:

The YWCA is committed to providing a safe environment for children, families, and employees. California defines sexual and other types of harassment as unwanted sexual advances, or visual, verbal or physical conduct of a sexual nature or harassment on basis of any legally protected classification is prohibited including harassment based on: race, color, national origin, ancestry, physical or mental disability, medical condition, genetic information, marital status (including domestic partnership status), age (40 or over), sexual orientation, Civil Air Patrol status, military and veteran status, and immigration status. This definition includes many forms of offensive behavior. The following are examples:

- Unwanted sexual advances.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct: leering, making sexual gestures, displaying sexually suggestive objects or pictures, cartoons, e-mails, text messages, websites, social media or posters.
- Verbal or written conduct: making or using derogatory comments, e-mails, letters, epithets, slurs, sexually explicit jokes, comments about an employee's body or dress.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentary about an individual's body, sexually degrading words to describe an individual, suggestive or obscene letters, notes or invitations.
- Physical conduct such as assault, unwanted touching, or blocking normal movement.

It is unlawful for males to sexually harass females or other males, and for females to sexually harass males' other females. Sexual harassment on the job is unlawful whether it involves coworker harassment, harassment by a supervisor or manager, or by persons, including volunteers, customers or clients, doing business with or for the Association.

If you feel you or your child have been harassed, please contact Nancy J. Atkinson, Chief Executive Officer at (925) 323-5106. The YWCA, if it determines that harassment has taken place, will take remedial action according to the circumstance.

STAFF QUALIFICATIONS:

YWCA teaching staff meet the qualifications mandated by the California Department of Education, Child Development Division. All teachers have at least 24 early childhood education units and 16 general education units. Associate teachers have 12 early childhood education units. Aides are not required to have any ECE units, but are encouraged to take early childhood education classes to be able to reach teacher level.

All Head Teachers and Associate Teachers in each classroom have completed training in cardio pulmonary resuscitation and first aid. All staff attend one scheduled continuing education workshop, class, or conference yearly for professional growth. Continuing education is a requirement of all instructional personnel and the YWCA provides in-service training as required by the Department of Education on a monthly basis.

CHILDREN'S ENROLLMENT AND ELIGIBILITY PROCEDURE:

Ages of children served range from two years to age five, depending on site and program, and there is a private after school program serving transitional kindergarten, kindergarten and first graders.

Eligible families are enrolled in our program without regard for sex, race, religion or disabilities, to the extent that our centers can provide the reasonable accommodation for the child. Prior to admission, there will be a face-to-face meeting between the child's representative and a representative of the YWCA. Income eligibility and need requirements are determined by the California Department of Education for State funded program.

Eligibility criteria are as follows:

1. Child Protective Services
2. Current Aid Recipient
3. Income Eligible
4. Homelessness

Families must prove a need according to the following criteria:

1. Child Protective Services
2. Employment
3. Training
4. Seeking Employment
5. Incapacitation of the parent
6. Special need of the child or
7. Seeking Permanent Housing for Family Stability

Families that are enrolled in the Part-Day California State Preschool Program do not need to meet the NEED criteria, but must meet income qualifications.

Families enrolled in the private Hidden Valley program do not need to establish need and are exempt from Department of Education enrollment requirements.

ADMISSION PROCEDURE TO A DEPARTMENT OF EDUCATION PROGRAM:

When an opening occurs in the center, an enroller will call the parent with the highest rank from the eligibility list for that site for age, income and family size to make an appointment for processing eligibility documents verifying income and need for service. The parent/guardian will receive an official NOTICE OF ACTION (NOA) approving or disapproving services, after providing documentation.

Parents wishing to appeal an agency decision must follow the appeal procedure carefully or lose their right to appeal. The appeal process is explained on the reverse side of the Notice of Action.

The following forms and documents are required to complete a families' eligibility file:

- Data Collection Form (CD 9600 A),
- Confidential Application (CD9600) signed by parent/guardian and site administrator
- Verification of Protective Services status (if applicable)
- Verification of Employment (if applicable)
- Verification of Income (one recent full month's income), which includes Child Support or Verification of Public Assistance or any other income
- Training Verification (if applicable: specific classes, class schedule, career goals)
- Statement of Medical Incapacity (if applicable)
- Verification of child's special needs – IEP and letter from therapist (if applicable)
- Proof of residency requirements
- Birth Certificates for all children under 18 living in the home or other document showing proof of parent

Private programs taking place at Hidden Valley are exempt from filling out many of the above forms.
CHILDREN'S ENROLLMENT FILE:

The State of California requires children's centers to maintain a file on each enrolled child that includes the following:

- ID & Emergency Form- LIC 700 (with two contact persons and their current phone numbers)
- Admission's Agreement Form
- Child's pre-admission health history (parent's report) LIC 702
- Physician's Report signed by a licensed medical doctor (health evaluation within 30 days of admission) LIC 701
- Immunization Records (must be up-to-date prior to admission as shown on the immunization card or doctor's report)
- Medical Statement to request special meals and/or accommodation for a disability (SNP – 925)
- Parent's Rights-LIC 995
- Consent for Medical Treatment- LIC 627B
- Personal Rights- LIC613A
- Certified copies of Birth Certificates for all children under age 18 living in the home or other document showing proof of parent
- Data Collection Form- CD 9600/A
- Needs Assessment form
- Acknowledgment of Receipt of Parent Handbook Form

Other forms required by the YWCA:

- Video Camera authorization form
- Photography Form
- CACFP Meal Benefit Form- CDFDD 3101 (must be completed during enrollment process)
- Welcome Letter /Fee Information

MEDICAL EXAM: REQUIREMENT FOR ADMISSION:

In accordance with section 101220 of State Licensing Requirements, the licensee (YWCA) shall obtain a written medical assessment of the child within 30-days of enrollment which enables the assessment of the licensee's ability to provide necessary health related services to the child. Failure to provide the medical assessment will result in suspension of services until obtained. The medical exam applies only for children ages 2 – 4, or in any of our preschool programs.

The medical assessment shall provide the following:

1. A record of any infectious or contagious diseases which would preclude care of the child by the licensee.
2. A test for Tuberculosis, if applicable (within 30-days)
3. Identification of the child's special problem or needs
4. Identification of any prescribed medications being taken by the child.
5. Ambulatory status.
6. For children needing asthma treatments at school, a Nebulizer Care Consent/Verification form (LIC 9166) must be filled out by child's physician before inhalers can be given in the child care setting.
7. Parents must complete medication plan and train staff before medication can be left at the site.

The licensing agency shall have the authority to require the licensee to obtain a current written medical assessment, if such an assessment is necessary to verify the appropriateness of a child's placement. (Health and Safety Code, Sec. 1596.81, 1596.72, 1596.73, 1597.05).

CONTINUING ELIGIBILITY:

Families will be re-certified for eligibility once every 12 months for the General Childcare program and the full day CSPP/CCTR programs. For the part day, part year CSPP program, eligibility will be guaranteed for one school year. Under certain conditions the center may be requiring additional certification of eligibility as required by our funding contract with the California Department of Education. Childcare and development services are **not** an entitlement to families. **It is a family's responsibility to maintain reasonable proof of continued eligibility for enrollment in a subsidized program.**

An enroller will notify parents in writing when it is time to re-certify eligibility for continued services. **If documents are not completed and returned by the date that the current eligibility expires, the state will consider the family ineligible for services, and we will be forced to discontinue your child care.** Parents who are students must submit a class schedule from the registrar at the beginning of each term and a transcript of successful completion of each course at the end of the term, to remain eligible for services. Parents are required to maintain a C average for all classes. Parents who are seeking employment are required to show proof of progress toward their future employment goal to remain eligible for subsidized childcare. Parents are issued a Notice of Action indicating when their current services will expire (usually 14 calendar days prior to the change in services). This provides adequate time for parents to appeal the center's decision to change those services.

Enrollment in Private Programs (Hidden Valley): Kindergarteners take first priority when enrolling at the Hidden Valley YWCA. If we find that there are limited spaces, the returning children that are oldest in age may not be able to be enrolled. The Hidden Valley program is for children in Transitional Kindergarten to First Grade.

FEES: Invoice for the Entire Year

The State Department of Education subsidizes the YWCA Child Care Services for eligible and enrolled families. Families are assessed a co-payment based on income and family size. The fee schedule is available in the center's office and can be obtained upon request. Families with extremely low income for their family size may not be required to make a co-payment. The amount of the monthly fee will be stated on the Notice of Action those parents receive at time of enrollment and upon re-certification of eligibility. Private parents are required to report any change in contract hours.

Failure to report changes may result in termination of childcare services.

The fee assessed is a family fee. Families with more than one child enrolled pay the fee for the child who is in care the greatest number of hours each day. Private Hidden Valley parents will receive a discount for the second child enrolled in the program.

FEE COLLECTION:

Family fees are due the 1st of each month and must be paid on time. Fees are considered delinquent after the 5th calendar day of each month.

For Hidden Valley full fee parents, if tuition is not paid by the 5th of each month, the child will be given notice to leave the program.

Family fees are to be paid by check or money order. Returned checks will result in the requirement that all future payments be made with money orders to YWCA of Contra Costa / Sacramento. For full fee Hidden Valley parents, returned checks will result in a service charge of \$25.00 as well as all future payments to be made by money order.

A Notice of Action for termination of services will be sent to parents for non-payment of delinquent fees (CCD, Section 18116). After three (3) Notice of Action for Delinquent Fees are issued, your child will be dropped from the program. Full fee Hidden Valley parents will not receive a Notice of Action.

Children who attend Hidden Valley, the private center, parents must pay by the 5th of the month. Failure to pay by the due date will result in your child being dropped by the program on the 6th of that month.

It is important for parents to notify the center 14 days in advance when their child is being withdrawn to avoid charges for days of enrollment after the child has been removed from the program.

For late pick up after center hours of operation, parents will be charged \$1 for every minute and will be asked to leave the program after the 3rd late pick-up. Please adhere to this policy.

TERMINATION OF CHILD CARE SERVICES:

Childcare services may be terminated for any of the following reasons:

1. Failure to re-certify in a timely manner
2. Fees for service are not kept current
3. Late pickups
 - After three occasions of not picking up a child by classroom closing time and paying the late fee of \$1.00 per minute, or not following contracted hours in a fiscal year period (July 1 to June 30)
4. Abandonment of care (see Policy #18066.5)
5. Verbal or physical abuse of any child, staff member or other parent by the enrolled family or its designee
6. Failure to keep immunizations current
7. The center determines that it is unable to meet the needs of the child due to behavior problems or other problems staff can't handle.
8. Failure of the child to adjust to a group experience
9. Failure of the parent or guardian to follow rules of the YWCA Child Development program
10. Failure to submit requested documents to verify eligibility by the given due date (seeking employment document, school/training grades/course completion/schedule).
11. Failure to provide weekly work schedules (applies to parents with a varied work schedule)

****Special Note on Late Pick-Ups: if a child has not been picked-up by classroom closing time of the Center and no one can be reached by telephone, the teaching staff at that location will use their best judgment to determine the course of action, which could include a call to the local police or CFS. A child picked up after closing time will pay \$1.00 per minute that the parent is late, and the child will be released from the program after three late pick-ups. This fee must be paid the next day or the child may not return to the school.**

APPEALING ADVERSE ACTIONS:

If you believe an action is incorrect, you have the right to appeal. The reverse side of the Notice of Action explains the process. Notice of an Appeal can be done in writing or by calling the Program Director at (925) 839-0868.

The first appeal is to be filed in writing or can be done by phone with the contact person listed on the back of the Notice of Action within 14 calendar days the Notice of Action was received. Please do not mail Notice of Action Appeals directly to the California State Department of Education. They will only send it back to you and require you to follow what is written on the second page of the Notice of Action.

DAYS AND HOURS:

Days of operation are Monday through Friday. Individual programs have specific hours, in accordance with whether your child attends another (public) school. Please discuss individual program times with the site supervisor or teacher. Hours may change depending on parent needs and government funding. A minimum of eight (8) children must need care for a specific program in order to change hours of operation. If enrollment is below the above number, the center will open later or close sooner. You will be given at least one month's notice when a change in program takes place.

Our Part-Day three-hour, pre-school programs will begin and end as follows:

Start Date:		End Date:	
Freedom:	2 nd Monday of August	Freedom:	Last Friday in April
Mary Rocha:	3 rd Monday of August	Mary Rocha:	1 st Friday in May
Delta:	4 th Monday of August	Delta:	2 nd Friday in May

The above dates are based on full calendar weeks in a month.

HOLIDAYS:

The Center is closed for the following holidays.

- New Year's Eve Day (1)
- New Year's Day (1)
- Martin Luther King, Jr. Day (1)
- President's Day (1)
- Memorial Day (1)
- Independence Day (1)
- Labor Day (1)
- Veteran's Day (1)
- Thanksgiving and Day after (2)
- Christmas Eve, Christmas Day (2)
- All Facility Teacher In-service Day – March (3rd Friday)

Half-day pre-school programs, the Freedom full-day program, the Richmond full-day program and the Hidden Valley school age program will close between Christmas Eve & New Year's Day. The Freedom full-day program will need to go to Mary Rocha in Antioch and Delta Full Day children will go to Bay Point between Christmas and New Year's, if families want childcare. If families choose to not attend during this time, BIC days will be used. The part-day, pre-school programs are closed during the summer months and the after school Hidden Valley program is closed during the summer. The Freedom Center is closed during the month of July for four full weeks – parents who want full-day childcare during this time may go to the Mary Rocha center.

*One (1) month's advance notice will be given in writing, to notify parents or guardians of staff in-service days.

CANCELLATION OF SERVICES BY PARENT:

The YWCA requires at least 14 days advance notice of your intention to withdraw your child from the program. Without this notice, you will be expected to pay full tuition (full fee Hidden Valley parents only).

VACATIONS FOR STATE SUBSIDIZED PROGRAMS:

Ten (10) “Best Interest of Child Days” (vacation) days per year are given to State Subsidized families. Once the ten Best Interest of Child Days are used, no more vacation days are granted for the school year. Best Interest of Child Days are counted from July 1 to June 30th of each calendar year. Families that are using Best Interest of Child Days need to sign the daily attendance sheet to verify that a vacation day is being taken. We do not follow district schedule / staying home with a sibling during break is considered a BIC day.

ABSENCES FOR STATE SUBSIDIZED PROGRAMS:

When you enroll in a YWCA childcare program, we reserve space in that program for your child. While we understand that absences occur for a variety of reasons, non-attendance or incidental illness does not entitle you to a refund, and regular fees must be paid. If your child is absent for an extended period of time, please contact the Site Supervisor. If your child is seriously ill, and will be out for extended periods, please contact us as soon as possible.

There are three areas of absences considered in the YWCA Absence Policy:

Excused Absences (Examples below)

You will need to provide verification after the 3rd day

- Illness/Quarantine of the child
- Family Emergency (i.e., sudden illness/death in the family; accident on the way to the program; evicted from home; must provide written documentation of family emergency)
- Court ordered visitation
- You will need a Dr’s note after the 3rd day

Best Interest of the Child (BIC)

Limit of ten (10) days per year

(Examples below)

- Vacation with family member
- Quality time with family member

The Following Unexcused Absences No Longer Apply

- Overslept
- Lack of/no transportation
- Did not know center was open
- More than ten (10) “Best Interest of Child” days
- Doctor’s appointment

A child will be dropped from the Center due to Abandonment of Care (policy #10866.5; see page 7 #4); in addition to he/she accruing more than 10 “Best Interest of Child” days in the fiscal year (July 1 – June 30). Hidden Valley parents paying for child care services are exempt from the above procedure.

Parents or guardians may verify the child’s absence up to 3 days after the 4th day the parent will need to provide verification of absence, and are responsible for contacting the center to verify the child’s absence each day the child is absent.

SIGN-IN AND SIGN-OUT:

If your child is not signed in, you will be called and must return or send a designated person to sign-in your child. Failure could result in a suspension.

An attendance book with your child's monthly enrollment page is in his/her room. Sign your **full name with a legible signature** rather than your initials, and exact time of arrival and departure when bringing your child or picking your child up from the center. It is important to follow your child's contract hours. If you are unable to pick up your child from the center, the person you permit to do so must be at least 16 years of age to drop off / pick-up and be listed on the emergency ID form that was filled out upon enrollment. That person will also need to show a **valid Federal or State ID** for identification purposes. A high school ID is accepted. We do not allow children to go with people that are not listed on the emergency form. Please inform people that you have placed on the emergency list that valid ID will need to be shown to the teacher in order to pick up the child. It is your responsibility to keep your emergency list current. **We will not accept phone calls as authorization.**

SICK POLICY:

Please do not bring your child into the center with visible signs of illness. It is the policy of the YWCA to refuse admission of a child who is visibly ill. The signs of illness for which we must refuse admission are:

- Pink Eye
- Fever, vomiting, diarrhea, or evidence of infectious disease
- Thick green mucus
- Head Lice*
- Rash
- Having a temperature

*Head Lice: when lice or nits are found, the child shall be sent home immediately. Staff shall examine the child and any siblings of the affected child or members of the same household. If nits or lice are found, the student shall be excluded, and parents/guardians informed about recommended treatment procedures, ways to check the hair, and sources for further information. Excluded children may return to school when re-examination by a designee shows that all lice and nits have been removed. Staff shall make every effort to maintain the privacy of students identified as having head lice and excluded for treatment. If there is more than one child affected in any one classroom, all children in the class shall be examined and information about head lice shall be sent home to all parents/guardians of the children in class.

If your child becomes ill while at school, the child will be isolated to prevent transmission of illness to other children and you will be contacted so that the child can be taken home. Parents must pick up child or arrange pick up within a reasonable time.

If the child is sent home with signs of illness, the child **cannot** return to the center for 24 hours **after** symptoms disappear.

PLEASE BE AWARE THAT IF YOU DO NOT PICK UP YOUR CHILD WITHIN ONE HOUR OF THE TEACHER CALLING, YOUR CHILD WILL NOT BE ABLE TO COME BACK TO SCHOOL FOR AN ADDITIONAL DAY. YOU MUST PICK UP YOUR CHILD PROMPTLY. This is for the safety of the other children enrolled as well as for the safety of our teaching staff.

A doctor's excuse is required after the child has been ill for three (3) or more days.

COMMUNICABLE DISEASE POLICY:

The YWCA has put in place a policy regarding communicable diseases and steps the organization will take in order to prevent the spread of disease. The policies are also outlined by Community Care Licensing.

1. Staff in each classroom who are familiar with the behavior and appearance of the enrolled children will assess each child's health status when the child arrives each day and periodically throughout the day. She will observe for: changes in behavior or appearance, skin rashes, signs of fever such as flushed appearance or shivering, complaints of pain or not feeling well, vomiting, diarrhea, and drainage from eyes, and/or when a family member has been exposed to a harmful communicable disease.
2. If a child shows such signs listed above, the child will not be allowed to come to school for the duration of his/her sickness. In some cases, a doctor's note certifying that the child is not contagious may be required.
3. If your child shows signs of sickness, please keep your child home. Call your child's teacher to inform them that your child is sick. If you take the child to the doctor, please let your child's teacher know if the sickness is contagious.

Parents are required to pick-up an ill child within one hour of notification by phone. If a parent is reached but cannot pick-up their child within one hour, it becomes the parent's responsibility to arrange for alternate pick-up with someone listed on the child emergency contact form. The staff will not continue to call those listed on the emergency contact list.

Children will be excluded from participation in the program if they exhibit symptoms of a communicable disease. They will not be permitted to return to the program until they are no longer contagious. Or symptom free without the pain of medications for 24-hours. A doctor's note will be required if the child is out more than three days. The YWCA reserves the right to refuse to allow a child to return if teachers believe the child is too ill to participate in the program.

Children excluded from the program due to a fever may not return to the program until they are fever free without fever reducing medication for 24-hours. If your child is sent home due to a fever, he /she may not be permitted to return to school for the following day, at a minimum. **A fever is defined as a temperature reading on a thermometer of at least 100 degrees Fahrenheit or more using a temporal thermometer.**

Children are required to be excluded from the program for loose bowels or diarrhea, which occur two or more times during the school day. Children may return to school when they have been free from loose bowels or diarrhea for 24-hours without medication.

Children excluded from the program due to vomiting. Until the child is symptom free without medication for 24-hours, the child will be sent home after vomiting once and he/she is not permitted to return to school the following day, at a minimum.

If a pandemic flu and/or Covid-19 outbreak occurs at any of our childcare centers, the YWCA will follow the California State Department of Education Pandemic Flu / Covid-19 Policy. In the event of a pandemic flu emergency, the YWCA will inform the Contra Costa County Health Department immediately. If the Contra Costa County Public Health Department requires the center to close down, we will inform each parent by telephone to come and pick up their child. The YWCA will keep in contact with parents by telephone as to the status of the closure and when the center will be able to open again. These are the necessary steps that must be taken in order to keep all children and staff healthy and safe.

DAILY HEALTH INSPECTION:

Daily physical inspections are part of the Center procedure each morning. The children are checked as a designated person greets them. If there is doubt about the child's health, indicated by sluggishness, deep coughing, rash, fever, runny nose or other signs of illness, the teacher will question the parent about the child's health. If she/he thinks the child is ill, she/he will refer the parent to the office where the temperature will be taken, and further checks may be made. If warranted the child will be denied admission by the authorized person. Due to the COVID-19 virus, all children could have a temperature check completed before they enter the center.

Medication may be administered by the center's **staff with written authorization forms and documentation** from parent or authorized guardian as required by licensing form. Only prescription medication in the **original container with written instruction from the doctor** for a particular child will be permitted. Please ask the teacher for the forms.

Any child that needs to receive inhaled medications will have the Nebulizer Care Consent/Verification Licensing form filled out by the child's authorized representative. The form will be placed in the child's enrollment file, and a copy is placed in the child's classroom for documentation. In addition, the date, time, and person giving dosage will be logged on the YWCA medication permission form when necessary. **Proper documentation and training of staff must be done before medication and inhalers are left on site. We do not administer over counter medications, sun screens, diaper rash creams, etc.**

EMERGENCY MEDICAL/DENTAL & SCHOOL CLOSURE PROCEDURES:

In an emergency where medical attention is needed immediately, a representative of the YWCA will call 911. At that time, the parent will be notified, and if the parent does not answer, the next person on the emergency and identification card will be contacted. Parents will be called for all head injuries, especially children who are two years old. Emergency services will be called for parents who refuse to take their child to the physician for a head check.

If a school emergency closure occurs, a representative of the YWCA will call the parent. If the parent does not answer, the next person on the emergency and identification card will be contacted.

PLEASE BE AWARE THAT IF YOU DO NOT PICK UP YOUR CHILD WITHIN ONE HOUR OF THE TEACHER CALLING, YOUR CHILD WILL NOT BE ABLE TO COME BACK TO SCHOOL FOR AN ADDITIONAL DAY. YOU MUST PICK UP YOUR CHILD PROMPTLY.

Children in preschool must be able to take care of their personal needs. If there is underwear are soiled and they cannot change themselves, a parent or representative must come and change them. Parents must come within one hour of being called.

*for children who have been identified as disabled in accordance with the ADA, necessary modifications will be made for the child to benefit from his/her school program.

TODDLER ROOM TOILET (POTTY) TRAINING POLICY

Children enrolled in the Toddler Room not yet toilet trained will have a Toilet Training Plan developed by parent & staff and specific to the developmental level of the child. The plan will include strategies/actions for parents and staff to follow, at home and school, in order to encourage the child to be fully trained, i.e., frequent reminders/trips to the toilet. Parents with children still in pull-ups or diapers will need to provide diapers and wipes for their child.

It is expected that children entering a three-year-old pre-school class will be potty trained. The YWCA defines "potty trained" as:

- The child is able to inform the teacher of their need to use the potty or they can go into the class restroom independently
- The child can independently take clothing on and off
- The child should not be wearing pull-ups
- The child can independently get on and off the toilet and wipe his/her own bottom and wash their own hands

This policy is in place because our classrooms are operated in true pre-school classroom settings. The pre-school classrooms are not equipped with a diaper changing table / station or diapering supplies. If a child has three or more accidents within a three-week timeframe, a probationary warning will be issued if another accident occurs during the probationary period. The child will be required to stay home until securely potty trained. The child's place will be held for the remainder of the month (pending BIC availability).

If parents feel this may be difficult for their child, they should discuss this situation with the Site Supervisor as soon as possible. This Policy does not apply to children with IEP.

CHILDREN'S NAME TAGS:

Every child that is enrolled at the YWCA will be wearing a name tag with the school telephone number and address on the back. Please update your phone numbers regularly. It is traumatic for the child if a parent/guardian cannot be contacted immediately.

ASSESSMENTS OF CHILDREN and PARENT/TEACHER CONFERENCES:

The YWCA is mandated by the State of California, Department of Education, to assess all children that are enrolled in state funded programs within 60 days of enrollment and that are enrolled for more than 10 hours weekly. Each head teacher is responsible to observe your child and complete a Desired Results Development Profile, according to the age of your child. With the information that is gathered, a parent/teacher conference is held to inform parents of their child's developmental progress. Parent/teacher conferences are held twice a year, once in the fall, and again in the spring.

NUTRITION:

Your child will be served nutritious meals while attending the center. The food program is funded in part by the Child and Adult Care Food Program (CACFP). There is no additional charge for the meals. You will complete a food form at the time of enrollment.

All meals are served family style. The children help set the table, serve themselves, and clean up spills. This helps them develop personal responsibility. The teachers eat with the children and model appropriate behavior. During the meals the children learn about food and healthy eating habits as well as socialization, self-sufficiency, and manners.

Meal times vary slightly at each center, but the usual starting times are as follows:

BREAKFAST: 8:15 am – 8:45 am for all programs

Help your child have a healthy start to the day by arriving in time for breakfast.

LUNCH: 11:15 am – 11:45 am for all programs with the exception of part-day, pre-school where lunch is not provided

SNACK: 2:15 pm – 2:45 pm

Meals will not be served after the noted ending time above.

(Please note that meals are not provided for children at the Hidden Valley Site, but a snack will be provided from 3:15 pm to 3:45 pm. Children are also welcome to bring their own snacks or eat leftover lunch).

For food allergies, Community Care Licensing and the CACFP food Program requires that the Center have a statement on file from a “recognized medical authority” (a physician or nurse practitioner). The statement must list the food(s) that the child is sensitive to and what foods may be substituted. The site supervisor will provide you with the appropriate form.

Special diets required by religious beliefs must also be documented in the child’s file to enable us to provide substitute foods. We would prefer a letter from the minister, but will accept a signed, dated letter from parents as long as the dietary restrictions are clearly described and acceptable replacement foods are listed.

LATE PICK-UP FEES:

Contract hours are to be amended as soon as possible with the parent/guardian and YWCA Clerk issuing a Notice of Action documenting the changes before they go in effect. If parents are late past the contracted hours of the childcare center and the classroom has ended for the day, they will be required to pay \$1.00 per minute, and will be given a late notice. **Parents receiving more than three late notices within the year for late pickups will be issued a Notice of Action to be dropped from the program due to not following contract of hours even though they have paid the late fee.**

This fee will need to be paid at the time of pick-up or the next morning before signing your child in. To avoid this fee, make prior arrangements so that the person picking up your child/children will arrive on time and is noted on the emergency card. Remember, teachers will not release your child/children to a person without proper ID and noted on the emergency card.

For non-State Department of Education parents (private childcare), a late fee will be assessed at \$1.00 per minute if late in picking up your child. In addition to following the above policy, if you are late more than three (3) times a year, the child will be asked to leave the program.

Late fee must be paid by check, money order, cashier’s check or cash.

BLANKET (Full Day Program)

A small clean blanket must be supplied by the parent every Monday and taken home to be washed every Friday, then returned again on Monday.

CHANGE OF CLOTHING:

You must provide one set of clothing for each child for emergency needs. Please provide and update a change of clothes in your child’s cubby. Make sure the change of clothing is properly labeled with child’s name and stored in a plastic Ziploc bag.

TOYS:

Toys or electronics are NOT to be brought to school. Items for sharing according to the curriculum and theme may be brought on specific sharing days. Please do not allow your child to bring toys from home. Teachers will not be responsible for lost or broken toys or electronics if brought from home.

WEAPONS:

NO weapons are to be brought into any YWCA facility. This can include, but is not limited to firearms, pocket knives, scissors, and any other sharp instruments which present a health hazard to children or staff. If any weapons are brought to a center, the parent will be notified and asked to pick up the child for that day.

PETS

Pets are not allowed at the centers – even on a leash unless they are considered a Therapy pet and proof of immunization must be brought with the pet. We request parents who walk to school with their dogs to refrain from entering the centers.

SCHOOL AGE CHILDREN:

Teachers at the Hidden Valley Elementary School will drop off and pick up kindergarten children at their classrooms each day. For grades TK-1st grade, children will be escorted the first couple of weeks until the children are comfortable where they are to line up in the morning. Please talk to your children to inform them that once they get out of school to go directly to the YWCA portables unless there is a signed consent form allowing the child to go to extracurricular activities after school. If your child will not be coming to the YWCA on a particular day, please call the teacher to inform them. Toys and electronics can only be brought to school for “share day” which is when the elementary school is closed; however, we are not responsible for toys and electronics that are broken by another child or lost by your child.

FOOD FROM HOME:

No gum, candy, or any type of food can be brought to the center and under no circumstances is food to be taken out of the center. All children’s meals need to be consumed on site. However, children may bring food and drink if part of the Hidden Valley program, that can only be used during snack time from 3:15pm to 3:45pm.

There is no celebration of birthdays or major religious holidays. The YWCA will not allow food to be brought in for these celebrations. Alternative ways of celebrations of birthdays and major religious holidays can be discussed with the center’s site supervisor. Holidays that will be celebrated will be posted in advance on your center bulletin board.

CELEBRATION CEREMONIES:

The YWCA will not host graduations at year end. Instead, each center will give a participation certificate to each child the last day of the program.

HEALTH AND SAFETY:

Please note that shoes are an important safety issue. **Sandals NEED to have back straps and covered toes, and no flip flops are allowed.** You will be called to bring other shoes and/or your child may not be accepted.

VIDEO CAMERAS:

The YWCA has installed video cameras in our child care centers. They are used for quality control. The cameras are inside the classroom as well as outside, where permitted, on the playgrounds. The cameras will be used to monitor staff-child interactions, children’s rights issues, and for documentation for quality control and to ensure safety at all times while your child is at the center. There are no cameras in the bathroom.

POLICY ON RELIGIOUS INSTRUCTION AND WORSHIP:

The YWCA of Contra Costa County/Sacramento will ensure that no religious instruction or worship of any kind will take place in any child care program. Children may talk about their own religious preference and many religious holidays will be acknowledged by the YWCA, but no official instruction or worship will occur.

APPROPRIATE BEHAVIOR POLICY:

Positive methods of appropriate behavior are practiced at the YWCA. There is no corporal punishment or violation of personal rights permitted in any of the YWCA child care centers.

Our appropriate behavior policy reflects a partnership between parents and site personnel. The safety and well-being of all children is of the most concern when rules and policies are formulated. Children are taught the reasons for rules as well as the consequences for their own actions. Consequences will vary according to the age and behavior of the child. They will begin with:

- Problem solving and verbal reminders
- Provide other choices of activities and develop other strategies
- Redirection of behavior and parent conferences
- Shadowing of the child when behavior warrants
- Provide referral for special services
- Variable suspension from the children's center when necessary due to the child hurting another child or staff member
- Termination of child development services

Your child's safety and well-being are of primary importance to us. We have implemented an appropriate behavior policy to help protect all children. The steps of that policy are as follows:

Step 1: If your child hurts or bites someone or has uncontrollable behavior such as running away or throwing items for the first time, you will be informed verbally or through an incident report, which will explain what happened. At that time, we will ask you to speak with your child about the incident. The classroom teacher will evaluate the supervision in the classroom at the time of the incident to recommend any changes that may be needed, and will discuss the incident with the parent.

Step 2: If your child bites or hurts someone or has uncontrollable behavior such as running away or throwing items a second time you will receive an incident report. You will be called and informed of the situation. A conference will be scheduled between the teacher and parent to let you know how we are working with your child in the classroom. A behavioral plan will be developed at this time with the teacher, parent and child. You could be asked to observe your child in the classroom.

Step 3: If your child's behavior continues, another incident report will take place and a meeting will be held immediately with the Head Teacher and Site Supervisor where the behavioral plan will be reviewed. Mental health services as well as outside referrals will be given to help you deal with the situation as a parent.

Step 4: If your child's behavior continues a fourth time, another incident report will be given and you must meet with the Program Director, Site Supervisor and Head Teacher to discuss the best options for your child, perhaps a therapeutic childcare center would be better to serve your child. A final review of the behavioral plan will take place.

Step 5: If the behavior of the child continues, we will terminate services due to the safety of the other children, and fourteen days' Notice of Action will be given to the parent.

At any time, you could be asked to pick your child up if the behavior is uncontrollable and depending on the situation, an unusual incident report will be filed with Licensing.

Please be aware, if the supervisor calls you to pick up your child due to uncontrollable behavior and the child is not picked up within one hour of calling, your child will not be able to come to school the next day, your child will be suspended. Failure to meet with center staff will also constitute a child being suspended until the meeting takes place which includes use of your child's Best Interest of Child Days. If the time is excessive, representatives of the YWCA may have no alternative but to call the sheriff's department to come pick up the child. Please make sure that your emergency list is updated to prevent this issue from happening. A CPS report will be filed.

PARENT CODE OF CONDUCT

The YWCA always requires the parents of older children to behave in a manner consistent with decency, courtesy, and respect. One of the goals of the YWCA is to provide the most appropriate environment in which a child can grow, learn, and develop. Achieving this ideal environment is not only the responsibility of the employees of the YWCA but is also the responsibility of every parent or adult who enters the center.

Parents are required to behave in a manner that fosters this ideal environment. **Parents who violate the Parent Code of Conduct will not be permitted on the YWCA property thereafter.** Please refer to the policy on Parent's Rights to immediately access additional information regarding disenrollment of the child when a parent is prohibited from accessing the property.

Threatening of Employees, Children or Other Parents or Adults Associated with YWCA

Threats of any kind will not be tolerated. In today's society, the YWCA cannot afford to sit by idling while threats are made. In addition, all threats will be reported to the appropriate authorities and will be prosecuted to the fullest extent of the law. While apologies for such behavior are appreciated, the YWCA will not assume the risk of a second chance. **Parents must be responsible for and in control of their behavior at all times.**

PARENT COMPLAINT POLICY/PROCEDURE:

Parents that are not happy with services provided by the YWCA of Contra Costa/Sacramento County Child Care Programs need to follow the procedure outlined below. At any time during the process, if a parent is not satisfied; they are to contact the Chief Executive Officer of the organization.

1. Discuss your concern with the classroom teacher, asking her specifically, what she plans to do to resolve the situation.
2. If no results occur to your satisfaction, then discuss the issue with the site supervisor.
3. If you are still not satisfied with the results, then call the Program Director at (925) 839-0868. The Program Director will take the following action:
 - A. She will observe the classroom and investigate the problem in depth by interviewing the child, other children, staff in the classroom involved, the site supervisor and any other people necessary to thoroughly investigate the situation.
 - B. The Program Director will discuss findings of the investigation with the Chief Executive Officer with recommendations for change.

- C. The Program Director will meet with the parents to discuss her findings and give a final ruling on how the problem will be resolved.
 - D. If the parents still are not satisfied with the Program Director's recommendation, they may request a meeting with the Chief Executive Officer who will give a final ruling.
4. Parents not satisfied with the findings of the Program Director should then feel free to contact the Executive Director for a final ruling. They are also free to contact Community Care Licensing at (510) 622-2602 who is responsible for overseeing all child care centers, or if the child is involved in a State subsidized program, the Department of Education (916) 323-1341 located in Sacramento. They also can contact legal counsel or a mediator.

When contacting the State Department of Education, Child Care Division, the parents should ask to talk to the child care consultant responsible for overseeing child care programs in Contra Costa County. This person will direct the parents on how to proceed with the complaint.

5. All complaints and investigations will be conducted and concluded within 60 days of the complaint. However, investigations done by outside agencies, such as Community Care Licensing and the State Department of Education, could take longer.

The YWCA of Contra Costa County/Sacramento is committed to resolving all issues and encourages parents to express their concerns on a regular basis to the teacher and/or site supervisor. Parents are also encouraged to participate in monthly parent meetings and/or be a member of a parent advisory board, which meets on a regular basis.

UNIFORM COMPLAINT PROCEDURES:

It is the intent of the YWCA of Contra Costa County/Sacramento Child Care Centers to fully comply with all applicable state and federal laws and regulations.

Individuals, agencies, organizations, students and interested third parties have the right to file a complaint regarding the YWCA's alleged violation of federal and/or state laws. This includes allegations of unlawful discrimination (Ed Code sections 200 and 220 and Government Code section 11135) in any program or activity funded directly by the State or receiving federal or state financial assistance.

Complaints must be signed and filed in writing with the State Department of Education.

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

If the complainant is not satisfied with the final written decision of the California Department of Education, remedies may be available in federal or state court. The complainant should seek the advice of an attorney of his/her choosing in this event.

A complainant filing a written complaint alleging violations of prohibited discrimination may also pursue civil law remedies, including, but not limited to, injunctions, restraining orders, or other remedies or orders.

PERSONAL RIGHTS:

Each child shall have personal rights, which include, but are not limited to the following.

- (1) To be accorded dignity in his/her personal relationships with staff and other persons.
- (2) To be accorded safe, healthful and comfortable accommodations, furnishings and equipment to meet his/her needs.
- (3) To be free from corporal or unusual punishment, infliction of pain, humiliation, intimidation, ridicule, coercion, threat, mental abuse, or other actions of a punitive nature, including but not limited to: interference with the daily living functions, including eating, sleeping, or toileting; or withholding of shelter, clothing, medication or aides to physical functioning.
- (4) To be informed, and to have his/her authorized representative, if any, informed, by the licensee of the provisions of law regarding complaints including, but not limited to, the address and telephone number of the complaint receiving unit of the licensing agency, and of information regarding confidentiality.

YWCA CONTRA COSTA / SACRAMENTO - SITES AND SERVICES

Administrative Office

1320 Arnold Dr. #170
Martinez, CA 94553
CEO / Nancy J. Atkinson
Program Director / Michelle Manning
Enrollment / Jenny Andres

Hours: Monday through Thursday
8:00am to 4:30pm
Closed: 12:00pm – 12:30pm (Lunch)
Mobile: (925) 323-5106
Mobile: (925) 839-0868
Mobile: (925) 374-2007
Fax: (925) 372-4216

Freedom: 073401260

1050 Neroly Road
Oakley, CA 94561

Services: Private and State Pre-school
Ages: 3 & 4 years
Hours: 8:00am to 5:00pm
Phone: (925) 839-0155

Mary Rocha Center: 070213850

931 Cavallo Road
Antioch, CA 94509

Services: General Child Care, State Pre-school
Ages: 3 & 4 years
Hours: 8:00am to 5:00pm
Phone: (925) 374-2112

Bay Point: 070207103

225 Pacifica Ave. (General Care)
Bay Point, CA 94565

Services: General Child Care and State Pre-school
Ages: 2 years to 4 years
Hours: 8:00am to 5:00pm
Phone: (925) 839-3156

Delta: DC- 070213769

605 Pacifica Ave.
Bay Point, CA 94565

Services: State Preschool
Ages: 3 & 4 years
Hours: 8:00am to 5:00pm
Phone: (925) 839-3186

Hidden Valley: 070211880

510 Glacier Dr.
Martinez, CA 94553

Services: School Age (Private)
Ages: Kindergarten to 2nd grade
Hours: 7:30am to 5:30pm
Phone: (925) 374-2838

Richmond: DC – 070209900

3230 Macdonald Ave.
Richmond, CA 94804

Services: General Child Care and State Pre-school
Ages: 2 years to 4 years
Hours: 8:00am to 5:00pm
Phone: (510) 621-8550

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