



Parent Handbook

Renu Hope Foundation

2024 - 2025



**Hand in hand together we can afford children and families
with a “Center of Learning Excellence”**

Nondiscrimination Policy:.....	4
Hours of Operation.....	4
Locations & Contract.....	5
Management and Staff:.....	5
Board of Directors:.....	6
Renu Hope Foundation - “Centers of Learning Excellence”:	6
Dear Parents and Guardians:.....	7
Renu Hope Foundation Mission:.....	7
The Goals and Values of the Renu Hope Foundation Programs:.....	7
When the Goals are implemented:.....	7
Funding and Programs /Admissions Requirements:.....	7
Eligibility Criteria - General Requirements:.....	8
Eligibility Criteria - Funding and Programs:.....	9
Eligibility Criteria - Need Criteria:.....	9
Eligibility Criteria - State Preschool (CSPP):.....	10
Two Year Olds.....	11
Enrollment Priorities for Full and Part Day CSPP.....	11
Eligibility Criteria - General Center Based Child Care (CCTR):.....	13
Eligibility Criteria - General Center Based Migrant Child Care (CMIG):.....	13
Abandonment of Care.....	13
PLIS.....	13
Family Fees.....	14
Credit for Fees to Qualifying Families.....	15
Tuition Free to Qualifying Families:.....	16
Admissions/Attendance Requirement - Child Placement/Classroom:.....	18
Admissions/Attendance Requirement - Health Prerequisites for Enrollment:.....	18
Health - Health Screenings:.....	18
Immunization Requirements – SB 277 (Effective January 1, 2016):.....	19
Health - Services During Medical and Dental Emergency:.....	19
Health - Medication Administration Policy:.....	19
Health –Ill Child Waiting Area:.....	21
Nutrition –Meal Services:.....	22
The Basic Attendance Policies Are:.....	23
Attendance Policies:.....	23
Excused Absences May Include the Following Reasons:.....	23

In addition to the preceding EXCUSED absences, “in the best interest of the child” day absences due to the following are also excused absences. Best Interest Days are limited to 10 days per fiscal year.....24

Renu Hope Foundation Grievance Procedure:24

Public Notices - Complaint Procedures:.....25

Public Notices - Uniform Complaint Procedures25

California Day Care Act (CDCA):26

CDCA - Right of Parent to Inspect Facility:26

CDCA - Parent Right to Access Facility:.....26

Personal Rights - Community Care Facilities and Child Day Care Facilities:27

Personal Rights:.....27

Religious Worship:.....27

Reporting.....28

Adult to Child Ratios and Teacher to Child Ratio:29

Staff Qualifications:.....30

Support Staff and Volunteers:30

Child Development Services - Infant (Nap/Rest Period):31

Child Development Services - Toddler and Preschool (Nap/Rest Period):.....31

Child Development Services - Infant (Individual Feeding Plan):31

Child Development Services - Toddlers and Preschool (Foods Served):.....32

Child Development Services – Curriculum:.....32

Child Development Services - Positive Guidance.....33

Child Development Services – Parents as Primary Educators:33

Child Development Services - Toileting Policy:.....33

Child Development Services - Infants/Waddlers/Toddlers:33

Child Development Services – Children with Exceptional Needs:34

Special Occasions Policy.....34

Child Development Services – Developmental screenings:.....36

Certified Hours of Service:.....36

Dropping Off and Picking Up of Children – Late Drop-Off and Pick-Up Policy:.....36

Holidays, Closed, Non-Operational, Non-Service and Half-Day Schedules:37

Partnership and Agreement to Policies:.....38

Pedestrian Safety:38

Car Seat Safety:38

Parking Safety:38

Nondiscrimination Policy:

No person in the State of California shall, on the basis of race, national origin, ethnic group identification, religion, age, sex, sexual orientation, gender, ancestry, color, or mental or physical disability, be unlawfully denied full and equal access to the benefits of, or be unlawfully subjected to discrimination under, any program or activity that is conducted, operated, or administered by the state or by any state agency, is funded directly by the state, or receives any financial assistance from the state. Renu Hope Foundation complies with the Americans with Disabilities 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 issued pursuant to the ADA.

Hours of Operation:

The "Hours of Operation" are based on Board adopted policies for the Foundation's approved hours of operation, approved hours of operation per Community Care Licensing, and consistent to the community needs for childcare.

The "Hours of Services" for CCTR, CSPP, CMIG families are based on contracted hours of services determined by the family's documented eligibility. For families eligible for General Center Based Child Care, i.e., CCTR, CSPP, CMIG, the hours of services are determined by the documentation supported by the "Need Calculation Worksheet". All CSPP (Part Day California State Preschool) children are eligible for 3 hours of services per day. For your child's contracted hours of services, you may refer to either your copy of the "Need Calculation Worksheet" (Full Day CCTR, CSPP, CMIG) or the "Notice of Action: Contracted Hours of Services" and the "Admission Agreement".

Note: Children enrolled in the Full Day State Preschool (CSPP), may participate during the day(s) of non-service for a period not to exceed 3 hours and 59 minutes per day. Please speak with Family Services regarding the scheduled time your child will be attending during your non-service day. Attendance during the parent's non-working day (or non-service day), is allowed to support your child's continuity of services and provide ongoing early education to facilitate their learning opportunity and school success.

Please note: ~~During unforeseen circumstances such as the present COVID-19 Pandemic, a family's hours of services may require to be changed (i.e. reduced) in order to accommodate the staggered drop off and pick up times of children to reduce the group size at the point of arrival during the initial Health Screening and minimize the waiting time as families adhere to the six (6) feet physical distancing.~~

If you have a need to speak with a representative from your child's school, please call individual site numbers listed in the locations section to speak with assigned Family Services Staff.

Locations:

	Hours of Operations Phone	Program Type Ages
235 N. Second Street, Banning, CA 92220 LIC#334842464/334844171	7:30 a.m. - 5:30 p.m. Phone: 951- 922-8211	CCTR & CSPP Full Day 6 weeks to 5 years old
771 W. Williams Street, Banning, CA 92220 LIC#334806592	7:30 a.m. - 5:30 p.m. Phone: 951-922-8181	CSPP Full Day 3 – 5 years old
802 Beaumont Avenue, Beaumont, CA 92223 LIC#334809748	7:30 a.m. - 5:30 p.m. Phone: 951-845-3816	CCTR 6 weeks to 3 years old
5570 Old Ranch Road Oceanside, CA 92057 LIC#376701331/376701330	7:30 a.m. – 3:30 p.m. Phone: 760-477-2610	CCTR & CSPP 6 weeks to 5 years old
7850 Cypress Avenue # 3101 Riverside CA 92503 LIC#334844282	7:30 am – 3:30 pm	CSPP Full Day 3-5 years old
44071 Clinton Street, Indio, CA 92201 LIC#334844172	7:00 a.m. – 5:30 p.m. Phone: 760-827-6676	CSPP Full Day 3-5 years old and School Age
99085 Corvina Drive, North Shore, CA 92254 LIC#334818806/334818805	5:30 a.m. – 3:30 p.m. Phone: 760-393-3636	CCTR & CSPP CMIG 6 weeks to 5 years old
21091 Rider Street, Perris, CA 92570 LIC#334843955/334843054	7:00 a.m. - 4:30 p.m. Phone: 951-940-7600	CCTR & CSPP 6 weeks to 5 years old

Management Staff:

Chief Executive Officer	Saovaros Diehl-Hope	951-845-3816
Child Development Director	Betty Reckard	951-845-3816
Human Resources Coordinator	Jeanette Simms	951-845-3816
Family Services Coordinator	Nicole Bonner	951-845-3816

Board of Directors:

- Mrs. Jan Leja – Chairperson
- Mr. Grant Bennett – Vice Chairperson
- Mr. Kevin Franklin - Treasurer
- Mr. John Boggio – Secretary/Child Development Liaison
- Dr. Yxstian Gutierrez – Community Representative
- Mayor Michael Vargas – Community Representative

Programs Supporting & Strengthening Families

- Subsidized Childcare
- Parenting Education
- Renu Hope Chest
- Subsidized Child & Adult Care Food Program

Satellite Training Sites for Accredited Adult Education (In Collaboration with Local Education Agencies)

- Adult Basic Education
- GED/ESL/Citizenship
- Program for Infant/Toddler Caregiver Training (PITC)
- First Aid / CPR
- ROP
- Approved Externship sites: Early Childhood Education (ECE)

THE BUILDING BLOCKS OF RENU HOPE FOUNDATION CHIEF EXECUTIVE OFFICER
Saovaros Diehl-Hope, Founder

BOARD OF DIRECTORS
Jan Leja, *President*
Kevin Franklin, *Treasurer*
Dr. Yxstain Alberto Gutierrez, *Community Representative*
Grant Bennett, *Community Representative*
John Boggio, *Secretary*

Hope: To desire with expectation or with belief in the possibility or prospect of obtaining

Renu Hope Foundation - “Centers of Learning Excellence”:

On behalf of the Board of Directors and our staff and teachers, we extend a warm welcome to our Program! Renu Hope Foundation is a 501(c) (3), nonprofit entity. The Foundation is governed by the Board of Directors who represent local, state government and businesses. On a quarterly basis the Board meets to discuss Foundation policies and procedures predicated by best practices and when applicable, stipulations within the California State Department of Education, Early Learning and Care Development

Dear Parents and Guardians:

Welcome to Renu Hope! Please read and keep this Parent Handbook as it will provide you with information to make you and your child's experience at Renu Hope the very best it can be.

Renu Hope Foundation Mission:

To establish programs affording empowerment opportunities toward self-sufficiency and renewed hope, i.e. education, training, vocational and life skills development and to establish demonstration subsidized family service centers, i.e. centers of learning excellence to prepare children for higher education and enrichment learning opportunities.

The Goals and Values of the Renu Hope Foundation Programs:

Our Goals Are:

- To provide children with a happy, healthy and safe environment
- To provide stimulating experiences that will promote mental, physical, social and emotional growth
- To provide early identification of children with special needs
- To provide an atmosphere of inclusion and diversity
- To provide resources for parents to help improve their parenting skills and provide support services for them within the constraints of the budget.

Our Values Are:

- Our people make us who we are
- We are an extension of our partners' organizations and their families
- We bring happiness to the lives of children, families and our clients
- We are always listening and learning
- We never stop imagining what could be

When the Goals are implemented:

- The children enrolled in the program are more successful in their school and home environment
- The parents become more effective parents and improve the quality of their lives and the lives of their children
- The community is provided with needed services

Funding and Programs /Admissions Requirements:

Renu Hope Foundation is a Contractor to the California State Department of Education (CDE), Child Development Division Early Learning and Care Development Division that serves children (ages 2 years through 5 years of age) and California Department of Social Services (DSS) that serves children (ages 6 weeks through 13 years of age) of families who meet the income and/or need eligibility criteria outlined in the Funding Terms and Conditions and Program Requirements of Renu Hope Foundation's contract with CDE. Each family requesting subsidized childcare services must first complete a "Recruitment Application". Recruitment Applications may be obtained at the center or by calling 951-

845-3816. Each application is evaluated based on the State's Income guidelines and assigned a ranking and placed on the Eligibility Waiting List. Enrollment is not on a first come first served basis. Enrollment is based on highest ranked need. "Centers of Learning Excellence" also affords care for Center Based Migrant Child Care (CMIG) at selected sites.

Renu Hope Foundation's approach to services is targeted towards communities demonstrating high need for care, identified through community needs assessment and local planning council priorities. Since 2010, Renu Hope Foundation has been contracting with various agencies to provide CCTR and/or CSPP services. Following completion of our Request for Funding Application, subcontractors are independently scored and invited to participate in an agreement for subcontracting services to operate childcare services.

Currently, the following subcontractors are contracted by Renu Hope Foundation:

Riverside County:

- Heartbeat Music and Performing Arts Academy
- Desert Preschool Academy
- Kidd Street Preschool
- VIP Tots
- College of the Desert

San Diego County:

- Heartbeat Music and Performing Arts Academy
- Intellichildren
- Montessori Learning Academy
- Montessori Explorer

Eligibility Criteria - General Requirements:

To receive General Center Based Child Care, State Preschool Full Day or Part Day, Migrant Center Based Preschool Full-Day and /or School-Age program services, children and families must meet eligibility and need criteria as specified in this section. In addition to meeting eligibility and need requirements, to be eligible for services the child's parent(s) must live in the State of California.

Evidence of a street address or post office address in California will be sufficient to establish residency. A family identified as homeless is eligible for services if they are referred by an emergency shelter or other legal, medical, or social service agency. A family may also document this eligibility through a written declaration indicating that the family is homeless and describing their current living situation.

Infants are children from 6 weeks to 18 months of age. Toddlers are children 18 months to 36 months of age. Prekindergarten children ages three to five at the time of enrollment are eligible for the program. A three-year old child must have had his or her birthday on or before September 1 of the fiscal year in which he or she is enrolled. A four-year old child must have had his or her birthday on or before September 1 of the fiscal year in which he or she is enrolled. School age children are ages 5 years to 13 years old.

Eligibility shall be established as follows:

- Family is a public assistance recipient.
- Family is income eligible. When the number of family members and the amount of family income have been determined, eligibility may be established by reference to the family fee schedule.
Note: In cases where the child is living with a custodial adult or guardian, income is typically computed on the basis of a “family of one” in determining income eligibility and fee assessment.
- The family is homeless.
- The family has a child who is at risk of abuse, neglect, or exploitation, or receiving child protective services through the county welfare department.
- The family has a child with exceptional needs. (5% of enrollments must be children with special needs)
- The family has a Transitional Kindergarten and/or Kindergarten age child enrolling in extended learning and care in part day CSPP
- The family has a member of the household who is certified to receive benefits from Medi-Cal, CalFresh, the California Food Assistance Program, the California Special Supplemental Nutrition Program for Women, Infants and Children, the federal Food Distribution Program on Indian Reservations, Head Start, Early Head Start or any other designated means-tested government program, as determined by CDE (including CalWorks).
- The family has an income that is no more than 15 percent above the income threshold in full day CSPP. (allowance is limited to 10 percent of total contract)

Eligibility Criteria - Funding and Programs:

Through funding by the California Department of Education, Early Learning and Care Development Division Title 5, Renu Hope Foundation's "Centers of Learning Excellence" Preschool and School-age programs consists of one or more of the following Programs:

- The California State Preschool Program (CSPP) is either a Part Day/Part Year Preschool consisting of 3 hours per day, with a minimum of 180 days of operation per program year. Full Day State Preschool Programs serves 3-5 year olds for a minimum of 250 days of operation per program year. CSPP eligible children who will turn 3yrs old on or before September 1 of the current fiscal year, may be enrolled in a center based General Child Care program until their third birthday. CSPP eligible four-year-old children are ineligible for center based General Child Care.
- Full day/Full Year General Center Based Child Care (CCTR) is a program serving infants, toddler and preschool (6 weeks) up to 12 years of age.
- Migrant Center Based Child Care (CMIG) serves infants (6 weeks up to 18 months) and toddlers (18 months to 36 months), a minimum of 150 days within the agricultural season (i.e. November to May).
- Alternative Payment- Family qualifies for childcare expenses to be paid if parent qualifies based on eligibility and need. Families will be able to select a licensed facility.

Eligibility Criteria - Need Criteria:

Families must continually meet the eligibility criteria in order to receive subsidized childcare services. Families may qualify and receive subsidized childcare services if they meet one or more of the following eligibility criteria:

- The family has a child who is at risk of abuse, neglect, or exploitation, or receiving child protective services through the county welfare department. These families are eligible for childcare services if

they are referred from a local social service agency, emergency shelter agency, or county welfare department certifying that the child(ren) are receiving protective services. The referring agency must indicate the anticipated duration of the services. A new referral must be provided at each re-certification.

- Families that are currently receiving public cash assistance generally receive childcare services through the Department of Public Social Services in order to receive the other supportive services offered by these programs. If families, based upon this eligibility, are served by the Renu Hope Foundation, they are required to meet the income eligibility requirements and have an on-going need for services.
- At initial enrollment families are income eligible for services when their adjusted monthly income is at or below 100% of the state median income. Income eligibility is based upon **ALL** sources of countable, gross income adjusted for the family size. Families who receive services based upon income eligibility **MUST** document **ALL** sources of countable income, which includes the following:
 - Gross wages from employment, including commissions, overtime, tips, bonuses, housing and automobile allowances, gambling/lottery winnings, and wages for migrant, agricultural, or seasonal work.
 - Public cash assistance (including Safety-Net received for children) or diversion payments received from the Department of Public Social Services
 - Gross income from self-employment less business expenses except for wage draws.
 - Disability, unemployment, or workers compensation
 - Spousal support or child support received from a former spouse or absent parent; this includes financial assistance for housing costs, living expenses, and/or car payments paid as part of this support.
 - Foster care grants or financial assistance received for caring for a child who is not the biological/adopted child of the adults in the family receiving childcare services.
 - Survivor or retirement benefits, pensions or annuities, inheritance, dividends, interest on bonds, income from trusts, or royalties
 - Rental income received from rent for room within the family's residence or rental property.
 - Portion of student grants/scholarships not designated for educational purposes (tuition, books, or supplies)
 - Insurance or court settlements for lost wages or punitive damages
 - Other enterprise for gain (i.e. – reimbursement for services provided, donation of blood, etc.)
- The family is homeless and seeking permanent housing for family stability.
- The parent or guardian is incapacitated.

Eligibility Criteria - State Preschool (CSPP):

The State Preschool Part Day program serves 3- and 4-year-old up to kindergarten age 180 days per calendar year. Eligibility for Part Day or Full Day CSPP includes one of the following:

- Family is a current aid recipient.
- Family is income eligible (100% of State Median Income (SMI))
- Family is experiencing homelessness.
- The child is a recipient of Child Protective Services (CPS), with a certified letter from CPS.
- The child has a disability.

- The family is certified to receive benefits from Medi-Cal, CalFresh, California Food Assistance Program, California Special Supplemental Nutrition Program for Women, Infants and Children, the federal Food Distribution Program on Indian Reservations, Head Start, Early Head Start or any other designated means-tested government program.
- Family has an income that is no more than 15 percent above the income eligibility threshold.
- Three- and four-year-old children can access CSPP Neighborhood School Eligibility based on neighboring school FRPM status.

Children enrolled in Transitional Kindergarten and Kindergarten may be enrolled in Part Day CSPP if the family meets either of the following criteria:

- Family has an income that is no more than 15 percent above the income eligibility threshold.
- Three- and four-year-old children can access CSPP Neighborhood School Eligibility based on neighboring school FRPM status.

Children in Transitional Kindergarten and Kindergarten can no longer be enrolled in Full Day CSPP.

When a program demonstrates it has exhausted all its 4- to 5-year-old (non-kindergarteners) from the Eligibility List, 3-year-old children from the Eligibility List may be enrolled. Eligibility is based on the criteria above.

The State Preschool Full Day Program serves children ages 3-5, minimum 250 days per calendar year. Eligibility is based on documented need and will be ranked according to the criteria above. Once a family is eligible, eligibility is re-certified on or before the (24 month) anniversary date of initial enrollment. Based on family income and family fee scale (State Department of Education) a family may be assessed a monthly family fee based on hours of services certified per month. Once certified a family shall receive services for no less than 24 months, without having to report changes in eligibility or need, with the following exceptions:

- Families certified as income eligible: when their adjusted monthly income adjusted for family size exceeds 100% of the State Median Income (SMI) as published by the State Superintendent of Public Instruction.
- If Renu Hope must assess and collect (when applicable) family fees for full day CSPP.
- Families who voluntarily report changes to reduce family fees or to increase service schedule or extend the period of eligibility before recertification.
- 50-day recertification timeline for full day CSPP.

Two Year Olds

Beginning July 2, 2024, and until June 30, 2027, Renu Hope Foundation may serve two-year-old children in the CSPP program.

Enrollment Priorities for Full and Part Day CSPP Program:

1. First Priority (Part-day and Full-day): The first priority for services shall be given to *two-year-old*, three-year-old, and four-year-old children who are recipients of child protective services or

who are at risk of being neglected, abused, or exploited and for whom there is a written referral from a legal, medical, or social service agency.

2. Second Priority (Part-day and Full-day): To the extent that there are additional *two-year-old*, three-year-old, and four-year-old children with exceptional needs interested in enrolling. Within this priority category, children with exceptional needs from families with the lowest income according to the income ranking on the most recent schedule of income ceiling eligibility table, as published by the CDE at the time of enrollment, shall be enrolled first.
3. Third Priority (Part-day and Full-day): The third priority for services shall be given to eligible *two-year-old*, three-year-old, and four-year-old children who are not enrolled in a state-funded transitional kindergarten program.
 - a. Within this priority category, eligible children with the lowest income according to the income ranking on the most recent schedule of income ceiling eligibility table, as published by the CDE at the time of enrollment, shall be enrolled first.
 - b. If two or more families have the same income ranking according to the most recent schedule of income ceiling eligibility table, a child who is identified as a dual language learner shall be enrolled first.
 - c. If there are no children who are identified as dual language learners, the child that has been on the waiting list for the longest time shall be admitted first.
4. Fourth Priority (Part-day and Full-day): The fourth priority, after all otherwise eligible children have been enrolled, shall be children from families whose income is no more than 15 percent above the eligibility income threshold, as described in *EC* Section 8213.
 - a. Within this priority category, priority shall be given to *two-*, three-, and four-year-old children with exceptional needs interested in enrolling beyond those already enrolled in the set aside pursuant to *EC* Section 8208.
5. Fifth Priority
 - o Fifth Priority (Part-day only): After all otherwise eligible children have been enrolled in the priority categories listed above, Renu Hope may enroll the children in the following order:
 - If a location operating within the attendance boundaries of a qualified free and reduced priced meals school, may enroll any *two-*, three-, or four-year-old children whose families reside within the attendance boundary of the qualified elementary school. These children shall, to the extent possible, be enrolled by lowest to highest income according to the most recent schedule of income ceiling eligibility table.
 - o Fifth Priority (Full day only): After all otherwise eligible children have been enrolled in the priority categories listed above, Renu Hope may enroll the children in the following order:
 - Renu Hope may enroll *two-*, three-, and four-year-old children from families that meet eligibility criteria pursuant to paragraph (4) of subdivision (d) of *EC* Section 8208. Within this priority, Renu Hope will enroll families in income ranking order, lowest to highest, and within income ranking order, enroll four-year-old children before three-year-old children.

- For CSPP sites operating within the attendance boundaries of a qualified free and reduced priced meals school, in accordance with *EC* Section 8217, Renu Hope may enroll any *two*-, three-, and four-year-old children whose families reside within the attendance boundary of the qualified school without establishing eligibility or a need for services pursuant to *EC* Section 8208(d)(1) or (3). These families shall, to the extent possible, be enrolled in income ranking order, by lowest to highest income according to the most recent schedule of income ceiling eligibility table.

Recertification

(*EC* 8261 and 8263[b][1][B] and [C]; 5 *CCR* 18103[a])

After initial certification and enrollment, the contractor shall verify eligibility and recertify each family/child receiving services once each contract period at intervals not less than twelve (12) months.

Eligibility Criteria - General Center Based Child Care (CCTR):

The General Center Based Child Care Program serves children ages 6 weeks up to 12 years of age, a minimum of 250 days per calendar year. Eligibility is based according to the criteria above.

Eligibility Criteria - General Center Based Migrant Child Care (CMIG):

The General Center Based Migrant Child Care (CMIG) program serves children ages 6 weeks up to 12 years of age, 150 days per calendar year. Eligibility is based on the criteria above plus at least 50% of a family's income must be derived from agriculturally based industry, inclusive of fishing and gaming, hatcheries, and canneries. The greatest documented need will be according to the criteria above.

Abandonment of Care

It is important to communicate with Renu Hope Foundation staff, while enrolled in Renu Hope Foundation child development services. If there is a time when a family does not attend the center or does not communicate with Renu Hope Foundation staff regarding their need for services, and cannot be reached for a period of at least seven (7) consecutive calendar days, the Renu Hope Foundation center staff will make several attempts to contact the parents via phone, email and Learning Genie.

If Renu Hope Foundation is still unable to reach the family, a Notice of Action (NOA) to terminate services, based on “abandonment of care” will be issued to the family.

PLIS (Preschool Language Instrument System)

Since Renu Hope Foundation is a CSPP operator, all teaching staff are required to use the Family Language Instrument to identify dual language learners in CSPP and report child and program data to the California Department of Education (CDE).

If it is determined a child is a dual language learner, Renu Hope Foundation will conduct, in collaboration with the family, to complete the Family Language and Interest Interview.

Renu Hope Foundation collects and reports data on dual language learner status for children, language characteristics of preschool programs, and language composition of program staff and provides this information to the California Department of Education.

Family Fees

A Family Fee is a fee that is assessed by the contractor (in this case, Renu Hope Foundation), for the following programs: CCTR, CMIG or CSPP, full day and paid by the parent. Once a family's income reaches a certain dollar amount, the family is responsible to pay a State Family Fee (Fee) for subsidized child-care services. The Family Fee is a share of cost based upon the income level of the family, family size, and the child in services for the longest period. If a Family Fee has been assessed, payment of the Family Fee is required and is **the only cost associated with participation in either the CCTR, CMIG or CSPP Full Day Program.**

The monthly Family Fee amount is assessed at the time of certification and is based upon the adjusted monthly family income and the family size. Family fees are charged per family, per month and not per child. The Fiscal Year (2024-2025) Family Fee Schedule, effective July 1, 2024, will be used to determine the family's fee.

The following factors shall be used in determining the fee to be assessed for each family:

1. The adjusted monthly family income
2. Family size.
3. The fee shall be assessed and collected based on the family's child who is enrolled for the longest period (most hours).
4. The fee assessed and collected shall be either the fee indicated on the fee schedule, the actual costs of services or the contract maximum daily/hourly rate, whichever is least.
5. No adjustment shall be made for excused or unexcused absences.
6. The fee shall be the full portion of the family's cost for services.
7. The certified family need for full-time or part-time services

If the family has more than one child in a childcare and development program, the fee shall be assessed and collected based on the family's child who is enrolled for the longest period (most hours). The fee assessed and collected shall be either the fee indicated on the fee schedule, the actual costs of services or the contract maximum daily rate, whichever is least. No adjustment shall be made for excused or unexcused absences. No recalculation of a family fee shall occur if attendance varies from certified need unless a change in need for care is assessed through recertification or a parent voluntarily requests fee be decreased.

The contractor shall maintain a record of each family's fee assessment, the effective date(s) of each fee increase or decrease, the dates and amounts of fees collected and any amounts which are delinquent. The contractor shall provide the family a copy of and explain to the parent(s) the contractor's policies regarding fee assessment and collection and the possible consequences for delinquent payment of fees. (5 CCR 18109[b][c])

Credit for Fees Paid to Other Service Providers

(EC 8269, 8273, 5 CCR 18112)

This section shall apply to childcare and development services provided by someone other than the contractor. When a contractor cannot meet all of a family's needs for childcare for which eligibility and need have been established, the contractor shall grant a fee credit equal to the amount paid to the other provider(s) of these child care and development services. (5 CCR 18112[a])

The contractor shall apply the fee credit to the family's subsequent fee billing period. The family shall not be allowed to carry over the fee credit beyond the family's subsequent fee billing period. (5 CCR 18112[b]) provided that the parent supplies Renu Hope Foundation, copies of receipts or cancelled checks to verify the amount of the fee paid. Receipts that are submitted for other childcare must be on standard receipt form. Receipts on paper products other than the standard form will not be accepted. Other childcare receipts from the previous month's childcare must be submitted to the main office located at 802 Beaumont Avenue, Beaumont, CA 92223 by the 7th of each month. Receipts after this date will not be accepted and families will be required to pay the billed amount.

The maximum credit for other childcare services paid is the monthly amount of the Family Fee due to the CCTR, CSPP or CMIG Program. Receipts **MUST** include:

- Child's name
- Parent's name
- Amount paid
- Dates and hours of care provided
- Date of receipt
- Signature of provider
- Provider's address and phone number

Families that are Child Protective Services (CPS), or at risk of being neglected or abused with a written referral by a legally qualified professional or the CPS worker requesting a waiver of the family fee, are exempt from a Family Fee assessment.

Families receiving CalWORKs cash aid are exempt from a Family Fee assessment.

All newly enrolled families who are assessed family fees will be provided a Notice of Action, Recipient of Services (NOA) informing the family of their part time or full-time family fee and fee due date, no later than 30 calendar days of the date of certification.

A Notice of Action, Recipient of Services (NOA) will be provided to a family via First Class mail or given to parent when changes are made to decrease family Fees or Increase of hours will be delivered through regular First Class Mail or given to parent.

In accordance with California Code of Regulations, Title 5, Section 18120 parent(s) are eligible to file an appeal to challenge the agency's determination of the family fee, an increase or decrease in the amount of services, or termination of services. The Notice of Action Appeal procedures can be found on page 2 of your Notice of Action.

The Family Fee is invoiced on a monthly basis, and the amount due is based upon the number of contracted days/ hours in the month. **Family fees are collected for all contracted days whether or not your child attends.** There is **no credit given for absences.** This includes best interest days.

Parents are responsible to pay the Family Fees in advance. Payment of the **Family Fee** is **due on the first business day of the month.** The Fee is delinquent on the 7th of the month.

The following forms of family fee payment are accepted: (a) personal check; (b) money order; and (c) cashier's check. Payment of fees by personal check is acceptable until such time a check is returned as unpaid due to non-sufficient funds. In this case, the parent will receive a Notice of Action, Recipient of Services termination of services failure to pay Family Fees. The family will also be responsible to pay any bank charges incurred by the agency. **After two non-sufficient funds checks, the parent will be required to pay all future Family Fees by money order or cashier's check.**

Family Fee payment can be mailed to:

Renu Hope Foundation, 802 Beaumont Avenue, Beaumont, CA 92223

The family fee is considered **delinquent after 7 calendar days of the due date** and delinquency will result in the family being issued a Notice of Action Recipient of Services, Termination due to delinquent family fee. Services shall be terminated through a Notice of Action (NOA) within fourteen days of signed acknowledgment and receipt of NOA, or 19 days from date of certified mail sent, unless the family fee is paid during this period. The child/children may receive services up to the termination date.

If a family finds they are not able to pay the family fee, a reasonable payment plan may be requested for any past due family fees. The payment plan **must be requested prior** to the effective date of a Notice of Action to terminate services due to delinquent family fees. The family must continue to pay current Family Fees while on the payment plan.

Upon receipt of family fee payment, Renu Hope Foundation will provide to the payer an original copy of a pre-numbered receipt detailing the following: (a) name of child; (b) contract; (c) daily rate (Part Time) charged; (d) amount paid; (e) date of payment; (f) form of payment; (g) delinquent fee paid; (h) delinquent fee balance due; (i) balance due; (j) next payment due date; and (k) the period of services being paid for.

Tuition Free to Qualifying Families:

Pursuant to the Funding Terms and Conditions for (CCTR, CSPP, and CMIG) families who meet the eligibility for free childcare services are not assessed a family fee as prescribed by the State Fee Schedule. (See attachments). Families eligible for the General Child Care programs may be assessed a fee based on the family's gross monthly income and family size. For detailed reference of the Family Fee Assessment Policy, please refer to your copy provided at the time of enrollment. The "Admission Agreement" and "Notice of Action" will outline the description of basic services, optional services, payment provisions, rate for services, rate for optional services, payer, due date, frequency of payments, modification conditions, refund policy, termination conditions, rights of community care licensing agency and your signature/date of acknowledgement of the "Admission Agreement" (see attachments).

Families receiving services because the child is at risk of abuse, neglect, or exploitation, may be exempt from paying fees for up to three months if the referral is prepared by a legally qualified professional from a legal, medical, or social services agency or emergency shelter and specifies that it is necessary to exempt the family from paying a fee. Families receiving services because the child is receiving protective services may be exempt from paying fees for up to 12 months if the referral prepared by the county welfare department, child welfare services worker specifies that it is necessary to exempt the family from paying a fee. The cumulative period of time of fee exemption for families receiving services because the child is at risk of abuse, neglect, or exploitation or for families receiving childcare services because the child is receiving protective services shall not exceed 12 months.

A Due Process: Notice of Action (NOA) is issued by Renu Hope Foundation to the parent/ guardian upon approval, denial, termination, or change of services (family fee changes, hour changes, etc.). The NOA provides a summary of the family's application information and an explanation of the action being taken with regard to the childcare services.

When a parent/guardian receives a Notice of Action (NOA) for an adverse action (i.e., reduction in services, termination of services, etc.), the parent/guardian has the right to appeal the action if he/she feels it is not warranted. The parent/guardian must complete the appeal request on the back of the NOA and submit it to the Renu Hope Foundation on or before the appeal date indicated on the NOA. The following steps will then be taken:

- The parent/guardian will be contacted to set up an appointment for a hearing.
- If the Renu Hope Foundation is unable to reach the parent/guardian within 10 calendar days of receipt of the appeal request, an appointment will be scheduled on the parent/ guardian's behalf.
- Within ten (10) calendar days of receipt of the appeal request, the parent/guardian will be sent a certified letter confirming the date, time, and location of the hearing.
- If the parent/guardian fails to appear at the hearing, the parent/guardian's appeal will be deemed abandoned.
- The appeal will be heard by a hearing panel to include one member of the Renu Hope Foundation management team, who will act as the hearing officer.
- The parent/guardian may request an interpreter, if needed, or may bring his/her own.
- The appeal process, the reason for the action, and the parent/guardian's request for the appeal will be reviewed with the parent/guardian, during the hearing.
- The parent/guardian will be given the opportunity to present his/her side of the case and present any information/documentation specific to the action.
- Within ten (10) calendar days following the hearing, the hearing officer will send a written response regarding the decision of the hearing panel.
- If the parent/guardian is dissatisfied with the decision of the hearing panel, a written appeal may then be filed within 14 calendar days to the California Department of Education, Child Development Division, as indicated on the back of the NOA.

NOTE: Childcare services continue during the appeal process.

Admissions/Attendance Requirement – Criteria for Determining Placement:

Once a family has been deemed as "eligible and qualified" for one or more of the programs, families will be given options of placement at a center that has an opening within the type of program (contract) that the family has been qualified for.

Please be advised Renu Hope Foundation reserves the right to redistribute/reassign enrolled children in existing or new classrooms at the center when reassignment is in the best interest of the program operations. Reassignment may be due, but not limited to such unforeseen situations as low attendance and/or low enrollment causing classrooms not to reach minimal capacity for cost effective programming.

The parent may elect to be placed on a waiting list to “transfer” to another site/location when an opening is available and within the same program (contract).

Admissions/Attendance Requirement - Child Placement/Classroom:

A child's placement is based on the (a) type of program child is qualified for, i.e. CCTR, CSPP, or CMIG; (b) age of the child; (c) developmental level of the child, and (d) child's needs, i.e. smaller group size, bilingual assistance, special accommodations, Individual Family Services Plan (IFSP), or Individual Education Plan (IEP).

Admissions/Attendance Requirement - Health Prerequisites for Enrollment:

In accordance with Community Care Licensing, health and safety regulations, if age eligible, any child enrolled in a licensed childcare center, must have documentation on file of current immunizations and tuberculosis screening. Physicals and T.B. screenings are required annually. Please be advised that these health prerequisites are mandatory.

Admission/Attendance Requirement - Identification and Emergency Information:

At the time of enrollment, a mandatory form which requires completion is the "Identification and Emergency Information", this form contains critical information related to (a) family name/last name; (b) home address, (c) phone/message/cell phone number; (d) person(s) authorized to drop off and pick child up from the center; (e) physician information in event of emergency; (f) consent for emergency medical attention and (g) health insurance information of the family.

Please be advised this record is housed in the central office and with each child's teacher Emergency Notebook. It is imperative that the "Identification and Emergency Information" is accurate and updated as necessary.

In the event of a disaster, program staff will remain with the children until parents or authorized person, 18 years and older, can pick up the child from the center or relocation site. Children will not be released to anyone whose name is not on the Emergency Card. It is important that parents make every effort to come get their child as soon as possible. Also, parents are requested not to call the center, as staff will be caring for the children and phone lines must remain open for emergency personnel.

Health - Health Screenings:

It is Renu Hope Foundation’s goal to partner with families in the preventative health care of children. When partner medical professionals can provide free, no cost or low cost on site or in office screenings, families will be notified of such opportunities. Screenings such as vision, hearing or dental may be

donated and/or provided at low cost to families. If such opportunities become available, Family Services Staff will notify all parents, in writing, at least one week prior to the event for parent interest and permission.

Immunization Requirements – SB 277 (Effective January 1, 2016):

- Parents or guardians of students in any school or child-care facility, whether public or private, will no longer be allowed to submit a personal beliefs exemption to a currently required vaccine.
- Students will no longer be required to have immunizations for entry if they attend:
 - A home-based private school or
 - An independent study program and do not receive classroom-based instruction.
- Students who have an individualized education program (IEP) should continue to receive all necessary services identified in their IEP regardless of their vaccination status. However, parents or guardians must continue to provide immunization records for these students to their schools, and schools must continue to maintain and report records of immunizations that have been received for these students.
- The language of Senate Bill 277 (Pan, 2015) is available at:
https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=201520160SB277.

Health - Services During Medical and Dental Emergency:

Please be advised in the event of a medical or dental emergency, 911 will be contacted to ensure immediate and proper medical attention, unless otherwise directed in writing within the emergency medical certification document. Certified staff will only administer basic first aid and CPR when the condition warrants. In each center one teacher and one teaching assistant, exclusive of office staff, are certified and trained in first aid/CPR and preventative health (one opening teacher and one closing teacher). First aid and dental emergency protocols are posted in each classroom. These guidelines are adhered to by all staff. In each classroom is a Red Cross Certified first aid kit and emergency backpack (outdoor and excursion backpack). Parent/legal guardian will be contacted upon the occurrence of a medical or dental emergency.

An Unusual Child Incident/Accident/Death Report will be filed with Community Care Licensing within 24 hours of the incident and includes a plan for prevention and follow-up. State and Federal regulations require parents must assist staff in keeping all information regarding their enrollment status current, i.e., changes in income, family size, employment, address, telephone number, etc. complete and current;

Failure to do so may result in termination from the program. Emergency cards must be kept current for all children enrolled in all programs.

Health - Medication Administration Policy/ Incidental Medical Services Plan:

In the event your child is required to take prescribed medication during the time while attending Renu Hope Foundation's program, the following documentation is required to be on file:

- Physician's order;
- Original medication container;
- Original medication label affixed to medication container; and
- Authorization For Prescription Medication Administration form (Please request form when needed)

Only the child's teaching team will be responsible for the administration of the medication and will follow the Medication Administration Policy and Medication Criteria for Dispensing Medication

procedure. To ensure the safety of children, Renu Hope Foundation must have approved medication available on site that is properly stored, not accessible to children, with designated trained staff member(s) assigned to administer, handle, and store medication. Renu Hope will only administer prescriptions that are prescribed by a physician. No non-prescription medications will be given to children, no exceptions. For our part day program, Renu Hope will request that parents administer any prescriptions before or after the child's class session. Renu Hope Foundation is also not equipped to handle or administer any other incidental medical services to children.

Once the medication order has expired, one of the following must occur

- Medication container must be taken by parent/legal guardian
- Medication Destruction Record will be completed for the record
- If after three days the medication is not picked by parent/legal guardian, the medication will be disposed of properly and a Medication Destruction Record will be completed

Please be advised that ointments and over the counter medication will only be permitted to be administered by staff if accompanied with a consent to administer medication including specific instructions of when and where medicine will be administered. Please ensure that medication is not inadvertently left in your child's diaper bag, back pack or personal belongings/cubby.

In the event your child needs Nebulizer treatments or Inhaled Medications while attending the program a parent or guardian permission form will need to be on file along with Consent for Emergency Treatment (Lic 627) and a completed Certificate of Medical Necessity for Nebulizers signed by a licensed Practitioner and Nebulizer Care Consent/Verification child care facilities form (LIC. 9166).

Bloodborne Pathogens/Cleaning of Body Fluids

All Renu Hope Foundation staff working in the classroom clean bodily fluids to prevent and reduce the spread of infectious diseases. The Site Supervisor will provide staff training on the proper cleaning of body fluids.

1. Spills of bodily fluids (feces, urine, blood, mucus, saliva, eye discharge and/or fluid discharge) must be cleaned and the area disinfected immediately.
2. Before beginning to clean any bodily fluid spills, staff and/or volunteers must put on nonporous gloves. A mask and/or protective eye/face shields may be used at staff's discretion.
3. Any items used to clean up bodily fluids must be disposed of using double plastic bagging with a secure tie. Other blood contaminated materials are disposed of through double plastic bagging with a secure tie.
4. Proper handwashing must be completed after any clean up or exposure to bodily fluids.
5. Staff must immediately notify the Site Supervisor of any incident that may require reporting, including Unusual Incident Reports, Child Incident Reports, etc.

Seizure Care

In the event a child has a febrile seizure, triggered by high fever, common among children six (6) months to four (4) years old, the following will take place:

1. Remain calm.

2. Protect the child from injury, but do not restrain movements.
3. Place the child on his/her side to help drain secretions.
4. If the child vomits, help to clear his/her mouth using a suction bulb, if available.
5. If the child's breathing becomes noisy, pull the jaw and chin forward.
6. Do not try to force anything into the child's mouth as it is unnecessary and can cut his/her mouth, injure a tooth, cause vomiting, or result in a serious bite injury to staff member.
7. Do not attempt to hold the child's tongue.
8. Loosen or remove the child's clothing.
9. Apply cold washcloths to the child's head and neck.
10. Sponge the rest of the child's body with cool water to help the child's body temperature fall.
11. Do not give medicines or fluids until the child is completely awake.
12. Stay with the child until he/she is fully alert and oriented.
13. Encourage cool fluids.
14. Report the seizure to Site Supervisor immediately.

EpiPen Jr. and EpiPen

The following applies to the use of the EpiPen Jr. or the EpiPen:

1. Use in accordance with the direction and as prescribed by a physician.
2. Keep ready for use at all times.
 - a. EpiPens are kept in each classroom in a first aid kit that is out of reach of children, but accessible to adult staff.
 - b. Teachers take first aid kits with them to any event, outside activity or fieldtrip and keep them under their immediate supervision and availability.
3. Protect from exposure to light and extreme heat.
4. Note the expiration date on the unit and replace the unit prior to that date.
5. Replace any auto injector if the solution is discolored or contains a precipitate. (Both the EpiPen Jr. and the EpiPen have a see through window to allow periodic examination of its contents. The physician may recommend emergency use of an auto injector with discolored contents rather than postponing treatment.)
6. Call 911 and the child's parent/authorized representative immediately after administering the EpiPen Jr. or the EpiPen.

Health –Ill Child Waiting Area:

If your child becomes ill while attending a Renu Hope Foundation program, each center has a designated "Isolation Area" for your child to wait comfortably with an assigned staff member. The "Isolation Area" also protects others from exposure to the unknown condition(s). Please be advised that if medical follow-up is necessary a physician's statement of clearance to return to the program may be required. In addition, please remember that if your child is absent for more than three (3) days for illness, a physician's statement of clearance may also be required. ***In situations where a family does not have the resources to seek medical attention, before a child may return, the child's "Daily Health Check" must indicate the child is able to return and participate in the program, with no exceptions.***

Daily Health Checks are performed by staff at the time your child is dropped off and picked up at the center. You, as your child's parent/guardian **MUST** remain with your child during these Daily Health Checks. Your child

MUST pass the Daily Health Check in order to be signed into the center. If your child does not pass the Daily Health Check the child will not be allowed to be signed into the center.

Nutrition –Meal Services:

The Child Care and Adult Food Program (CACFP) is federally administered by the United States Department of Agriculture (USDA) and contributes to the wellness, healthy growth, and development of young children and adults in the United States. Renu Hope Foundation participates with the Child Care and Adult Food Program (CACFP) to provide meal services for infants, toddlers and preschoolers enrolled in the program. Meal services provided to any infant, toddler or preschool students enrolled in the program will be free of charge. Children who have been identified with any food allergies, via proper physician documentation, will be verified and accommodated with substitutions as necessary. For parents with an infant(s) enrolled in the program will be allowed the option to bring their own formula and baby food pending appropriate certification from a physician about any allergies and/or special diets.

Menus are created on a monthly basis, including breakfast, lunch, and snack. A copy is posted in all locations and a copy may be provided to the parents from the food services department upon request. A nutritious, wholesome breakfast, lunch and afternoon snack are prepared, served, and stored in accordance with the USDA and CACFP guidelines at every Renu Hope Foundation site. For example, food items such as fruits and vegetables are purchased fresh and cleaned prior to serving. From there it is either pureed, steamed, or served raw according to the child's age daily. Listed below is the main item given to each age group every day of the month:

- Infants – Rice or Oatmeal Cereal (2 – 4 tbsp.)
- Waddlers – Whole Milk (1/2 cup)
- Toddlers and Preschoolers– 1% Milk (3/4 cup)

Apart from the main item, all other foods are alternated throughout the month. This helps to ensure that not only are infant, toddler and /or preschool children receive their daily intake from each food group, but also put their taste buds to the test in consuming different varieties. If a child is allergic to dairy and/or grains, substitutions such as soymilk, soy yogurt, no wheat or gluten free white bread, cereal or English muffins will be provided.

From the time of the child's arrival to the time of departure, the Renu Hope Foundation strives to make sure that the students enrolled in the program are consuming the recommended amount of nutrients from each food group. Pursuant to our agreement with the Child Care and Adult Food Program (CACFP), meals are prepared in our central kitchen located at 802 Beaumont Avenue, Beaumont, CA and transported to all locations daily. If meals are not transported on time, each site has meal provisions on hand ready to serve meals if necessary.

No Outside Food is allowed in the building for students. Meals are a part of the daily routine for the students enrolled. Please check your child's class schedule to see when meals are provided. If your child will miss breakfast or lunch and you will be providing their meal, please feed them before entering the building.

The Basic Attendance Policies Are:

Enrolled children absent for three (3) sick days may require a physician's note in order to return to school if (there are extenuating circumstances such as a contagious disease or hospitalization). (Excessive absences will be documented and referred for a parent conference). In addition to the preceding excused absences, children are limited to ten (10) "in the best interest of the child" days and a limit of ten (10) unexcused absences for the fiscal year.

Attendance Policies:

To provide children with continuity of learning experiences, Renu Hope Foundation encourages daily attendance of your child. If your child is ill or due to unusual circumstances, s/he will not be attending, please contact your center on the date of absence. If you anticipate multiple days of non-attendance (i.e., family visitation or special parent-child activity for child's birthday), please inform your center's Family Services Staff or teaching staff so that we may advise you on the status of your child's Attendance. The Attendance is tracked and updated monthly in order to inform families of their child's attendance status. A follow-up phone call may be made by Renu Hope Foundation staff to determine the reason(s) for your child's absence. Where there are excessive absences, a conference with parent will be scheduled to determine continued enrollment.

All children are required to be **signed in and out daily** by the parent/legal guardian or authorized adult. Renu Hope Foundation personnel may sign in the child in the event of extenuating circumstances, i.e., transported by city or public-school transportation. The parent/legal guardian must provide full signature for the daily attendance.

An "authorized adult" is an individual who is of legal age (18 years of age), is designated as "authorized to drop off and pick up child" within the Emergency Card and has a photo identification on file, or present photo identification at the time of pick up from Renu Hope Foundation. Authorized persons must provide photo identification at the time of drop off and pick up of child(ren). Children will only be released to authorized person(s) indicated on the **original Emergency and Identification Card**. Changes in "authorized person to pick up/drop off child(ren)" must be reported at the central office. If adding an additional authorized person, photo identification must be provided in order for the change to be approved and in effect. **There will be no exceptions to this policy.**

Excused/Family Emergency Absences May Include the Following Reasons:

- Illness/quarantine of the child or parent, If the child's illness extends beyond three (3) days a physician's statement may be required.
- Family emergency with specific reason – fire, flood, neighborhood lockdown, death in the family etc.
- Transportation issues with specific reason -flat tire, vehicle break down etc. Limit three per fiscal year.
- Court ordered visitation. The court order must be on file.
- Dental, Medical, Health or Therapy appointment.

In addition to the preceding EXCUSED absences, “in the Best Interest of the child” day absences due to the following are also excused absences. Best Interest Days are limited to 10 days per fiscal year.

- Vacation with parent/relative
- Out of town with parent/relative
- Stayed at home with parent/relative
- Child's birthday

Unexcused Absences: Limited to 10 days in a contract year

- Child didn't feel like getting up or attending school
- Any Absence not falling in the excused absence category
- Any absence without an excuse or parent signature
- Any absences beyond the 10-day best interest

Renu Hope Foundation Grievance Procedure:

Renu Hope Foundation welcomes constructive participation in their early childhood programs. The Parent Policy Committee and Renu Hope Foundation's Board of Directors has established the following procedure for persons who wish to file a grievance:

Steps to Resolving:

- Step 1.** Request a meeting between the person making the complaint and the person named in the complaint. A member of Family Services will also be a participant.
- Step 2.** If the situation is not resolved, the person issuing the complaint will fill out a Complaint Form. A Complaint Form can be obtained from the office or the classroom teacher. A meeting between the person making the complaint and Senior Management will be present.
- Step 3.** If the situation is not resolved, a complaint form is submitted to the Education Coordinator, a meeting will be held with the person filing the complaint, the person named in the complaint, the Family Services Staff and the Child Development Director.
- Step 4.** If the situation is not resolved, the Chief Executive Officer (CEO) will be notified and a meeting is held with the person issuing the complaint, the person named in the complaint and the CEO. If the complaint is still not resolved, the person issuing the complaint may appeal to Renu Hope Foundation Board of Directors.
- Step 5.** If the matter cannot be resolved, the parent will be put in contact with the California State Department of Education, Early Education Support Division assigned Consultant or the California Department of Social Services assigned Consultant.

The grievance-complaint procedure process is to respond to complaints at Renu Hope Foundation's level within 15 days of the receipt of the complaint and will adhere to all available civil law remedies.

Public Notices - Complaint Procedures:

Any person or organization wishing to file a complaint alleging unlawful discrimination, including racial harassment or sexual harassment, or failure to comply with state or federal law in any of Renu Hope Foundation’s programs, should contact, Mrs. Saovaros “Rose” Diehl-Hope, Chief Executive Officer (CEO), at the Renu Hope Foundation main office located at 802 Beaumont Avenue, Beaumont, Ca. 92223.

Public Notices - Uniform Complaint Procedures

It is the intent of Renu Hope Foundation 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 Renu Hope Foundation Child Development Programs' 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 for the CSPP program must be signed and filed with the State Department of Education:

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

Complaints for the CCTR/CMIG programs must be signed and filed with the Department of Social Services:

**California Department of Social Services
Child Care and Intergenerational Services
744 P Street M. S. 8-8-139
Sacramento, CA 95814**

If the complainant is not satisfied with the final written decision of the California Department of Education and/or the California Department of Social Services, 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.

NOTE: In accordance with Renu Hope Foundation procedures, any individual, public agency, or organization may file a written complaint if it is felt there has been a violation of federal or state law or regulation by one of the covered programs. Discrimination complaints must be filed within six months of the alleged discrimination.

The first step in all complaints will be to try to resolve the concern among the parties involved. If that is not possible, then the formal steps of the official procedure are available. Generally, the procedure must

be completed within 30 days from receipt of the complaint. Complaints are confidential, and discrimination or retaliation against a complainant is prohibited.

California Day Care Act (CDCA):

California Health and Safety Code Section 1596.857, Chapter 3.4, Article 2, Administration of Child Day Care Licensing includes:

CDCA - Right of Parent to Inspect Facility: Open Door Policy

Upon presentation of identification, the responsible parent/or guardian of a child receiving services in a child day care facility has the right to enter and inspect the facility without advance notice during the normal operating hours of the facility or at any time that the child is receiving services in the facility. Parents or guardians, when inspecting, shall be respectful of the children's routines and programmed activities.

The facility shall inform parents and guardians of children receiving services in the facility of the right of the parents and guardians to inspect the facility pursuant to this section.

No child day care facility shall discriminate or retaliate against any child or parent or guardian on the basis or for the reason that the parent or guardian has exercised his or her right under this section to inspect the facility or has lodged a complaint with the department against a facility.

If any child day care facility denies a parent or legal guardian the right to enter and inspect a facility or retaliates, the department shall issue the facility a warning citation. For any subsequent violation of this right, the department may impose a civil penalty upon the facility of fifty dollars (\$50) per violation. The department may take any appropriate action, including license revocation.

Each child day care facility shall permanently post in a facility location accessible to parents and guardians, a written notice, available from the department, of the right to make an inspection pursuant to this section and the prohibition against retaliation and the right to file a complaint. The department shall make this written notice available to child day care facility licensees and shall include on this notice a statement of the right of the parents and guardians to review licensing reports of facility visits and substantiated complaints against the facility, pursuant to Section 1596.859.

Notwithstanding any other provision of this section, the person present who is in charge of a child day care facility may deny access to an adult whose behavior presents a risk to children present in the facility, and may deny access to non-custodial parents or guardians if so requested by the responsible parent or legal guardian.

CDCA - Parent Right to Access Facility:

Parents are encouraged to visit the center with the child that will be enrolled prior to the first day of formal attendance. Parents are encouraged to participate in their child's classroom whenever possible. Parents have unlimited access to their child while they are in our care, providing that a restraining order does not exist. If the court issues an order of restraint, a copy of the restraint must be on file at the Main Office, (802 Beaumont Avenue, Beaumont, CA), center's office and the child's classroom confidential file.

Personal Rights - Community Care Facilities and Child Day Care Facilities:
Regulations in Title 22, California Administrative Code, require that persons admitted to a facility (or their representative) must be advised of their personal rights.

Personal Rights:

Renu Hope Foundation ensures that each child and his/her family are accorded the following personal rights:

- To be accorded dignity in his/her personal relationships with staff and other persons.
- To be accorded safe, healthful and comfortable accommodations, furnishings and equipment to meet his/her needs.
- 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 functions of daily living including eating, sleeping or toileting; or withholding of shelter, clothing, medication or aids to physical functioning.
- To be informed, and to have his/her authorized representative informed, by the licensee of the law regarding complaints including, but not limited to, information on confidentiality and the address and telephone number of the Department's complaint unit.
- To be free to attend religious services or activities of his/her choice.
- Attendance at religious services in or outside of the center shall be voluntary. The child's authorized representative shall make decisions about the child's attendance at religious services.
- Not to be locked in any room, building or center premises by day or night.
 - The licensee is not prohibited by this provision from locking exterior doors and windows or from establishing rules for the protection of children provided the children are able to exit the center.
 - The licensee shall obtain prior approval from the Department to utilize means other than those specified in above for securing exterior doors and windows.
- Not to be placed in any restraining device. Postural supports may be used as specified in Section 1012223.1.
- To receive or reject medical care, or health-related services, except for minors for whom a guardian, conservator or other legal authority has been appointed.
- Renu Hope Foundation will inform each child's authorized representative of the rights specified above.
- Renu Hope Foundation shall give each authorized representative a copy of the Personal Rights form (LIC 613A). Each authorized representative shall be asked to sign and date the acknowledgment-of-receipt statement. This documentation shall be kept in the child's file.
- The center shall post a copy of the LIC 613A in a prominent, publicly accessible area in the center.
- Renu Hope Foundation will ensure that each child is accorded the personal rights specified in this section.

Religious Worship:

Renu Hope Foundation programs refrain from religious instruction or worship in ALL classrooms.
(*Constitution of California, Article XVI, Sec. 5; CPM, VI-CD 15*)

California Department of Social Services Community Care Licensing Division - Inspection Authority:

Renu Hope Foundation childcare centers are licensed by Department of Social Services, Community Care Licensing. Community Care Licensing has the responsibility and authority to enforce the regulations as stipulated within Title 22. Pursuant to Title 22, Sections 101200 (b) and (c) – INSPECTION AUTHORITY.

Please be advised **“The Department has inspection authority to enter and inspect a facility without advance notice.” “The Department has the authority to interview children or staff, and to inspect and audit child or Child Care Center records, without prior consent”.**

The core mission of the Child Care Licensing Program is to ensure the health and safety of children in care. The Child Care Licensing Program strives to provide preventive, protective, and quality services to children in care by ensuring that licensed facilities meet established health and safety standards through monitoring facilities, providing technical assistance, and establishing partnerships with providers, parents, and the childcare community. Resources for Parents:
<http://www.cdss.ca.gov/inforesources/Child-Care-Licensing/Resources-for-Parents>

Renu Hope Foundation’s Reporting Responsibilities:

As a licensed childcare provider, we are required to submit reports to Community Care Licensing so that the records of our business are always current.

What reports are we required to submit to licensing? There are two types of reports:

Unusual Incident Report: (some examples include but are not limited to)

- Outbreaks of communicable diseases, such as mumps or measles
- Suspected child abuse
- Incidents that put children in danger, such as their wandering away from the facility unattended
- Injuries to children that require medical intervention.

NOTE: Unusual incidents, such as suspected child abuse and epidemic outbreaks, must be reported to licensing by phone, followed by a written report.

The other type of report is related to the overall operation of facility, such as:

- Personnel changes
- Address changes
- And modifications to facility

We are also required to file reports with agencies other than Community Care Licensing: Some events must be reported to more than one government agency. For example:

- Events involving a public health risk, such as an outbreak of a communicable diseases, must also be reported to the Department of Public Health.

- Events involving any sort of criminal violation must be reported to local law enforcement authorities.
- And events involving suspected child abuse must also be reported to a child protective agency.

In the event that a Renu Hope Foundation Facility receives (1) a Type A citation, including visits resulting in substantiated findings, (2) Copies of any licensing documents pertaining to a non-compliance conference between licensing management and licensee (Renu Hope Foundation), and/or (3) Copies of a summary of an accusation indicating the Department's intent to revoke the facility's license, the Renu Hope Facility must give written notice to all enrolled parents/guardians as well as new enrollees for the term of one year from the date citation was issued.

Staffing and Supervision:

Renu Hope Foundation Child Development Programs are licensed by Department of Social Services, Community Care Licensing, Title 22 of the California Administrative Code. In addition, as part of the Funding Terms and Conditions with the California Department of Education Early Education Support Division, Title 5 standards are required for teacher-child and adult-child ratios as well as minimum qualifications for education and experience to ensure compliance with regulations, Child Development Division requires a personnel roster be submitted with each continued funding application and updates as they occur. Personnel rosters are also submitted to Community Care Licensing as well as supporting documentation on teachers and staff. Unannounced site visitations are conducted by the Renu Hope Foundation Management Staff randomly and on a daily basis at each center by assigned Lead Teachers and/or Supervisors. Additionally, Community Care Licensing conducts unannounced visits to ensure on-going compliance or follow-up on parent complaints. All licenses are renewed annually. The California Department of Education, Child Development Division, conducts a minimum of one "Coordinated Monitoring Review" within a 3-year cycle. For new programs a site visit is conducted within the first year.

Adult to Child Ratios and Teacher to Child Ratio:

Funding Terms and Conditions (Title 5) stipulate group size of each class (age limitations), and the minimum number of teaching staff members required per age group. The adult-child ratios are required for the following age groups:

- Infants (6 weeks-18 months) 1:3 with maximum group size of 18 infants per one qualified teacher
- Toddler (18 months-36 months) 1:4 with maximum group size of 16 toddlers per one qualified teacher
- Preschool (3-5-year-old) 1:8 with maximum group size of 24 preschoolers per one qualified teacher
- School Age (5-13 years old) 1:14 adult-child ratio, 1:28 teacher-child ratio.

No child will be left unattended at any given time - Two paid staff must be present with a child both while indoors, outdoors; during hygiene, nap/rest period, mealtime, and classroom and outside center activities.

While participating in an 'away from the center' activity such as a nature walk, library visit or walking field trip, the Teacher: Child and Adult: Child ratio will be in accordance with both Title 5 and Title 22 Staffing regulations.

Staff Qualifications:

Pursuant to Title 5 Funding Terms and Conditions, a fully qualified teacher must possess a State of California, Children's Center Permit issued by the Commission on Teacher Credentialing or a State approved certification to provide instruction to Preschool children. Renu Hope Foundation requires that a teacher and teaching assistant in each classroom complete certification in First Aid and CPR (Pediatric, Child and Adult) and at least one opening teacher and closing teacher of a center has certification in preventative health. Renu Hope Foundation will assert all efforts to recruit staff representative of the families served, i.e. bilingual, bi-literate and diverse staff.

Support Staff and Volunteers:

Parents, community volunteers or trainees (i.e. Local Education Agency academy students, local community college interns, and Grandparents as Partners participants) are highly encouraged to participate in the program. Renu Hope Foundation has an open-door policy for parent participation. For further details about the Parent Internship Program, please place your request in writing during the "Family Needs Assessment" or speak with your child's teaching team. Pursuant to Department of Social Services, Community Care Licensing requirements, a Tuberculosis (T.B.) clearance and the required immunizations is required prior to participation. To ensure that volunteers understand and abide by Community Care Licensing "Personal Rights", "Parent Rights", and Renu Hope Foundation's policies and procedures, i.e. "Discipline Policy", "Confidentiality policy", and "Curriculum Philosophy", an orientation is required prior to placement in a classroom or volunteer assignment.

A relative or legal guardian of a child in the facility are exempt of Criminal Record Clearance. A volunteer or student who is always directly supervised by a fingerprinted staff and who spends no more than 16 hours per week at the facility is exempt.

Persons, volunteers, or student intern who participates no more than 16 hours per week at the facility are exempt from criminal record clearance.

Volunteers are not included in the staffing plan. Volunteers, including student interns completing practicum, must be supervised by a staff member. and **MUST** obtain a health screening and tuberculosis test.

Please be advised non-paid staff such as parent volunteer; community volunteer; or interns may not be left alone to supervise or provide care to enrolled children at any given time.

The Parent Advisory Committee (PAC) is one activity that parents are encouraged to participate in. Parent involvement is crucial for the success of the centers and when parents and teachers work together in partnership, a positive and wholesome environment is created in which children thrive. The PAC is to advise and assist center staff on implementation of programs and activities for children and their families.

The PAC encourages all parents to contact its members with questions, suggestions, or concerns of center-wide relevance, and continually seeks input regarding issues under review. However, the PAC does not address or mediate individual concerns between parents and teachers.

The PAC represents a cross-section of Renu Hope Foundation Child Development Center families, and provides childcare administrators with feedback on policies and practices. The PAC's purpose is to facilitate communication between parents and the center's administration in an on-going effort to support the quality of care provided.

The PAC is not a policy-making body, it assists administration with strategic planning by providing parental viewpoints and unique expertise on issues that affect the center. Please consult with your child's teacher or Family Services/ Staff how you may participate in the program.

Child Development Services - Infant (Nap/Rest Period):

At the time of enrollment, each parent/legal guardian is requested to provide information regarding their infant's daily needs (i.e. feeding, diapering, nap/rest, temperament, health alerts, etc.) As indicated within the "Infant Daily Schedule" there is no set time for nap/rest period. Each infant is provided with his/her own crib and/or cot (dependent upon the infant's developmental needs) and bedding. Cribs or cots are placed three feet apart within the designated nap room. Personal items such as stuffed toy must meet child safety standards. Daily all bedding, and classroom materials are washed and sanitized. If the need arises, bedding will be washed at the time of need at the center's laundry facility. An infant nap/resting room is established in a quiet, noise/light protected room within the infant learning environment. There is no set time/schedule for infant nap/rest period as each infant's needs differs. When the infant demonstrates signs of needing rest/naps, teaching staff will allow each infant to rest accordingly. The infant nap/crib room will be supervised by one teaching staff when an infant is present. No infant will be forced or encouraged to sleep if he/she is not in need of a rest period.

Child Development Services - Toddler and Preschool (Nap/Rest Period):

At enrollment, each parent/legal guardian is requested to provide information regarding the toddler's daily needs (i.e. feeding, diapering, nap/rest, temperament, health alerts, etc.) As indicated within the "Toddler Daily Schedule" each toddler is afforded a two-hour time span to rest/nap as needed. If the child requires less than two hours of nap/rest period and is fully awake while classmates are asleep, the child will be allowed to go to a quiet area and engage in quiet activities (i.e. puzzles, picture books, listening to a story) with a teaching staff. Each child is provided with his/her own cot and bedding that is appropriately labeled. All cots and bedding are sanitized on a weekly basis; however, if the need arises both will be washed and sanitized accordingly. The nap/rest area is within the child's classroom. Cots are placed at a minimum of 3 feet apart; furniture may be rearranged at the time of pick up if during nap/rest period.

Child Development Services - Infant (Individual Feeding Plan):

At the time of enrollment and monthly thereafter, parents/legal guardians of infants between the ages of 6 weeks up to 13 months are required to complete the "Individual Feeding Plan" and meet with your infant teaching staff to review and discuss your infant's "Individual Feeding Plan." The program participates in the Child Care Food Program (CACFP) Infant Feeding Program. CCFP approved infant formula, juices, snacks and food items are provided at no cost to families who qualify for the Child Care Food Program (CACFP). Breast milk is an allowable reimbursed food; if you wish to provide breast milk and bring in a proper storage container with a clear label indicating child's first/middle/last name; date of milk product and amount, the milk product will be properly stored and served accordingly. Please be advised that if your infant requires a special type of formula, a physician's statement is required. If it is a matter of personal preference, Renu Hope Foundation cannot accommodate personal preferences such as name brands, packaging, or point of purchase. All necessary items such as infant bottles, plastic nipples, training drinking cups, child-sized plates, bowls, spoons, forks and bibs are on hand for each enrolled child. As noted within the "Daily Schedule" meal/snack/feeding periods are not preset. Each infant is fed when the infant is hungry, not on a schedule.

No infant will be required to eat any food item that is not to the infant's preference and/or developmental need. Food items served conform to the Child Adult Care Food Program Guidelines Infant Feeding Program. Please refer to Parent Bulletin board for these guidelines.

Please ensure that your child has at school his or her own bottles and diapers typically needed for the day.

Child Development Services Toddlers and Preschool (Foods Served):

At the time of enrollment each parent/legal guardian is requested to complete a "Food History Food and Nutritional Assessment", which includes any health alerts and/or food sensitivities. Renu Hope Foundation participates in the Child Adult Care Food Program (1–3-year-old) and (3-6 year old); all food components, portions and meal times/spacing are based on the USDA Child Adult Care Food Program 1-6 year old feeding plan. As indicated in the toddler and preschool daily schedule, the following meal components are served: (a) Breakfast, (b) Lunch and (c) Supplement/Snack for children who attend the full day program (CSPP 4 hours or more); General Child Care Program (CCTR 4 hours or more); and General Migrant Child Care (CMIG 4 hours or more). Within one hour of opening session for each program breakfast is served and no more than 3 hours elapses between the next meal components, i.e. lunch or snack. Each child is allotted a minimum of 30 minutes per meal period.

If a child is not hungry and does not want to partake in meals teaching staff will attempt to offer on at least 3 occasions, however the child will not be required to eat the food item served. If the child refuses to sit with classmates at the table after 3 attempts of encouragement by staff the child may go to a quiet area and the event is documented. Food will not be used as either a positive incentive or as a negative punishment.

Menus are posted in each classroom for each meal component and age group that indicates food(s) to be served, with portion sizes. If your child has a special dietary need please provide a physician's statement.

Child Development Services – Curriculum:

The program offered to each child, infants to pre-kindergarten to school-age, is based upon the premise that each child is a unique individual with varying skills and developmental levels. The curriculum approach adopted by Renu Hope Foundation follows the principles and philosophy of the “Creative Curriculum for Infants, Toddlers and Preschool”. The “Creative Curriculum” is a child-centered, play-based, holistic framework for early childhood education.

The framework included the following considerations:

- How children learn
- The parents’ role
- What children learn
- The physical environment

The primary teaching goal is to help children use their environment productively and see themselves as capable learners. Children will develop cognitive, language, motor (fine and gross), sensory and social-emotional skills that will enable them to make sense of their world and succeed in it. The “Creative Curriculum” fosters creativity in both children and teachers. Being creative means thinking new ideas, obtaining information by asking questions, learning through play and benefiting from experimentation. An environment that encourages children to try out ideas and to risk making mistakes supports their creativity. A curriculum framework that encourages teachers to be innovative and responsive to

children also supports their creativity. By focusing on both teacher and child, the “Creative Curriculum” provides a system for developing an educational setting in which young children can learn, grow and become socially competent human beings.

Child Development Services –Positive Guidance

Renu Hope Foundation has established positive guidance procedures that are designed to be age appropriate, fair consistent and effective. Renu Hope Foundation has designed child development services to prevent problems by dividing children into small interest groups. A wide variety of age-appropriate activities and materials are provided. Child Development Center classrooms are designed to give children as much independence as possible while still providing lots of adult supervision and interaction. Staff utilize redirection as the primary guide for children who may display an inappropriate behavior.

Note: Renu Hope Foundation does not celebrate holidays, birthdays or other special celebrations so as not to offend anyone. If you have questions regarding this matter, please contact Family Services at (951) 845 – 3816.

Child Development Services – Parents as Primary Educators:

Through on-going (weekly) observations and informal and formal discussions with parents, a child-centered curriculum is developed to foster the growth and development of the whole child in a nurturing and supportive environment. Regardless of the age of the child, (i.e., infant, toddler, preschool or school age) the scheduled first formal assessment, the Desired Results Developmental Profile (DRDP-2015) for the respective ages will be implemented within 60 days of enrollment. The second formal DRDP assessment will be completed within, but not later than, the next 6 months. A minimum of two (2) parent-teacher conference will be scheduled for each child. The conference serves as an opportunity for two-way communication between parents, primary caregivers and teachers. Each child will have a “Portfolio”, consisting of weekly observations, planning forms, Desired Results Developmental Profile updates, an individual learning plan and work samplings (artwork, sample writings, math activities, and recordings) that are readily accessible for parent review and discussion. When the child leaves the program, the Portfolio is provided to the parent/guardian. If the child is exiting the program due to age (i.e. transitioning to Kindergarten) a Summary is completed and provided to the parent. Within each classroom, a “parent input” form is posted for parents’ input of concepts to individualize and/or reinforce with her/his child that is considered developmentally appropriate and consistent with the curriculum.

Child Development Services - Toileting Policy:

Children shall have access to toilets and toileting at all times they are in care. No child shall be denied toileting for any reason. Children are regularly reminded and given opportunities for toileting. It is recommended that parents provide a change of underwear and clothing for all children (except school-age) in a small bag or backpack to keep in the child’s cubby.

Child Development Services - Infants/Waddlers/Toddlers:

There shall be a written toilet-training plan for all children being toilet trained. The infant's authorized representative and the Site Supervisor or the child’s teacher shall develop the plan. The plan shall include the following:

- Methods of toilet training
- Introduction and use of appropriate training equipment
- Introduction and use of appropriate clothing
- Infants who are being toilet trained shall not be required to wear diapers unless specifically indicated in the plan
- The center shall follow the plan in toilet training the infant
- Center staff shall have ready access to the toilet-training plan for each child in their care
- Children shall be kept clean and dry

- The center shall ensure that the infant has sufficient changes of clothing and diapers so that his/her clothing and diapers can be clean and dry at all times.
- Each infant's clothing and diapers shall be changed as often as necessary to ensure that the infant is clean and dry at all times.
- No infant shall be left unattended while on a potty chair or seat.
- As part of toilet training, each infant shall receive instruction and assistance in hand washing after use of the toilet.
- Parents are requested to bring a small backpack or small diaper bag with a minimum of 3-4 changes of clothing. Parents will be notified if additional clothing is needed.
- No ointments (without a prescription), lotions or powders are allowed.

Child Development Services – Children with Exceptional Needs:

Children with “exceptional needs” means infants and toddlers, from birth to thirty-six (36) months of age, inclusive, who have been determined eligible for early intervention services pursuant to the California Early Intervention Services Act (Title 14 (commencing with Section 95000 of the Government Code) and its implementing regulations, and children three (3) years of age or older who have been determined to be eligible for special education and related services by an individualized education program (IEP) team according to the special education requirements contained in Part 30 commencing with Section 56000), and meeting eligibility criteria described in Section 56026 and sections 56333 to 56338, inclusive, of the Education Code and sections 3030 and 3031 of the California Code of Regulations, Title 5.

These children have an active individualized education program (IEP) or individualized family service plan (IFSP) and are receiving early intervention services or appropriate special education and services. These children ages birth to twenty-one (21) years, inclusive, may be autistic, developmentally disabled, hard-of-hearing, deaf, speech impaired, visually handicapped, seriously emotionally disturbed, orthopedically impaired, other health impaired, deaf-blind, multi-handicapped or children with specific learning disabilities, who require the special attention of adults in a child care setting.

Special Occasions Policy:

PHILOSOPHY: To ensure sensitivity of family, staff traditions and self-concept of all children, families and staff while balancing best practices for young children the following “Special Occasions” Policy is developed to serve as guidance for parents and staff during special occasions typically referred to as “birthdays, holidays, customs or special traditions”.

STRATEGY: Parents, staff and other participants of the program (i.e. volunteers, student interns) will be informed of the agency's philosophy and policies regarding best practices for young children during special occasions. At the time of orientation this policy will be reviewed and discussed. Parents will be reminded of this policy during the Parent Orientation and the policy will be stated within the Parent Handbook.

Early Childhood Curriculum Practices - Anti-bias curriculum approach

Every day will be valued equally. There will not be one day that will be considered 'special', 'different' or 'atypical' from any other class/school attendance day.

Days typically referred to as a 'holiday, special occasion or custom' are recognized as any a typical class day. For examples, days typically referred to as "New Year's, Dr. Martin Luther King's Day, President's Day, George Washington's Birthday, President Lincoln's Birthday, Valentine's Day, Sweetest Day, St. Patrick's Day, Easter, Good Friday, May Pole Day, Mother's Day, Father's Day, Independence Day, Memorial Day, Veteran's Day, Christopher Columbus Day, Thanksgiving, Christmas, Hanukah, Chinese New Year" and any other days observed as special occasions.

Personal Rights

Days typically referred to as "birthdays" are not celebrated. There will be no special activities/ curriculum events planned for these days. For some children, families and staff 'birthdays' are not recognized nor are recognition of such days celebrated in the same fashion, i.e. traditional birthday cake, gift/present exchange.

Developmentally Appropriate Practices

Preschool children's concept of time and distance is still within the "pre-operational stage" (Jean Piaget) hence to discuss the traditions, customs of a group of people 100 years or 25 years ago does not provide meaningful and tangible (concrete) learning experiences for young children. Furthermore, to assume that a group of persons (s) dress, eat, or have the same values would be promoting inaccurate and possible negative stereotypes as well as foster the 'tourist curriculum approach'. The goal is to teach children to respect individuality as well as cultural differences.

Preventative Health Policies and Procedures

Each Renu Hope Foundation is a licensed childcare center governed by Community Care Licensing, Title 22 regulations for health, safety, and food services. In addition, Renu Hope Foundation is a Subcontractor for the State Department of Education, Child Development Division, Title 5 operating State Preschool, General Center Based Child Care, State Preschool, Part and Full Day Program and General Center Based Migrant Child Care Programs. Meal services are largely funded by the Child, Adult Care Food Program (CACFP). Most importantly, a fundamental requirement of Renu Hope Foundation is to ensure the health and safety of children, families and staff.

Please be advised the following policies and procedures will be in effect for each enrolled child, parent of an enrolled child, staff member and other Renu Hope participants (i.e. student interns and volunteers).

- (1) All food items served to children, families and staff must meet the following criteria:
 - a. Food item must be store commercially packaged and store purchased

- b. Food item that is prepared and cooked must be prepared by an individual who has received the Food Handler's Permit and Serv Safe certification
- c. Food item that is prepared and cooked must be cooked and/or stored in a commercially approved kitchen

Homemade food items/products are not permitted to be distributed and/or consumed by enrolled children, parent, or staff.

PLEASE REFRAIN FROM BRINGING SPECIAL FOOD ITEMS TO THE CENTER AS IT MAY VIOLATE THE SPECIAL OCCASION POLICIES AND FOOD GUIDELINES

Child Development Services – Developmental screenings:

All children will be assessed with an ASQ at time of enrollment using the Ages and Stages Questionnaire. In addition, children will be assessed using the Desired Results Developmental Profile (DRDP-R) twice per year. Results of your child's progress will be shared with you informally and formally at two (2) scheduled parent-teacher conferences. Each child has a "developmental portfolio" which is available to the parent for review and input. When necessary and approved by the parent/legal guardian, referral for professional assessment, i.e., behavioral, speech and language, motor delays, etc., can be made through Renu Hope to local educational agencies (LEA) or other local services. Based upon the results of the Individualized Education Plan (IEP) or Individualized Family Service Plan (IFSP), services may be provided either on or off site.

Certified Hours of Service:

Child Care parents, it is very important to bring and pick up your child according to your contract and the center's operating hours. If there is a change in the need for childcare hours, Family Services must be notified by calling (951) 845- 3816 to review the basis of need.

- **Please be advised, not keeping your contract hours could mean loss of childcare services.**
- **Please call your center on the day your child will not be attending.**

Dropping Off and Picking Up of Children – Late Drop-Off and Pick-Up Policy:

Please be advised each family's contracted hours of services are stipulated within the "Notice of Action" and "Services Notification". Subsidized childcare services may not exceed the contracted hours of services. Childcare hours may not exceed the close of business as stipulated within the agency's license issued by the Department of Social Services, Community Care Licensing.

If a child is not picked up by the ending time stated within the "Notice of Action" and "Services Notification" the following steps and plan of correction will be required:

1. If the contracted hours have expired pursuant to the "Notice of Action" and "Services Notification" and the program/class is still in operation the child will be allowed to remain in his/her classroom.
2. At the first violation of the contracted hours of service, a written "Late Drop Off/Late Pick Up" warning will be provided to the parent/legal guardian.
3. In the event of a second violation the parent/legal guardian must meet with Family Services staff to discuss the reason(s) for not adhering to the contracted hours of service. A conference will be set up with the parent. A plan of action will be developed with Family Services Worker and Site

Supervisor to resolve the problem. The problem may be a social services issue such as: lack of transportation.

4. If the problem continues and the plan of action is not effective, a meeting with the parent and a member of the Board of Directors will be required for final decision that may result in a Notice of Action to Drop and placement on the eligibility waiting list.
5. A “Notice of Action” will be provided to the parent/legal guardian indicating ‘in the event of further adherence to the contracted hours termination of services will be provided.’”

In the event that a child is not picked up by the close of the business operational hours, specifically the stated hours of operation within the posted Community Care Licensing of said center the following measures will be enforced:

If the child is not picked up by the close of the operational hours as stated within the License, immediate attempts will be made to contact both parent/legal guardian and ‘authorized person(s) to pick up child’ from the center.

Children not picked up within 30 minutes after the end of the contracted hours of service, and there is no contact from the parent/guardian or other authorized person, will constitute an “emergency situation”. Reports will be forwarded to Community Care Licensing and Child Protective Services. Prior to returning to the program the parent/legal guardian must meet with the Board representative, Child Development Director and Family Services Coordinator to determine if alternate person(s) are required as ‘authorized persons to pick up and drop off child.’ A second offense of this nature will constitute immediate termination from the program.

Holidays, Closed, Non-Operational, Non-Service and Half-Day Schedules:

The following legal holidays will be observed for all programs (CCTR, CSPP, and CMIG):

- New Year’s Day
- Martin Luther King Day
- Presidents Day
- Memorial Day
- Juneteenth
- Independence Day
- Thanksgiving Day and the day after
- Christmas Day
- Labor Day

If January 1, July 4, or December 25 falls upon a Saturday or Sunday, the Monday following shall be a holiday.

The following applies to non-operational days:

Renu Hope Foundation’s “Centers of Learning Excellence” child development programs are funded by the California State Department of Education, Title 5. Each “contract” (program) operates on a minimum of days of operation (MDO) calendar. Specifically, the State Preschool- Part Day (CSPP) program MDO is 180 days, beginning in September and ending the following June; Center Based General Child Care (CCTR) and State Full Day (CSPP) programs are MDO 250 days, beginning in July and ending the following June; the Migrant General Child Care (CMIG) program MDO is 150 days, beginning in November and ending the following May.

The following applies to non-service days:

Children who are enrolled in the Center Based General Child Care (CCTR) program, the Migrant General Child Care (CMIG) program or the State Preschool Full Day (CSPP) program, have school attendance based upon “documented need” as specified in the “Contracted Hours/Days of Services”, “Admission Agreement” and “Notice of Action”. In the event that a parent has a need for service during

a non-service time, i.e., the child is not scheduled to attend a program, but the parent has a documented need for care, a parent may make arrangements in advance and receive care for that time period. Children may attend during a non-service period with advance notice, however if there is no documented need, a daily fee may be assessed in accordance with the State Fee Schedule and the Family Income worksheet.

Partnership and Agreement to Policies:

As specified within your copy of the completed Enrollment Application (Signed Parent Agreement), you agree to abide by the following Policies and Procedures:

- Parent Agreement;
- Reporting Changes in Family Situation;
- Attendance Policy;
- Ill Child Policy;
- Late Drop-Off /Pick-Up Policy;
- Child Endangerment Release Policy;
- Discipline Policies;
- Discipline Contract;
- Family Fee Assessment (if applicable);
- Need Calculation Policy (If applicable); a
- Any other documents as specified by Renu Hope Foundation

Please note that all centers/classrooms have video security cameras installed to ensure the safety of all persons. The cameras provide global coverage of the room and is not used to track a particular face or person in the classroom/center. If you have any questions regarding the use of video security cameras, please feel free to speak with the Site Supervisor at any time.

Pedestrian Safety:

There is limited parking at most sites. It is very important that you do everything possible to prevent you or your child from being hurt. Please be aware of your child's safety when dropping off and picking up your child by following these rules:

- Supervise preschoolers at all times
- Keep preschoolers away from any vehicle, particularly emergency vehicles
- Never allow preschoolers to cross the street alone
- Do not park in the *blue handicapped parking slots*, unless you have a handicapped sticker/placard.

Car Seat Safety:

Effective January 1, 2012, children must be secured in an appropriate restraint. Children must be secured in a safety seat or booster until they are at least eight years old or be at least 4 feet 9 inches in height.

Parking Safety:

Appropriate parking spaces must be used when coming to the childcare centers.

- Double parking or parking where there is not a legal parking space creates an unsafe environment for children and adults. Parents who continue to illegally park will be notified that law enforcement officials have been contacted to enforce appropriate parking.
- **Never** leave your vehicle on while going inside to drop off or pick up your child. You **MUST** shut off your vehicle at all times when entering the childcare facility.
- Handicap parking at all sites is for vehicles displaying handicap placards. Again, law enforcement will be notified of violators.
- Never leave a child unattended in a car. Effective January 1, 2002, it became a law that it is criminal offense to leave a child unattended in a vehicle, even for a second! The Unattended Child

in a Motor Vehicle Safety Act, “Kaitlyn’s Law” was enacted when Kaitlyn died because she was left for “just a second”.

Renu Hope Foundation staff members are mandated reporters and are required to enforce the laws and to report such findings, so please do your part and follow the laws.

(Includes updates as of August 2024)