

# parent + family handbook



Infant and Toddler Programs  
& Preschool Programs

izzi

# COVID 19 INFORMATION

Dear Izzi Parents and Families,

We are so glad that you've decided to join the Izzi family. While our schools are reopening, this letter is to support the quality of care that we will provide, along with our commitment to our children and families.

Your children are our priority and we are taking every precaution for their health and safety, as well as our families and staff in our care. We have adopted guidelines from the Centers for Disease Control and Prevention (CDC), guidance from the state of California, as well as the Office of Head Start.

With that in mind, the following precautions are being implemented, effective immediately:

- We will be conducting an enhanced daily health screening as well as taking the temperature of every child **with a no contact/touch thermometer** before admitting children into our program. (Children's temperature will also be taken at nap time).
- All parents that drop off/pick up will be required to wear a mask.
- Arrival and departure times will be staggered (keeping 6 feet distance).
- Parents will only be allowed to drop off and pick up children at the entrance to the classroom. Only one parent will be allowed for pick up/drop off. We suggest to all parents/guardians that a person who is designated to be a 'vulnerable' person should not bring the child to school or pick the child up; and suggest that the same adult designated to drop the child off should also pick the child up.
- If any child is excluded from school with COVID like symptoms a notification will be sent to all families in the classroom.
- We are frequently sanitizing toys, surfaces, door handles, etc.
- We have removed plush toys and other toys that cannot be frequently disinfected.
- We are providing each child with a mask, these will be encouraged but not required.
- We are teaching children physical distancing and proper handwashing.
  - Children are strongly encouraged to keep physical distance.
  - Students are learning ways to greet each other without touching.
  - Children are continuously washing their hands, following CDC guidelines on proper handwashing.
- We temporarily will not be able to have volunteers/visitors in the classrooms
- As we receive more information from the Department of Public Health and other entities, we will implement those recommendations and guidelines.

**Attendance:**

We ask that you and your child(ren) not attend school if either of you are experiencing a cough, shortness of breath, sore throat, chills, muscle pain, new lost of taste or smell, headache, or a fever; or in the previous 14 days you have had contact with someone with a confirmed diagnosis of COVID-19; is under investigation for COVID-19; or is ill with a respiratory illness; or in the previous 14 days, you have traveled internationally to countries with widespread, sustained community transmission. We encourage you to connect with your Family Services Specialist & or Site Supervisor to inform them of attendance. If any of the above symptoms listed is the reason for the absence this will not affect your enrollment. Please continue to connect with staff regarding reason.

The most current information regarding Izzi site/classroom openings or closures can be obtained by calling the Family Services Specialists or teachers at your site location. For more information about class schedules and programs please see your Parent Handbook. If you have any questions or concerns, please do not hesitate to share them with your Family Services Specialist & Site Supervisor or by contacting our Children's Services Manager, Leanne Hay (mid, north & Coastside), at [Lhay@izziearlyed.org](mailto:Lhay@izziearlyed.org) or our Children's Services Manager, Argenis Del Rio in the South County, at [Adelrio@izziearlyed.org](mailto:Adelrio@izziearlyed.org).

Finally, while our goal is to make our classrooms as healthy and safe as possible, we cannot guarantee that there is no possibility of a COVID-19 incident as a result of circumstances beyond our control. We encourage you to speak with your family doctor or health care advisor for advice if you have concerns.

Thank you for your understanding of these new guidelines and procedures. We hope you and your loved ones stay healthy and safe!

Thank you.

Estimados Padres y Familias de Izzi,

Estamos muy contentos de que hayan decidido unirse a la familia de Izzi. Mientras nuestras escuelas están reabriendo, esta carta es para apoyar la calidad de atención que brindaremos, junto con nuestro compromiso con nuestros niños y familias.

Nuestros niños son una prioridad y estamos tomando todas las precauciones para su salud y seguridad, así como para nuestras familias y el personal a nuestro cuidado. Hemos adoptado directivas del Centro de Prevención de Enfermedades y Control.

Con eso en mente, se están implementando las siguientes precauciones efectivas inmediatamente:

- LLevaremos a cabo una revisión de salud ampliada y tomaremos la temperatura de cada niño con un termómetro sin contacto / táctil antes de admitir a los niños en nuestro programa. (La temperatura de los niños también se tomará a la hora de la siesta).
- Todos los padres que dejen / recojan deberán usar una mascarilla.
- La hora de llegada y salida serán alternados (manteniendo una distancia de 6 pies).
- Los padres solo podrán dejar y recoger a los niños en la entrada del salón. Solo se permitirá a uno de los padres al recoger / dejar.
- Si un niño es excluido de la escuela con síntomas similares a COVID, se enviará una notificación a todas las familias en el salón de clase.
- Estamos continuamente desinfectando juguetes, superficies, manijas de puertas, etc.
- Hemos eliminado los peluches y otros juguetes que no se pueden desinfectar con frecuencia.
- Proporcionamos a cada niño una mascarilla, esto será recomendado pero no obligatorio.
- Estaremos enseñando a los niños distanciamiento físico y lavado de manos adecuado.
  - Apoyaremos fuertemente que los niños mantengan distancia física.
  - Los estudiantes están aprendiendo maneras de saludarse sin tocarse.
  - Los niños se lavan las manos continuamente, siguiendo las directivas del CDC sobre el lavado de manos adecuado.
- Temporalmente no podremos tener voluntarios / visitantes en los salones de clase sin requisitos de directivas de salud y proceso de evaluación completo.
- A medida que recibamos más información del Departamento de Salud Pública y otras entidades, implementaremos esas recomendaciones y pautas.

### **Asistencia diaria:**

Le pedimos que usted y su (s) hijo (s) no asistan a la escuela si alguno de ustedes tiene tos, falta de aliento, dolor de garganta, escalofríos, dolor muscular, pérdida de sabor u olor, dolor de cabeza o fiebre; o en los 14 días anteriores ha tenido contacto con alguien con un diagnóstico confirmado de COVID-19; si está bajo investigación por COVID-19; si está enfermo con una enfermedad respiratoria; o si en los 14 días anteriores ha viajado internacionalmente a países con transmisión comunitaria generalizada y sostenida.

Recomendamos que se conecte con su Especialista de Servicios para la Familia y / o Supervisor del Centro para informarles sobre la asistencia diaria. Si alguno de los síntomas mencionados anteriormente es el motivo de la ausencia, esto no afectará su matrícula. Continúe comunicándose con el personal con respecto al motivo.

La información más actualizada sobre las aperturas o cierres de Izzi se mostrará en la página principal en [www.izziearlyed.org](http://www.izziearlyed.org). Para obtener más información sobre los horarios y programas de clase, consulte su Manual para Padres. Si tiene preguntas o inquietudes, no dude en compartirlas con su Especialista de Servicios Familiar y Supervisor del Centro o comunicándose con nuestra Gerente de Servicios para Niños, Leanne Hay (centro, norte y costa), a [Lhay@izziearlyed.org](mailto:Lhay@izziearlyed.org) o en nuestro Gerente de Servicios para Niños, Argenis Del Rio en el Condado Sur, a [Adelrio@izziearlyed.org](mailto:Adelrio@izziearlyed.org).

Finalmente, aunque nuestro objetivo es hacer que nuestros salones de clase sean lo más saludables y seguros posibles, no podemos garantizar que no exista la posibilidad de un incidente de COVID-19 como resultado de circunstancias fuera de nuestro control. Le recomendamos que hable con su médico de familia o consejero médico para obtener consejos o información si tiene inquietudes.

Gracias por su comprensión de estas nuevas directivas y procedimientos. ¡Esperamos que usted y sus seres queridos se mantengan sanos y seguros!

Atentamente.

## **EXCLUSION POLICIES**

Under the current COVID-19 pandemic, the following is the exclusion policy for children and any family members in the household experiencing COVID-19.

Your child will be excluded with symptoms (cough, fever, sneezing, chills, repeated shaking with chills, muscle pain, headache, sore throat, new loss of taste or smell).

Symptoms	Exclusion & Return Criteria
Child with COVID-like symptoms (fever, cough, shortness of breath, chills, shaking with chills, loss of taste or smell, sore throat, diarrhea, nausea or vomiting)	Exclude for 14 days or until assessed from primary care doctor
Child tested positive for COVID	Exclude for 14 days
Child a close contact of someone tested positive	Exclude for 14 days <b>from exposure</b> and can return if no symptoms
Child's household member has COVID-like symptoms	Exclude for 14 days and can return if no symptoms
Child's household member has tested positive for COVID	Exclude for 14 days and can return if no symptoms

# CENTER CLOSINGS

<i>November</i>	<i>Veteran's Day &amp; Thanksgiving Days</i>
<i>December</i>	<i>Winter Break</i>
<i>January</i>	<i>New Year's Day and Martin Luther King Day</i>
<i>February</i>	<i>President's Day</i>
<i>March or April</i>	<i>Spring Break</i>
<i>May</i>	<i>Memorial Day</i>
<i>TBA</i>	<i>Staff Development Days</i>

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# Welcome to All Our Parents !

Welcome to IHSD's Early Head Start and state general child care infant toddler programs, Head Start, State Preschool, and full-cost preschool programs: offering full-day infant and toddler state general child care and Early Head Start programs; half-day and full-day state preschool, half-day and full-day Head Start, and half-day and full-day full cost programs at multiple sites within San Mateo County. The staff at Izzi are dedicated to providing the best possible care and education for children. With your active involvement, we know we can reach that goal. It is our belief that parents make the real difference in a child's health and development, and that they are a child's most important teacher.

As a parent, you can be involved by assisting teachers to develop an individualized learning plan designed especially for your child, working with your child at home to extend his/her learning experience, volunteering or visiting your child in the classroom, with home-based activities, attending socializations, and participating in parent education workshops.

We hope you'll share any comments and ideas with us.

## **HEALTH SCREENING**

All children in IHSD's child development programs are required to have completed health and dental examinations and immunizations, prior to enrollment. Children must continue to remain up to date based on the recommended schedule for well child exams, including hemoglobin test for anemia and blood lead levels. As required by Head Start, children may also receive vision, hearing, blood pressure, height and weight screenings conducted by trained Program Staff. Program staff will help families follow up on any necessary treatment and will provide parents with comprehensive health education and connections to community resources.

## **IMMUNIZATIONS**

Children entered the Izzi program must have the required DPT, Polio, MMR for their age based on the immunization schedule. Only children who have up-to-date immunizations may attend class.

# **HEALTH REQUIREMENTS CHECKLIST**

## **Lista de los requisitos de salud**

To assure that your child is successful in school, our staff will assist in any way possible to help parents obtain the health information needed by Head Start & Early Head Start **before or by** the following dates

Para asegurarnos que su hijo tenga éxito en la escuela, nuestro personal ayudará de cualquier manera posible a los padres a obtener la información de salud que necesitan para el programa de Head Start y Early Head Start antes o en la siguiente fecha:

### **BEFORE OR AT ENROLLMENT/ ANTES O DURANTE EL PRIMER DIA DE CLASE:**

\_\_\_\_\_ UPDATED IMMUNIZATION RECORD (If IZ's are not complete, obtain documentation of next appointment for IZ's.) REGISTRO DE INMUNIZACIÓN O VACUNAS ACTUALIZADAS (si sus vacunas no están completas, obtenga documentación de la próxima cita para sus vacunas.

### **30 DAYS AFTER ENROLLMENT/ 30 DIAS DESPUES DEL PRIMER DIA DE CLASE:**

\_\_\_\_\_ PHYSICAL EXAM (WELL BABY EXAM)/EXAMEN FISICO (EXAMEN DEL BEBE SANO  
\_\_\_\_\_ TUBERCULOSIS RISK RESULTS (ASSESSMENT) / RESULTADOS EVALUACIÓN DEL RIESGO DE TUBERCULOSIS

### **45 DAYS AFTER ENROLLMENT/ 45 DIAS DESPUES DEL PRIMER DIA DE CLASE:**

\_\_\_\_\_ HEARING & VISION SCREENING/ EXAMEN DE AUDIO Y VISION  
\_\_\_\_\_ ASQ & ASQ SE/QUESTIONARIOS DE ASQ Y ASQSE



### **90 DAYS AFTER ENROLLMENT/ 90 DIAS DESPUES DEL PRIMER DIA DE CLASE:**

\_\_\_\_\_ BLOOD PRESSURE/PRESION ARTERIAL  
\_\_\_\_\_ GROWTH ASSESSMENT/EVALUACION DE CRECIMIENTO  
\_\_\_\_\_ HEMOGLOBIN RESULTS/RESULTADOS DE LA HEMOGLOBINA (AMENIA)  
\_\_\_\_\_ LEAD RESULTS/NIVEL DE PLOMO EN LA SANGRE  
\_\_\_\_\_ DENTAL EXAM/EXAMEN DENTAL

**At Izzi, we are committed to providing the highest quality comprehensive early care and education and family services to support the school readiness of each child. Through our child development centers, family child care homes, and home based visiting programs, we offer early care and education and family services that are built upon the needs of the children, families, and communities.**

**Research has continually demonstrated that high quality early care and education programs have a significant impact on a child's chances of future success. Our mission is to provide excellent comprehensive child development and support services to the highest needs children of 0-5 years old and their families in partnership with the community of San Mateo County.**

## **Izzi strives to:**

**Provide a comprehensive child development program in partnership with children, families, and communities**

**Establish a foundation for children and families to achieve their fullest potential to effectively contribute to a changing society**

**Deliver high quality services through caring and creative staff who are committed to advancing their knowledge and skills**

# Head Start Program and Operations

## **FUNDING**

**State preschool programs** are funded through a subcontract with the San Mateo County Office of Education with the California State Department of Education. **Head Start program** is funded federally with the Office of Head Start. **Full cost program** is funded by parent fees. **Other funding** is provided through grants and fundraising.

## **IZZI INFANT AND TODDLER AND PRESCHOOL PROGRAMS**

The Institute for Human and Social Development (Izzi) offers Head Start, Early Head Start, and CA. State Preschool Program and full-cost services for child development programs. Izzi cares for and educates young children and provides support services, training, and education for their families. It does this by:

- Providing a learning environment and activities that foster independence and help children develop socially, emotionally, cognitively, and physically
- Promoting physical growth by providing indoor and outdoor play and learning areas with appropriate materials, equipment, and activities
- Integrating children with disabilities and developing individualized programs to meet their special needs
- Providing an educational curriculum and resources that meet the individual needs of children from San Mateo County's diverse, multicultural population
- Caring for the whole child, including his/her physical emotional, nutritional, and dental health
- Supporting parents as primary educators of their children
- Helping parents learn about child growth, development, and learning activities they can do at home
- Providing a safe, healthy physical environment that meets state and local licensing requirements
- Encouraging parents to:
  - Take part in classroom activities
  - Help teaching staff plan activities
  - Work with the teachers in planning their child(ren)'s individualized learning plans
  - Review their child(ren)'s learning plans and progress and make suggestions
  - Engage in extended learning activities at home with their child(ren)

## **YOUR CHILD'S LEARNING EXPERIENCE**

IHSD's programs offer a developmentally-appropriate curriculum that emphasizes language, cognitive and physical development, social skills, and creativity for young children, as well as health and nutrition. Materials are designed to match the age and development of each child and to encourage active learning through independent exploration, while being sensitive to the wide variety of ethnic, cultural, and linguistic backgrounds of the children in the programs.

Children participate in open-ended activities that reflect the needs and interests of each child within a flexible framework. Children are offered many opportunities to engage with one another, to learn about decision-making, and to develop problem-solving skills. The curriculum for infants and toddlers is centered around individualized care giving that is sensitive to their daily needs.

Our classrooms are arranged as learning centers, with specific areas for emergent literacy/books, writing, science, math, computers, creative arts, dramatic play, and blocks. These centers are designed to build self-confidence, to develop skills for future school success, to enable children to express feelings and ideas, and to help develop social skills. The daily schedule includes a balance of large group, small group, and individual play time, as well as outdoor activities, meal times, and tooth brushing.

Our staff conduct home visits with families during each school year, complete a developmental screening for each child, share child development information, develop individualized learning plans with families, and offer supporting home activities to enhance classroom learning.

Although holidays do not drive the curriculum, they are acknowledged and discussed with children and families as needed. Holidays can be incorporated naturally into seasons without being promoted with commercial activities. Izzi supports each family in their traditions, celebrations, and birthdays.

Izzi believes in celebrating a child's advancement to Kindergarten through several alternatives to graduation exercises. Celebrating the accomplishments of the children by having a sharing day, painting day, or outdoor picnic, could be appropriate ways to end the school year for all of our enrolled families.

## SCREENING AND ASSESSMENT

Izzi completes developmental screening and assessments to help us develop an individualized curriculum for every child enrolled in our programs. The processes we use are supported by experts in the field of early childhood development.

All state-funded programs are mandated to comply with the California Department of Education (CDE), Early Education Services Division (EESD) Desired Results System. The system developed by CDE assesses and evaluates programs that receive state funding. The four outcomes of the Desired Results for children are:

- ★ Children are personally and socially competent.
  - ★ Children are effective learners.
  - ★ Children show physical and motor competence.
  - ★ Children are safe and healthy.
- 
- The *Ages and Stages Questionnaires (ASQ-3 / ASQ-SE 2)* are used for developmental screening. The questionnaires are completed by the child's parent or guardian with the assistance of the teacher. These tools help the teacher assess the child's developmental levels. The ASQ-3 and ASQ-SE 2 must be completed within 45 days of entry.
  - The *Desired Results Developmental Profile – Infant and Toddler (DRDPIT)* is an observation survey used by teachers to document a child's progress in the program and to determine how to modify the curriculum to ensure that children benefit from the program. Three times during the program year, ongoing developmental assessments are completed. The information is shared with parents during parent-teacher conferences and home visits.
  - The *Desired Results Developmental Profile – Preschool (DRDP-PS)* is an observation survey used by teachers to document a child's progress in the program and to determine how to modify the curriculum to ensure that children benefit from the program. Three times during the program year, ongoing developmental assessments are completed. The information is shared with parents during parent-teacher conferences and home visits.
  - *Parent Conferences*- three times during the year after each DRDP 2015 assessment parents are invited to meet with the teachers to review their child's development. *Annual Self-Evaluation*-Each classroom uses the components above to complete a self-review throughout the year. An action plan with a timeline and goals is developed by staff to improve the quality of each classroom.

Izzi staff is committed to providing the highest quality program. We continuously evaluate the program to ensure quality standards are being met, using a nationally-recognized evaluation tool, *Early Childhood Environment Rating Scales (ECERS)*, to assess our learning environments and the learning experiences provided to children. We also utilize the CLASS (Classroom Assessment Scoring System) to assess teacher-child interactions. Staff review these scores during the program year to identify any areas that need to be improved in order to ensure a high-quality learning experience for each child.

## **STAFF DEVELOPMENT**

Izzi is committed to encouraging the growth and development of all staff by providing training and development opportunities throughout the program year. Agency training is provided to all staff several times a year, and the staff also attends off-site conferences and workshops. On designated days during the year, your child's center will be closed for staff development activities. We appreciate your support and understanding of the importance of ongoing professional growth training for our staff.

For more information about these evaluation processes, please talk with your child's teacher.

## **INFANT and TODDLER DAILY ROUTINE**

### **Daily Routine**

Daily activities are developed to be appropriate for each child and to provide opportunities to meet individual developmental and growth needs. The routine includes transitional periods that help children move from one activity to another. Sleeping, feeding, and toileting occur throughout the day as needed for children.

## **A TYPICAL DAY FOR PRESCHOOLERS IN THE PART-DAY PROGRAM**

Following is a description of a typical schedule for children attending IHSD's part-day preschool programs. Part-day programs are three and a half hours in length. Morning programs start at 8:00 am and end at 11:30 am; afternoon programs start at 12:30 pm and end at 4:00 pm. Actual schedules accommodate the individual needs, age, and developmental stage of each child. A typical morning or afternoon schedule for part-day programs:

- Welcome! Parent sign-in; children wash hands
- Morning or Afternoon circle: Greeting, activity, plan for the day
- Wash hands, family-style meal, brush teeth
- Outside exploration: small group activities, free choice
- Clean up and come inside; wash hands
- Inside exploration: small group activities, free choice
- Clean up
- Review circle
- Wash hands, family-style meal
- Free choice writing, informal reading, and departure



## A TYPICAL DAY FOR PRESCHOOLERS IN THE FULL-DAY PROGRAM

Following is a description of a typical day for children attending IHSD's full-day preschool programs. The daily schedule includes transitional activities that help children move from one activity to another. Actual schedules accommodate the individual needs, age, and developmental stage of each child. *\*Izzi Ravenswood Campus in East Palo Alto has extended hours before 8am & after 4pm.*

7:30am-8:00am	<u>Arrival (<i>learning centers open</i>)</u>  <u>(*MOST PROGRAMS WITHIN THE AGENCY START AT 8AM)</u>
8:30-9:00am	Breakfast
9:00am-9:30am	Small group activities
9:30am-10:30am	Choice time ( <i>learning centers open</i> )
10:30am-11:30am	Outside time; gross motor activities and outdoor learning centers
11:30am-11:45am	Large group ( <i>transition activities before lunch</i> )
11:45am-12:30pm	Lunch; getting ready for rest time ( <i>cleaning up after lunch, tooth brushing, getting individual mats ready</i> )
12:30pm-2:30pm	Rest time
2:30pm-3:00pm	Snack
3:00pm-3:30pm	Choice time ( <i>learning centers open</i> )
3:30pm-3:45pm	Large group activities (closing activities)
3:45pm-4:45pm	Outside time: gross motor activities and outdoor learning centers  <u>(*MOST PROGRAMS WITHIN THE AGENCY CLOSE AT 4PM)</u>
4:45pm-5:30pm	Choice time/closing activities ( <i>learning centers open</i> )  Story books are read throughout the day.

# FAMILY ENGAGEMENT

**We strongly believe in the importance of partnering and engaging parents, family, and our community when providing an optimal learning environment and opportunity for our children. We believe that when engagement is implemented systematically and consistently, children will be healthy and ready for school.**

Parents and families are asked to engage in activities that are grounded in positive, ongoing, and goal-oriented relationships. This is important as we would like to build healthy relationships with families that support family well-being, strong relationships between parents and their children, and ongoing learning and development for both parents and children.

Below are examples as to how Izzi implements engagement throughout its systems in order to assure that Parents, Families, and Communities are actively involved in each child’s education.

<b>(PFCE) Parent Family Community Engagement Outcomes:</b>		
<b>7 Titles:</b>	<b>Description:</b>	<b>Izzi Offers:</b>
<b>Family Well-Being:</b>	Families are safe, healthy, have opportunities for educational advancement and economic mobility, and have access to physical and mental health services, housing and food assistance, and other family support services.	<ul style="list-style-type: none"> <li>• <b>Health and Dental Screenings Tracked within 45 days of enrollment</b></li> <li>• <b>Virtual Dental Health Offered to Families</b></li> <li>• <b>Nutrition Trainings For Families</b></li> <li>• <b>Financial Planning Trainings</b></li> <li>• <b>Mental Health Trainings and Consultants available at sites and program options.</b></li> </ul>
<b>Positive Parent-Child Relationships:</b>	Beginning with transitions to parenthood, parents and families develop warm relationships that nurture their child’s health, development, and learning.	<ul style="list-style-type: none"> <li>• <b>Parenting Skills Trainings</b></li> <li>• <b>Positive Discipline Training for parents (Positive Solutions for Families Series)</b></li> <li>• <b>Parent support and skill-sharing by teachers and Family Services Workers</b></li> </ul>
<b>Families as Life-Long Educators:</b>	Parents and families observe, guide, promote, and participate in the everyday learning of their children at home, at school, and in their communities.	<ul style="list-style-type: none"> <li>• <b>Parent-Teachers Conferences</b></li> <li>• <b>IEP/IFSP Meeting Participation</b></li> <li>• <b>Parents assisting with their child’s Individual Learning Plan development</b></li> <li>• <b>Distribution of Curriculum Studies</b></li> </ul>
<b>Family as Learners:</b>	Parents and families learn about their child’s personality, development, and learning style. They also advance their own learning interests through education, training, and other experiences that support their parenting, careers, and life goals.	<ul style="list-style-type: none"> <li>• <b>Volunteer opportunities for parents</b></li> <li>• <b>Parent education goals as part of the Family Partnership Goals</b></li> <li>• <b>On-site and/or virtual trainings</b></li> <li>• <b>Referrals are given for local adult classes (ESL) /GED and/or higher education opportunities</b></li> <li>• <b>Family Needs and Strengths Assessment</b></li> <li>• <b>Family Partnership Agreements (goals that are set by partnering with families)</b></li> </ul>
<b>Family Engagement in Transitions:</b>	Parents and families encourage and advocate for their child’s learning and development as they transition to new learning environments within and between, Early	<ul style="list-style-type: none"> <li>• <b>Transition/Kindergarten Information Meeting (“Are you Ready” Kindergarten training)</b></li> <li>• <b>*Distribution of local School Districts activity dates and registration information for Kindergarten</b></li> <li>• <b>Transition Plan development</b></li> <li>• <b>Early Head Start Transition Visits</b></li> </ul>

	Head Start, Head Start, early childhood services, early elementary grades, and beyond.	
Family Connections to Peer and Community:	Parents and families form connections with peers, mentors, and other community members in formal or informal social networks. These networks are supportive and educational. They honor and are inclusive of families' home language and culture, and they enhance families' social wellbeing and community life.	<ul style="list-style-type: none"> <li>• <b>Monthly (FET) Family Empowerment Workshops/ Trainings (local community representatives are guest speakers or invited to be a part of many of these workshops)</b></li> <li>• <b>Parent Activity Events that are designed by parents at each site</b></li> <li>• <b>Socialization</b></li> <li>• <b>PCC Meetings</b></li> <li>• <b>Site training year-round</b></li> <li>• <b>Community Information is given in different languages.</b></li> <li>• <b>Ongoing distribution of community Resources</b></li> <li>• <b>Community Partners Collaborations (4C's, Parent Voices, Foster Grandparents, MusicMust, CGP and many more)</b></li> </ul>
Families as Advocates & Leaders:	Parents and families advocate for their children and play leadership roles in Head Start and Early Head Start. They participate in decision-making, policy development, and organizing activities in communities and states to improve children's safety, health, development, and learning experiences.	<ul style="list-style-type: none"> <li>• <b>Parents facilitate Policy Council Meetings</b></li> <li>• <b>Parents make program decisions with the board</b></li> <li>• <b>Sites conduct Parent meetings and Presidents bring info from these meetings to the Policy Council Meetings</b></li> <li>• <b>Parent Ambassadors Positions (hands-on experience for a year term)</b></li> <li>• <b>Father-figure leading cafes</b></li> <li>• <b>Parent Officers/Ambassadors are involved with program/site newsletters/virtual connections</b></li> </ul>

## Parent, Family, Community Engagement Framework & Outcomes: IT'S ALL CONNECTED!

Positive & Goal-Oriented Relationships

Equity, Inclusiveness, Cultural and Linguistic Responsiveness

PROGRAM FOUNDATIONS	PROGRAM IMPACT AREAS	FAMILY OUTCOMES	CHILD OUTCOMES
<p>Program Leadership</p> <p>Professional Development</p> <p>Continuous Learning and Quality Improvement</p>	<p>Program Environment</p> <p>Family Partnerships</p> <p>Teaching and Learning</p> <p>Community Partnerships</p> <p>Access and Continuity</p>	<p>Family Well-being</p> <p>Positive Parent-Child Relationships</p> <p>Families as Lifelong Educators</p> <p>Families as Learners</p> <p>Family Engagement in Transitions</p> <p>Family Connections to Peers and Community</p> <p>Families as Advocates and Leaders</p>	<p>Children are:</p> <p>Safe</p> <p>Healthy and well</p> <p>Learning and developing</p> <p>Engaged in positive relationships with family members, caregivers, and other children</p> <p>Ready for school</p> <p>Successful in school and life</p>

## Family Partnerships

In family partnerships, program staff and families build ongoing, reciprocal, and respectful relationships. Program staff value families' unique expertise about their children. Staff engage in regular communication with families to understand their goals for their children and themselves and work toward those goals together. Families' goals may include, among others, obtaining a job, seeking housing stability, advancing their education, developing their own advocacy and leadership skills, and contributing their skills and strengths to Head Start and Early Head Start programs.

## Parent Survey

Parent surveys are distributed and/or sent out via link throughout each year to help Izzi gather important information, as well as give us informed data on how to better serve. We ask for your assistance in taking the time to complete them.

An example of a few major surveys:

- Monthly Workshop/Training Survey: Sent or given at the end of each workshop or digital training we send out an electronic link to get timely feedback from our families regarding the Family Empowerment Time (FET) or Positive Parenting Workshop series.
- In the fall, parents are asked to complete a survey identifying their areas of interest. Parent learning opportunities are based on the information from these surveys.
- In the spring, parents are asked to complete an end of the year "Parent Survey". By completing this, parents contribute greatly to our program. This survey is used as a voice for our parents to tell us the following:
  - a) what services they have received during the year,
  - b) how they've benefited from the services they've received
  - c) how the services have impacted them overall.

**Your input is valuable and needed!**

## COMMUNITY INVOLVEMENT

As part of the Izzi, preschool programs actively engage with our local community, and encourages community involvement by:

- Soliciting support from the local community, including the solicitation of donated goods and items; and
- Providing information to the local community regarding our services for children and their families.

## **Community Partnerships**

Through community partnerships, our Head Start and Early Head Start, child care programs, and community organizations build collaborative relationships that support positive child and family outcomes. These organizations may include libraries, health centers, schools and school districts, sources of economic support, the workforce, higher education, human service agencies, faith-based organizations, businesses, and others. These organizations can respond to families' interests and needs, connect families to outside resources, encourage parent and family engagement in children's learning, and use community strengths and needs assessment data to guide their collaboration. Partnerships also can promote successful transitions for children and families from one service setting to another over time, for example, or when multiple services are needed during the same time period.

# Izzi Policies

## **SIGN IN AND OUT**

For your child's protection and as required by the California Child Care Licensing Law, you must provide your full name to sign your child in when he/she arrives at the classroom and sign out when you pick up your child. Any person designated to pick up your child(ren), other than a parent/guardian, must be at least 18 years old, have written authorization, and present valid photo identification.

## **ARRIVAL**

We ask that you arrive at school on time, in order for your child to participate fully in the daily classroom routines and learning activities and to enjoy nutritious meals with classmates.

## **DEPARTURE**

Children should be picked up on time.

- A verbal warning will be given the first time your child is not picked up on time.
- The second time your child is not picked up on time, you will receive a written and verbal warning.
- The third time, your child may be dropped from the program.

If your child is not picked up within 15 minutes after the school session has ended for the day, and if we are unable to contact an authorized person, your child could be referred to Child Protective Services or brought to the local police station.

If applicable, a late fee may be assessed for additional time the child remains in the center at the end of the day, closing time 5:30 p.m.

## **ABSENCE/ ILLNESS**

Children must participate in school on a daily basis.

**\*In the event of a national/state pandemic attendance will be amended as needed.**

- If your child will be absent, please notify the staff within the first hour of school and provide an explanation.
- If your child is absent for four consecutive days, a doctor's notice will be required before your child can return to the classroom.



- If your child is absent for ten or more consecutive days, your child may be placed on a waiting list or dropped from the program.
- Persistent, chronic absenteeism, or irregular attendance may result in termination from the program.

Children/Families participating in the Home-Based option must participate in scheduled weekly home visits.

- When you or your child is ill, please notify your home-based specialist as soon as possible.
- Families with irregular attendance will be placed on an attendance improvement plan.
- Families may be put on the waitlist after (3) three consecutive unexcused cancellations or “no shows” on scheduled home visits or if there is no improvement after being placed on an attendance plan.

## **CARING FOR SICK CHILDREN**

When you arrive at school each day, the staff will screen your child for acceptance into the classroom. Please tell the staff about any accidents or illnesses that have occurred since the last time your child was in our care.

Please notify the staff immediately if your child has been diagnosed with, or exposed to, a communicable disease or illness, or if you suspect that he/she may be sick. We will notify all parents immediately if a child in the program has been diagnosed with a communicable disease and has been around other children, possibly exposing them.

If your child becomes ill during the day, the staff will notify you or other authorized persons. The child will be isolated from the other children until he/she is picked up.

## **MEDICATION**

Staff are permitted to give prescribed medication to children in accordance with the following policies:

- A Medication Administration Form will be completed by staff, based on the prescription label instructions, and must be signed by the parent.
- The medication must include a prescription label with the child’s and physician’s names, dosage instructions, and expiration date.
- *Children with Asthma Medication: An Asthma Action Plan* must be completed by the child’s physician. (This is in addition to the Medication Administration Form.)
- Asthma inhalers must be in the prescription boxes.
- If a nebulizer is needed, parents are required to demonstrate how to use the machine before staff can administer the medication.

The Medication Policy must be followed before any medication is allowed in the classroom.

## **INJURIES**

First aid is the immediate temporary care given in case of an accident. This is not treatment. Program staff will give the necessary first aid for injuries which occur while under Izzi supervision. If further treatment is necessary, teachers and/or other Izzi staff members will notify parents or person(s) listed on the *Emergency Card*.

## EMERGENCY CARD

The *Emergency Card* is to be **completed before** your child starts school. It enables staff to reach parents/guardians quickly if your child becomes ill or is injured. Be sure to **notify the school of any address or phone number changes throughout the school year**, and be certain that the relatives, neighbors, and friends listed on the emergency card are willing and able to accept the responsibility of caring for you or your child if you cannot be reached. It is important that the persons listed can be reached by phone in an emergency situation.

The *Emergency Card* is completed for the home-based and family child care programs as well, in case of an emergency during socializations or in the case that you cannot be reached or contacted.

## COMMUNITY CARE LICENSING VISITS

All of IHSD's child development programs are licensed by California Department of Social Services/Community Care Licensing except for the Home-Based Program option due to services provided in the home. Community Care Licensing conducts routine site visits and has the right to interview staff and children, as needed.

## CONFIDENTIALITY

Any information pertaining to children and families in Izzi programs will be maintained in a confidential manner. Information will not be released without a parent's written consent. However, Izzi staff members are required, by law, to report known or suspected child abuse.

## OPEN-DOOR POLICY

The Izzi has an open-door policy. Parents may visit the classrooms at any time. Visitors are reminded that staff's first priority is the children. Staff may not be able to immediately give visitors their full attention.

**In the event of a national/state pandemic classroom open-door will be amended as needed.**

## CHILD ABUSE REPORTING LAW

IHSD's program staff are required by law to report any knowledge or reasonable suspicion of child abuse, including physical abuse, sexual abuse, child exploitation, child pornography, child prostitution, neglect, extreme physical punishment resulting in injury, willful cruelty, or unjustifiable punishment. Reports of child abuse are made to Child Protective Services or to the police or sheriff's department. Program staff are trained to identify various forms of abuse.

## GUIDANCE AND DISCIPLINE

The purpose of discipline for young children is to teach coping skills and discourage inappropriate behavior. In a classroom, situations often arise that require limits to be set, standards to be established, and desired behaviors to be encouraged. Staff will assist children through these situations – using techniques that are both educative and rooted in respect such as re-direction and positive reinforcement.

## HOME VISITS

Home visits enable teachers as well as Family Services Workers and other Izzi staff to build partnerships with families. Teachers use this time to work with each family to develop an individualized learning plan for their child. Each school year, the teaching staff will conduct home visits with children and their families. We request your cooperation in this process. **\*In the event of a national/state pandemic home visits will be amended as needed.**

## **HOME-BASED PROGRAM HOME VISITS**

Weekly visits will be conducted in the child’s home with the child, parent or authorized caregiver, and home-based specialist. The Home-Based Specialists will encourage and facilitate positive parent/child interactions, provide information to parents, and promote the child’s home as the primary learning environment. You should be present at all times and ready for the visit at the agreed upon scheduled time. A quiet, clean, and appropriate place for learning should be provided by parents ahead of time.

## **FIELD TRIPS**

Throughout the year, teachers may plan exciting walking field trips to parks, the fire station, public libraries, or other points of interest. Parents are informed in advance and are asked to sign consent forms. These forms must be returned prior to the field trip. Parents are invited and encouraged to support the teaching staff during field trips.

## **CLOTHING AND SUPPLIES**

While at school, children engage in indoor and outdoor play and experiment with a variety of materials. Comfortable, washable, sturdy clothing will allow children to participate in all activities. Clothing that is easy to manage encourages independence, and can help avoid toileting accidents.

Please bring an extra set of clothing (shirt, pants, underwear, socks, closed-toed shoes) to your child’s classroom on the first day of school. All clothing must be marked with your child’s name.

## **SUPPLIES**

Diapers, bottles, “sippy cups,” and wipes are supplied in the classroom or during socialization experiences, but parents may choose to bring these items from home. If so, for the classroom they must be packaged and labeled with the child’s name. By supplying bottles and sippy cups, Izzi ensures that they are sterilized daily and available.

## **SLEEPING PROTOCOLS**

All children under one year of age are placed on their backs to sleep in individual cribs or cots. If a child under one year of age is required to be placed in another position for sleep, a doctor's note with this specification is required. Izzi will provide a sleep sack to infants under one year of age to be used for nap time in the center. No child will be allowed to lie down with a bottle or cup.

## **INFANT/TODDLER NAP POLICY**

Napping for infants is on an individualized and as needed basis. The toddlers' sleeping schedule includes one nap. Toddlers' sleeping patterns are discussed at the time of enrollment, and parents are advised of the program's sleep schedules.

## **MEALS/ FOOD**

During the admission procedure, your child will be certified for the Child and Adult Care Food Program (CACFP). The program provides hot meals and snacks each day. Outside food is not permitted in the classroom, due to health and safety reasons. However, we encourage parents to participate with their children during classroom or socialization food experiences, which are opportunities to prepare, explore, and enjoy a variety of healthy foods.

If your child has any allergies or special dietary needs, the program will provide the required food according to a doctor's written orders.

**Birthday celebrations and special activities, due to safety reasons and allergy outside food is not allowed. Please work together with your site leadership team on ways that you are able to celebrate.**

## **FAMILY SERVICES**

Izzi is committed to linking families with any services they may need. Families have access to Family Service Workers, who are Family Services Specialists at the sites, Home Visitors and Coordinators who are available to assist them. Family Services Workers partner closely with families to develop individualized family partnership agreements and will assist in identifying their interests, desires, strengths, goals, and resources.

## **DEVELOPMENTAL SERVICES**

Teaching staff, family child care providers, and specialists work together to screen, identify, and support infants, toddlers and preschoolers with special needs, as well as their families. The program provides assistance for classroom teachers and family child care providers to ensure that appropriate teaching strategies are in place and accommodations are made as needed. The goal is for all children to have successful learning experiences in the company of their peers and for families to feel empowered to advocate for their needs in the community. Izzi believes that all children benefit from participating in rich, developmentally appropriate activities and we honor and respect the unique learning needs of each individual child.

## **Disabilities**

Teaching staff, Family Child Care providers, HB Specialists and Family Service Specialists work together to support children with special needs and their families. The program works and collaborates closely with LEA's to support children with disabilities in all of our programs. Our staff ensure appropriate strategies and necessary accommodations are available for all children enrolled in our programs. The goal is for all children to have successful classroom experiences. We believe that all children benefit from participating in rich, developmentally-appropriate activities in the company of their peers. Our staff assist families in referring their children to GGRC (0-3 yr. olds) or SELPA (School districts 3-5 yr. olds), children are assessed and if made eligible, these two agencies will deliver services.

## **Health Screening**

All children in IHSD's child development programs are required to have completed health and dental examinations and immunizations, prior to enrollment. Children must continue to remain up to date based on the recommended schedule for well child exams, including hemoglobin test for anemia and blood lead levels. As required by Head Start, children may also receive vision, hearing, blood pressure, height and weight screenings conducted by trained Program Staff. Program staff will help families follow up on any necessary treatment and will provide parents with comprehensive health education and connections to community resources.

## **MENTAL WELLNESS**

Izzi is committed to providing an environment that supports the development of healthy children and families. In order to maintain the highest level of care for our children and staff, Izzi contracts with the agency StarVista to provide ongoing mental health consultation to all staff and families in our program. A Master's Level mental health consultant is assigned to each of our Izzi sites and program options. The consultant meets with staff regularly and conducts classroom observations, in order to support staff to understand and respond to the socio-emotional needs of children and families. Consultation support is also available to families seeking ways to better support their children or address other challenges in the home. Families can reach out to Izzi staff to help them to connect with a mental health consultant.

When children exhibit challenging behaviors or developmental concerns, there is also a Multi-Disciplinary Team process within the agency that helps staff to create a plan to best support the unique needs of the child. The Multi-Disciplinary Team includes the Mental Health Coordinator, Developmental Services Manager, Children's Service/Family Child Care/Home-based Manager, mental health consultant, and other Izzi managers as appropriate. The team first meets with the site staff, and then with the family of the child exhibiting the concerns, in order to collaborate together to support the child's growth and success in our program.

## **FULL COST FAMILIES-ENROLLMENT AND ELIGIBILITY**

Families that enroll for a full-cost space, at designated Izzi site location will be enrolled based on a "first come-first served" basis. There is a \$75.00 non-refundable registration fee due at time of enrollment. The monthly child care fee

rate sheet provides the fees due on a monthly basis, payable by the 5<sup>th</sup> of each month. Izzi will collect these fees, with monthly recurring charges through PayPal. There is a Full-cost Registration Agreement that each family will sign. Fees are subject to change and Izzi will provide a 30-day written notice of fee increases. A thirty-day written notice of your disenrollment from the program is required. Monthly fees are non-refundable and not prorated for days not in attendance.

It is the responsibility of the parent to abide by all policies, procedures, and program requirements to obtain and continue to receive preschool services.

The monthly tuition can be prorated for one week of vacation though it is not allowed for these five days to be broken up over different weeks.

### **EMERGENCY DRILLS:**

The agency will implement planned and unannounced at each center and agency wide Emergency Drills on a regular basis; these drills will be conducted and carried out by all agency staff to make sure that all procedures and protocols are put into practice on a regular basis as well as during real emergency situations.

Practice and training of these different types of drills are required by both Head Start and Community Care Licensing (CCL). CCL requires disaster drills to be conducted once every six months and Head Start requires it every month, therefore each will be conducted on a monthly basis, including provisions for fire, earthquake, and shelter in place, relocation and evacuation.

# California General Child Care and California State Preschool

## State Subsidized Services— How to Qualify for the Program

### **ELIGIBILITY**

Each family interested in applying for subsidized services must fill out a program application to begin the enrollment process. The application can be obtained from the site or the Izzi Main Office. Once the application is complete, the parent/guardian can return the application for processing. An eligibility rank will be assigned to the family based on income and family size reported on the application. Families will be contacted based on the identified priorities and ranking from California Department of Education, Child Development Division regulations to verify income and family size when a space is available.

## **FAMILY SELECTION POLICY**

At the time when a family submits an Izzi application form, priority will be identified and/ or a ranking number will be issued based on the parent/guardian's initial reporting of their family size and gross income. Based on the initial reporting of family size and income, the program staff will refer to the California Department of Education income eligibility ceiling chart to issue a ranking number. Families will be enrolled based on priority and/or the lowest ranking first until all spaces are filled. Our program maintains an eligibility wait list when spaces are filled. Families will be contacted based on the ranking number issued at the time the Izzi application form was submitted. Families will be contacted as soon as spaces become available.

## **INCOME ELIGIBILITY**

The parent is responsible for providing documentation of the family's total countable income and Izzi will verify the information. The parent(s) shall document total countable income for all individuals counted in the family size. Izzi shall calculate income based on income information reflecting the family's current and on-going income. Eligibility is based on documentation and verification under the CDE guidelines.

Upon establishing initial eligibility or ongoing eligibility for services, a family shall be considered to meet all eligibility and need requirements for those services for no less than 24 months, before having their eligibility or need recertified, and shall not be required to report changes to income or other changes for at least 24 months adapted for Pilot 24-month eligibility. The exception to the 24-month certification is when a parent's Need criteria is "Seeking Employment". Seeking employment will be certified for no less than 12-months. A recertification will occur to determine the family's eligibility for continual services.

When a family voluntarily requests a reduction to their family fee (if applicable) by reporting a change such as family income, days and hours of care needed, or family size, the contractor must reassess the family fee. The parent must provide documentation to support the reported change. The family fee reduction takes effect on the first of the month following the receipt and approval of the required supporting documentation. This documentation may not be used to make any other changes to the San Mateo Pilot family's service agreement.

Families in Half-day preschool programs are certified for 24-months. Half-day preschool programs do not assess a family fee.

The California State Preschool Program follows guidelines for admission that are mandated by the Department of Education, Early Education and Support Division.

Izzi will provide a current Schedule of Income Ceiling at 85% of the State Median Income (SMI) with the Parent Enrollment Packet. This written information handout provided to parents will show the table of income to be eligible for services.

## **CHILD ELIGIBILITY**

"Eligible three-year olds" who regardless of their chronological age, will have their third birthday on or between September 2nd -December 2nd, of the fiscal year they are being served.



## **FAMILY SIZE**

The size of the family or composition of the family size, is initially determined by the number of adults and children that the applicant parent presents to the agency or who is identified on the application. "Family" means the parents and the children for whom the parents are responsible, who comprise the household in which the child receiving services is living. "Parent" means a biological parent, adoptive parent, stepparent, foster parent, caretaker relative, legal guardian, domestic partner of the parent as defined by CDE. Supporting documentation for the number of children shall be at least **one** of the following:

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

## **SELF-CERTIFICATION, ABSENT PARENT OR SINGLE PARENT STATUS**

If only one parent has signed an application for enrollment in child care services, and the birth record information for the child(ren) counted in the family size indicates that there is a second parent who has not signed the application, the parent who has signed the application shall self-certify single parent status under penalty of perjury (Section I & V, Confidential Application for Child Development Services and Certification of Eligibility). The parent who has signed the application shall not be required to submit additional information documenting the presence or absence of the second parent.

## **WHAT IS COUNTABLE INCOME?**

Total countable income means all income of the individuals counted in the family size for example:

- Gross wages or salaries
- Commission
- Tips/bonuses
- Gambling/lottery winnings
- Public cash assistance
- Child support payment received
- Portion of student grants or scholarships not identified for educational purposes as tuition, books or supplies
- Self-employment income

If the basis for eligibility is employment income, documentation shall include:

- Release authorization and payroll check stub, or
- Release authorization and letter from employer, or
- Other record of wages issued by your employer

A release authorization allows Izzi designated staff to contact the employer(s). the release authorization includes: **Employer's name, address, telephone number and usual business hours.**

## **SELF-EMPLOYMENT INCOME**

If the basis of eligibility is self-employment, you shall provide a combination of documentation necessary to establish current income for at least the month preceding certification or recertification. The documentation shall consist of as many of the following types of documentation as necessary to determine income:

- Letter from source of income
- Copy of most recently signed and completed tax return with a statement of current estimated income for tax purposes, or
- Other business records, such as ledgers, receipts or business logs
- If documentation of income is not possible, you may provide a self-certification of income.

## **NEED FOR FULL-DAY SUBSIDIZED INFANT/TODDLER AND PRESCHOOL**

To qualify for full-day preschool parents must meet one of the requirements below and provide documentation:

- Child(ren) is/are a recipient of **Child Protective Service** through the county welfare department
- Child(ren) identified as **At Risk** by a qualified professional.
- Parent(s) engaged in **Vocational Training/Education**, enrolled in school.
- Parent(s) **employed full-time/part-time or self-employed.**
- Parent(s) **seeking employment full-time** and using a log of all activity.
- Parent(s) **incapacitated** and provide a physician's statement.

Eligibility for subsidized spaces is not based on "first-come, first-serve" but is determined by CDE guidelines.

## **FAMILY FEES**

Families receiving full day child care will be assessed a family fee based on their income and family size. The family fee is a flat monthly full-time or part-time fee is based on the hours of care certified for the month. Families with a

certified need of less than 130 hours per month will be assessed a part-time fee while families with a certified need of 130 or more hours per month will be assessed a full-time fee. The agency can charge a part-time fee or the cost of care fee (calculated by multiplying the days of enrollment by the rate), whichever is less, depending on the number of hours of certified enrollment for the month.

The family fee is paid prior to service each month. No adjustment is made for excused nor unexcused absence. The family fee is assessed based on the family's child enrolled for the longest period of child care. Family fees shall be considered delinquent after seven (7) calendar days from the date the fees were due.

A Notice of Action (NOA) will outline the child care services and fees. If fees are not paid for the current month parent(s) may be terminated two (2) weeks from the date of the Notice unless all delinquent fees are paid before the end of the two (2)-week period for NOA appeal. Upon termination of services for nonpayment of delinquent fees, the family shall be ineligible for child care and development services until all delinquent fees are paid. The program shall accept a reasonable plan from the parent(s) for payment of delinquent fees. Child care service shall continue to be provided to the child, provided the parent(s) pays current fees when due and complies with the provisions of the repayment plan.

The fee for the initial certification is due upon enrollment. For new family fees due as the result of recertification and updates to the family file, a NOA must be issued to the family showing the new fee to be imposed and contain an effective date either 14 or 19 calendar days after service of the NOA, depending upon whether the NOA was personally served or mailed to the family. The fee is due on the first of the month following the effective date of the NOA.

When the initial enrollment is not on the first day of the month, the contractor can assess a fee based on certified hours for the partial month and another fee for each subsequent month based on certified hours as documented in the application for services.

## **CREDITS FOR FEES PAID TO OTHER PROVIDERS**

If a parent(s) have child care receipts paid to another provider these fees paid can be applied the fees owing to Izzi. Your receipts are required to be turned in for crediting your fees.

## **WHEN FAMILIES VOLUNTARILY REQUEST A REDUCTION OF FAMILY FEE**

When a family voluntarily requests a reduction to their family fee by reporting a change such as family income, days and hours of care needed, or family size, the contractor must reassess the family fee by requesting for documentation to support the reported change. The family fee reduction takes effect on the first of the month following the receipt and approval of the required supporting documentation. **This documentation may not be used to make any other changes to the family's service agreement.** A NOA will be issued immediately upon receipt and approval of the required supporting documentation so that the new family fee will become effective on the first day of the month that follows the issue date of the NOA.

When a family is initially certified or recertified on the basis of income eligibility: The family shall, within thirty (30) calendar days, report changes to ongoing income that causes their adjusted monthly income, adjusted for family size to exceed ongoing income eligibility.

Once determined and certified as income eligible for services, families remain income eligible until their adjusted monthly income exceeds the income level for subsidized care under San Mateo County Pilot, adjusted for family size.

Parents are required to report when their family income exceeds the maximum income allowed for their family size.

When family income exceeds the income level for the family size, the family will be dis-enrolled and issued a NOA citing the family has exceeded the allowed income level for eligibility. Izzi may offer the family a full cost space if available.

Izzi will inform the parent in writing of the maximum adjusted monthly income the family could earn, based on the family size most recently certified, before the family is no longer income eligible for services.

## **FAMILY’S RIGHT TO VOLUNTARILY REPORT CHANGES**

A family may at any time can voluntarily request a reduction to their approved certified hours for child care or a reevaluation of their family fee. Before any actions, a parent shall submit a written request of the request changes which may include, the days and hours per day requested, the effective date of a proposed reduction of service or parent’s income status change.

## **NOTIFICATION/ ENROLLMENT PROCESS**

When a preschool opening is available, families will be contracted to schedule an appointment to bring in the required documents for enrollment. Documents to bring to your appointment:

- Proof of all sources of income
- Proof of need for full-day child care services.
- Birth certificate or other documentation of all children in the household under 18 years of age to determine family size.
- Proof of Residency- a utility bill (gas, water), cell phone with your name and your address. If you do not have a bill under your name a self- declaration from your landlord or provide your rental agreement.
- Immunization card with up-to-date immunizations and proof of TB test/screening

## **NOTICE OF ACTION (NOA)**

The Notice of Action (NOA) is a written notification of your child care status with the state subsidized program for approval, change and termination of services.

Parent/Guardian will receive a Notice of Action (NOA) at:

- Initial certification to approve or deny services
- Recertification

- Changes in service
- When your family fee payment is delinquent
- Disenrollment from the program

## **PARENT APPEAL INFORMATION**

Notice of Action - Whenever the program makes changes to child care services (for example, by approving or denying services, by changing the approved hours of care, or by terminating services), the agency must notify you by giving you a document called a "Notice of Action" (NOA). The NOA will inform you of the type of action taken, the reasons for the action and the date when the action shall take effect. Parents must file a notice to appeal the action within ten (10) days from the date the NOA is given to the parent, or 14 days if mailed to the parent. Your Notice of Action provides you with specific instructions for appealing an action. Please keep a copy of your NOA. If a parent disagrees with the local hearing appeal decision, the parent may appeal for a state review of the local hearing decision. The Parent Appeal Information Pamphlet (attached) provides information regarding the two levels of appeal described above. Please see your Notice of Action for specific instructions on how to appeal.

## **APPROVAL FOR SERVICES**

- Families must first meet the program's specific California Department of Education (CDE) approved requirements for eligibility.
- Families are certified for services for twenty-four (24) months at the time of initial enrollment Please note: if the Need for service is seeking employment, the family is eligible for no-less than twelve (12) months of the twenty-four months certification
- A Notice of Action (NOA) will be issued on the status of the enrollment

## **FRAUD POLICY**

The California Department of Education requires Izzi to take reasonable action if fraud is discovered. Fraud is submission of false or misleading information or documentation in order to obtain subsidized child care services. This includes but is not limited to providing false or misleading information or statements, altering documentation, or failure to report income exceeding the income level for eligibility exceeding 85% SMI, need for services, family size, or family information. If a determination is made that fraudulent activity has occurred, one or more of the following actions may take place:

- The participant's case will be terminated and s/he may no longer be served by Izzi; and
- The case will be referred to the appropriate agency for investigation and possible prosecution.

## **ABSENCE POLICIES**

We highly encourage consistent attendance in order for your child to maximize his/her learning however we understand that at times absences are inevitable. If your child will be absent from school, you must contact the office to report your child's absence. Absences are either "excused" or "unexcused".

Examples of “Excused” absences:

- Illness/quarantine of child or parent, may include child or parent medical appointments
- Family Emergency – A family emergency is a sudden situation that makes it difficult or unsafe for you to bring your child to the program.

Examples of Family Emergencies:

- o Natural Disasters – fire
- o Transportation problems – flat tire
- o Hazardous weather condition
- o Sibling illness
- o Hospitalization of a family member
- o Death of a family member
- o Sudden change in residency
- o Others – on a case-by-case basis

Parent must notify the office if you cannot bring your child into the program as soon as you are able to do so.

- Court-ordered visitation – court order must be on file
- Best Interest of the Child Days:

Except for children who are recipients of protective services or at risk of abuse or neglect, excused absences "in the best interest of the child" shall be limited to ten (10) days during the fiscal year (July 1 – June 30). Best Interest absences are from the standpoint of the parent, considered to be in the best interest of the child,

Best Interest Days for the child may include:

- o Family vacation
- o Time with relatives
- o Special events for the child
- o Cultural or religious celebrations
- o Enrichment opportunities
- o Others

Parent must notify the office of planned or unexpected Best Interest Days when possible.

- Example of “Unexcused” absences: Unexcused absences are days of non-attendance that are not listed above as excused absences:

Examples of “unexcused” absences:

- o Child did not feel like coming to school
- o Woke up late (parent or child)
- o Play date with other family members

Unexcused absences are not permitted. If your child's is unable to attend with excused absences or best interest days, the parent will need to meet with site supervisor to determine if attendance improvement and/or child's continuation in the program.

## **TERMINATION OF CHILD CARE SERVICES**

Your childcare services may be terminated at Izzi for the following reasons:

- Failure to maintain eligibility and/or need
- Failure to document eligibility and/or need
- Failure to pay childcare fees, when due
- 3 late pick-ups or late arrivals
- Absence of more than 5 days without notifying the office Izzi will contact the family regarding abandonment of your subsidized space and disenrollment process will begin
- Verbal or physically aggressive behavior by parents or children towards staff or other children

## **TEMPORARY SUSPENSION OF SERVICE**

Temporary Suspension of Service can be offered to families that need their services suspended for a short period of time within their certification period. The reason for temporary suspension of service must be approved by the program administrator or designee. The temporary suspension of service will be in effect for no longer than thirty (30) days. The parent/guardian must submit a request to the office and provide a reason for the request and a date of return. When the family returns from a temporary suspension of service, the family will be offered the first available space in the program. There is no guarantee that the same classroom will be offered upon return to the program. When the family does not return on the specified date, the program has the right to terminate services.

Example of reasons for requesting temporary suspension of services:

- Leaving the country for family emergency beyond ten (10) days
- Child is spending time with non-custodial parent without a court order
- Family member has an illness that prevent parent from dropping off/picking up child
- Child is waiting for an open space in another subsidized program (school-age after school) within the agency –
  - This provision is for incoming kindergartners waiting for an open space in the subsidized school-age after school program during transition from preschool to kindergarten at the beginning of the school year when the school-age before/after program may be full. If a space becomes available within the thirty (30) days, the child will be enrolled into the school-age program with the family's active certification. If no spaces are available after thirty (30) days, the program will terminate services but the family will stay on the waitlist for an open space. When a terminated family is offered a space, the family will need to be recertified with current documentation to determine the family's eligibility and need for services.

## **PARENTS' RIGHTS (AS IT APPLIES TO CENTER BASE FAMILIES)**

As a parent or authorized representative, you have a right to:

- Enter and inspect the child care center without advance notice whenever the children are in care
- File a complaint with the licensing office against the licensee and review the licensee's public file, kept by the licensing office
- Review, at the child care center, reports of licensing visits and substantiated complaints against the licensee made during the last three years
- Complain to the licensing office and inspect the child care center, without discrimination or retaliation against your child.
- Request, in writing, that a parent not be allowed to visit your child or take your child from the child care center, provided you have shown the center a certified copy of a court order
- Receive, from the licensee, the name, address, and telephone number of the local licensing office
- Be informed by the licensee, upon request, of the name and type of association to the child care center for any adult who has been granted a criminal record exemption, and that the name of the person may also be obtained by contacting the local licensing office
- Receive, from the licensee, the Caregiver Background Check Process Form
- Participate as a program volunteer

## **PARENTS' GRIEVANCE PROCEDURE**

Parents who have concerns or complaints about the classroom environment are strongly encouraged to attempt to resolve these problems with the Site Supervisor or Site Manager, the Family Services Worker and/or Parent Center Committee Chairperson at their child's classroom or site. For parents with concerns regarding enrollment, eligibility, and/or attendance, they should talk with their Family Services Worker. If parents are unable to resolve their concerns regarding classroom environment at the site level, they should contact the Children Services Manager. As appropriate, the Children Services Manager will consult with additional management staff. If parents are unable to resolve their concerns regarding enrollment, eligibility, and/or attendance, they should contact the Family Services Manager. If parents feel that their concerns are not addressed to their satisfaction with the Children Services Manager or Family Services Manager, they will be referred to the Director of Quality Assurance and Planning or the Executive Director for further intervention.

Parents who have concerns or complaints about the Home-based Option are strongly encouraged to attempt to resolve these problems with the Home-based Specialist. If parents are unable to resolve their concerns, they should contact the Home-based Manager. If parents feel that their concerns are not addressed to their satisfaction with the Home-based Manager, they will be referred to the Director of Quality Assurance and Planning or the Executive Director for further intervention.



# GENERAL POLICIES

## NON-DISCRIMINATION

Izzi does not discriminate on the basis of sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, or mental or physical disability in determining which children are served. The program welcomes the enrollment of children with disabilities; understands the requirement of the Americans with Disabilities Act (ADA) to make reasonable accommodations for such children; implements those accommodations; and refrains from religious instruction or worship.

## HARASSMENT

Agency policy prohibits intimidation or harassment of any student by any employee, student or other person. Staff shall be alert and immediately responsive to conduct which may interfere with students' ability to participate in or benefit from program services, activities or privileges. Civil Rights guarantees and Equal Access Laws shall be adhered to in all educational and personnel/employment practices.

## SEXUAL HARASSMENT

It is the policy of Izzi that all persons, regardless of their sex, be afforded equal rights and opportunities and freedom from discrimination of any kind of preschool programs and settings. Sexual Harassment is a violation of federal and state law and can cause physical, emotional and economic problems for its victims. Sexual Harassment is defined as unsolicited or unwelcome sexual advances, requests for sexual favors, and/or other verbal, physical or visual conduct of a sexual nature. Izzi will take prompt and appropriate action if an incident of discrimination or harassment occurs to avoid or minimize the impact of any incident of discrimination or harassment. Izzi will pursue all reasonable preventive measures to ensure that programs and services are free of discrimination or harassment.

## UNIFORM COMPLAINT PROCEDURE

It is the intent of the Izzi Child Development Program 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 an alleged violation of federal and/or state laws. This includes allegations of unlawful discrimination (Ed Code sections 200 and 220 and Government Code section 11135) in any program or activity funded directly by the State or receiving federal or state financial assistance.

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

California Department of Education  
Child Care and Development Division Compliant Coordinator  
1430 N Street, Suite 3410

If the complainant is not satisfied with the final written decision with the California Department of Education, remedies may be available in the federal and state court. In this event, the complaint should seek the advice of an attorney of his/her choosing. 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. For further information, contact Early Education and Support Division at (916) 322-06233 or visit the UCP website at <http://www.cde.ca.gov/re/cp/uc>

### **NO SMOKING/TOBACCO:**

- Around or in any Izzi building, or site including the classroom, Parent Room, outside playground, restrooms, or parking lot;
- Anywhere on school grounds when a Izzi site is located on public school property;
- In the immediate vicinity of children, parents/guardians, or staff during an Izzi Learning Trip, including inside a vehicle while transporting Izzi parents/guardians or children;
- In the immediate vicinity of any Izzi function such as parent events, Program Policy Council (PPC) meetings, fundraising events, or recruitment activities; and/or
- During a home visit with Izzi staff. If visit is lengthy, parent/guardian may request a break.

### **SUBSTANCE ABUSE POLICY**

- Izzi staff is not permitted to work under the influence of alcohol and/or other drugs. Parents/Guardians, community volunteers, and others are not permitted to work around children while under the influence of alcohol and/or other drugs.
- Parents/Guardians and other adults must be not under the influence of alcohol at all Izzi activities including home visits, learning trips, parent events, and driving children to and from the Center. Site staff will ask the parent/guardian to call someone else to transport or public transportation, if he/she appears to be intoxicated. If a parent/guardian leaves the Center and drives a car under the influence (with or without the child), staff must call authorities immediately.
- Izzi offers families information on substance abuse and substance abuse prevention, and referrals for counseling and/or treatment programs. The telephone numbers of community organizations that work with drug abuse and prevention are listed in the San Mateo Resource Directory.

### **WEAPONS POLICY**

- Izzi and State licensing regulations do not permit weapons of any kind to be in or around Izzi sites, buildings, classrooms, play yards, vehicles in parking lots or in the immediate vicinity of children, parents, or staff at any time.

- This includes during child pick up and drop off, parent events, meetings, home visits, fund development activities, recruitment activities, or any activity or event where Izzi staff, children or families are present.

### **NATIONAL/STATE PANDEMIC:**

- In the event that a National/State Disaster or National/State Pandemic is declared, we will remain open as long as legally possible. Parents will be asked to follow the strict guidelines of the United States President, California State Governor, CDC (Center for Disease Control) San Mateo County Department of Health, the California Department of Social Services Community Care Licensing Division and the California Department of Education.
- If a parent and/or child become exposed (directly or indirectly) to an illness; the child **must** remain home until cleared by their doctor as non-contagious and **must** supply a physician's note prior to returning.
- During a National Disaster or National Pandemic; staff is certified to sign children in and out to avoid the spread of potential germs. Staff will note if a parent has reported an absence by phone, email or reminder messenger. There will be NO limitations to excused absences, as the center will have valid documentation stating the National Emergency documenting county and state guidelines.