

FAMILY HANDBOOK

FAMILY PARTNERSHIP PROGRAM



Palo Alto Community Child Care
Learning, Playing, Growing Together

3990 Ventura Court, Palo Alto, CA 94306
Phone 650-493-2361 | Fax 650-493-0936
www.paccc.org

Family Partnership Program
Family Handbook
for:

Your child is enrolled at:

Center: _____

Phone: _____

Address: _____

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WELCOME

Welcome to Palo Alto Community Child Care. It is our pleasure to work with your family. Each PACCC program complies with all PACCC standards and policies, as described in this handbook. Administrative services and consistent financial support, as well as subsidies for qualified families, are provided to each program. Fees for child care are paid directly to PACCC as stipulated in each family's contract.

History

The first PACCC center was a preschool center that opened in 1974 with help from the City of Palo Alto and lots of volunteers. Today PACCC serves about 800 children in 19 centers, including 8 programs serving infants, toddlers and/or preschoolers, and 11 After School Kids' Clubs in Palo Alto.

Philosophy

PACCC programs provide exceptional child care and education within the framework of quality developmental standards. While building a sense of community for all children and families, our goal is to enhance each individual child's self-concept. Age-appropriate experiences provide opportunities for independent decision making and social interaction while challenging both physical and cognitive skills. From this basic philosophy, each individual program develops its own style, with help from parents, staff and children.

Board of Directors

As a non-profit corporation, the role of PACCC's Board of Directors is vital to ensuring PACCC's fiscal stability, continued commitment to quality programming, and responsiveness to the community's ever-changing child care needs. The dedicated volunteers that comprise the Board are PACCC parents, grandparents and community members. If you would like more information about the Board, please call PACCC's Executive Director at (650) 493-2361.

PACCC'S VISION, MISSION AND VALUES

Established in 1974, PACCC is a non-profit child care provider and child care community resource with 8 infant-toddler and preschool centers and 11 Kids' Clubs (located on-site at Palo Alto elementary schools) and a provider of State of California, City of Palo Alto and agency subsidies to families in need of quality child care.

Vision

A healthy community where children thrive, educators are valued and families are supported.

Mission

As a community leader in Palo Alto, PACCC partners with parents and regional agencies to provide and advocate for exceptional and accessible childhood care and education.

Values

Relationships

by fostering care, compassion, and respect for all people.

Life-long learning

by providing opportunities for reflective practice and experiences that promote personal growth.

Leadership in education

by recognizing that educators are our greatest asset and setting high standards for salaries and benefits; and through professional development, collaboration and advocacy.

Community

by creating a sense of belonging within PACCC and cultivating relationships with the broader community.

Wellness

by promoting and providing opportunities for healthy lifestyle practices.

Adopted February 27, 2019

LICENSING AND QUALITY STANDARDS

All PACCC programs are licensed by the California Department of Social Services, Community Care Licensing Division. The California Department of Social Services works to protect the safety of children in child care by licensing child care centers and family child care homes. Their highest priority is to ensure children are in safe and healthy settings.

Visit reports from Community Care Licensing are available for review at each center.

If you have any questions regarding licensing, contact the local office responsible for Community Care Licensing (address and phone below).

Department of Social Services
Community Care Licensing
Oakland South Regional Office
1515 Clay Street, Suite 1102, MS 29-855
Oakland, CA 94612
(510) 622-2602

The licensing agency has the authority to interview children or staff, and to inspect and audit child or facility records without prior consent.

All PACCC programs are supported by a variety of quality assessment systems such as Desired Results, Environment Rating Scales and/or accreditation through the National Association for the Education of Young Children (NAEYC). These systems measure quality in a variety of ways including parent surveys, staff surveys, assessments of children's progress and on-site observation tools.

PACCC'S FEDERAL EMPLOYER IDENTIFICATION NUMBER

94-224-2823

FINANCIAL ASSISTANCE

In keeping with PACCC's stated mission to "provide and advocate for exceptional and accessible childhood care and education," PACCC contracts with the City of Palo Alto and the Palo Alto Unified School District (administering PAUSD's State child development contract) to receive funding for qualifying families in exchange for quality child development services.

FINANCIAL AID PROGRAM POLICIES

How Families Are Selected

The following procedure details the financial aid waitlist process:

- 1) Perspective families will review the information provided to apply for a space and financial aid funding online at www.paccc.org or by contacting the PACCC main office. Parents will choose to apply for a space and submit a completed financial aid application to the financial aid coordinator.
- 2) The financial aid coordinator will rank each application per the income rankings issued by the California Department of Education (CDE).
- 3) A First priority is assigned, per the California Department of Education, to families whose children are recipients of child protective services, or who are identified as neglected, abused or exploited or at risk of being neglected, abused, or exploited.
- 4) All children and families who are not within the CPS/At Risk priority for admission shall be admitted in accordance with family income, with the lowest income ranked families admitted first.
- 5) When two or more families have the same income ranking, the family that has a child with exceptional needs shall be admitted first.
- 6) If there is no family of the same income ranking with a child with exceptional needs, the family with the same income ranking that has been on the waiting list the longest shall be admitted first.

Enrollment and Registration

The following steps will occur to begin the enrollment process:

- 1) Initial eligibility and need assessment, by phone or email, with the financial aid coordinator. During this initial assessment the financial aid coordinator will verify the information provided on the waiting list application, assess the family's eligibility/need for services, request necessary documentation, and review PACCC's Eligibility & Need brochure.
- 2) Follow up in-person meeting. This meeting with the financial aid coordinator will occur to complete appropriate forms, and discuss policies and procedures of the Financial Aid Program. Documentation will be collected, verified, and certified. A Notice of Action (NOA) will be presented for Approval or Denial of Financial Aid Program services.
- 3) Parents will tour site(s) with openings to learn more about the child care center(s).
- 4) Child care center enrollment orientation. This meeting is scheduled in advance directly with the center director and is required to complete appropriate forms, discuss policies and procedures of the center, and answer any questions you may have about the program. You will become familiar with program philosophy, goals and activities. Parents are encouraged to bring their children to the orientation to participate in activities, meet center staff and other children, and become familiar with the classrooms and the playground.

The family must submit all documents and sign all required enrollment forms **before** the child receives care. Only after the center enrollment meeting and all financial aid information requested has been provided and verified and a Notice Of Action issued for approval by the financial aid coordinator may the child(ren) begin the program.

Eligibility and Need

To be certified for the Financial Aid Program, parents/guardians must provide documentation to verify how the family meets each of the criteria listed below.

- 1) Family Size
- 2) Families and children must live in California
 - a. For City of Palo Alto Subsidized Childcare (CPA) funding, families must live in Palo Alto and/or attend a PAUSD elementary school **through the Tinsley Transfer Program**.
- 3) Eligibility
 - a. Child Protective Services (CPS)
 - b. At Risk of Abuse or Neglect
 - c. Current Cash Aid Recipient
 - d. Homeless
 - e. Income eligible
- 4) Need
 - a. Vocational Training leading directly to a recognized trade, paraprofession, or profession
 - b. Employment
 - c. Seeking Employment
 - d. Seeking permanent housing for family stability
 - e. Parental incapacity

Please refer to PACCC's Eligibility and Need brochure for the detailed criteria and specific documentation required for the initial enrollment certification process.

Notice of Action (NOA)

A Notice of Action (NOA) is issued to the parent upon approval, denial, termination, or change in services as a result of voluntary request (change in eligibility, need, family fees, etc.). The NOA contains information regarding the action being taken. Parents should read each NOA carefully when received and contact the financial aid coordinator if they have questions. Parents have the right to appeal if they feel the action being taken is incorrect and not in accordance with regulatory requirements and program policies.

Appeal Procedures

If a parent disagrees with an action listed on a Notice of Action (NOA), they may file a request for a hearing with the program by contacting the person listed on the back of the NOA. The deadline for filing an appeal is listed on the top front of the NOA.

Note for Recipients of City of Palo Alto funding – If a parent disagrees with an action listed on a Notice of Action (NOA), they may file a request for a hearing with the program by contacting the PACCC Executive Director within 14 days of date on NOA.

Upon filing a request for hearing, the intended action shall be suspended until the review process has been completed. The review process is completed when the appeal process has been exhausted or when the parent(s) abandons the appeal process.

Under no circumstances shall grievances be taken to the PACCC Board of Directors or one of its members without first following the outlined procedures. All grievances shall follow these steps:

- 1) The filing party shall state the problem in writing to the person listed on the back of the NOA
- 2) PACCC will contact filing party within ten (10) days.
- 3) Within ten (10) days after agency discusses appeal with filing party, a decision letter will be issued.
- 4) California Department of Education (CDE) -If filing party still disagrees with the decision a request for further review can be sent to the California Department of Education Early Learning and Care Division within fourteen (14) days from date of decision letter.
 - **Note for Recipients of City of Palo Alto funding** – step 4 is as follows: a request for further review can be sent to the PACCC, CFO.

Family Changes

Recipients certified for subsidy funding from the California Department of Education (CDE) California State Preschool Program (CSPP) or General Childcare Program (CCTR)), have an obligation to report changes in gross monthly income that meet or exceed the current CDE maximum allowable income limits within 30 days.

Note: Recipients certified for services from the City of Palo Alto Subsidized Childcare program (CPA), it is the responsibility of the parent(s)/guardian(s) to notify the financial aid coordinator if any circumstance of their need or eligibility changes such as income,

employment, schooling, family size, marital status, or residency. **The parent/guardian must report any changes within ten (10) working days.**

Maximum income limits may change annually. Up to date information can be found at: http://paccc.org/centers/financial_aid.

Requesting a Reduction to Service and Withdrawal

Recipients certified for subsidy funding from the CDE CSPP or CCTR may at any time voluntarily request a reduction to their service. The process is as follows:

- 1) Advance written notice must be given to the financial aid coordinator and center director for any reduction in hours or termination of care. The notice must include days and hours or care requested, and effective date of proposed reduction of hours or termination.
 - A reduction in hours will become effective the 1st of the month following a thirty (30)-day waiting period. An exception may be made in some cases.
 - Termination of care becomes effective after a thirty (30)-day written notice period. An exception may be made in some cases.
- 2) A parent has the right to maintain their current service level and acknowledge this in their request.
- 3) The agency may collect documentation to support the requested change.
- 4) The agency will not use any information received in the request to reduce service level to make any other changes to the service agreement.

Recertification

For families funded by CDE California State Preschool Program (CSPP) or General Childcare Program (CCTR) a renewal of the financial aid application will occur no sooner than 24 months, with the exception of seeking employment which shall occur no sooner than 12 months, from the date of initial certification. This process of recertification shall be done within a reasonable amount of time but should not exceed 90 days.

Note for Recipients of City of Palo Alto funding – families must be recertified annually to verify continued compliance with all of the eligibility criteria for receiving subsidized child care services. A renewal of the financial aid application will occur after 12 months from the date of initial certification.

Parents must:

- Be aware of their Financial Aid recertification date. The date is stated on the Notice of Action (NOA) for initial certification.
- Provide necessary documentation to the financial aid coordinator within a reasonable amount of time to demonstrate continued need and eligibility for recertification of subsidized childcare services.

PACCC's Financial Aid Coordinator will contact the parent should the required documentation not be received. Parents must refer to the Eligibility and Need brochure for the list of acceptable documents.

During each recertification process the financial aid coordinator uses the State or City income guidelines to determine if the parent continues to be eligible and/or if there is a change in the family fee or need. If the parent no longer qualifies for the financial aid program, services will be terminated immediately.

Note for Recipients of City of Palo Alto funding – families shall be advised that, should they no longer qualify due to income exceeding limits, parents will continue to receive three (3) months of transitional care at the subsidized rate.

City of Palo Alto funding Only – Eight (8) Year Review

Each family receiving financial aid through the City of Palo Alto Subsidized Childcare program (CPA) shall have a case review after eight (8) years in the program. PACCC's executive director, Center Director and financial aid coordinator, together with the City's Child and Family Services Manager, will review the case to determine whether the financial aid (subsidy funds) should continue beyond the eighth (8th) year.

Family Fee

Using the Family Fee Guidelines issued by the California Department of Education or the City of Palo Alto, (depending on funding source), families are assessed a flat monthly fee based on hours of certified care, income and family size, if applicable.

- The fee for the CDE CSPP or CCTR program shall be assessed and collected based on the family's child who is enrolled for the most hours.
- The fee for the CPA program shall be assessed and collected for **each** child enrolled.

Upon initial certification or recertification, a Notice of Action will indicate the monthly payment amount due from the family. The first family fee is due upon initial approval of the program, **before** the child(ren) receives child care services.

No fees shall be assessed or collected from CDE certified families for the following reasons for care:

- Child Protective Services (referral form must indicate fee is to be waived)
- Receiving CalWORKS cash aid

A family may request a reduction to their family fee when there are changes to family income, family size, or other factors as described by the state. A Notice of Action describing these changes will be issued with the new family fee amount and due date.

In the event that a fee is re-assessed due to updating the family's data file or at the time of recertification, the re-assessed fee will become effective the first day of the upcoming month following the 14-day if given, or 19-day if mailed, appeal period.

Under no circumstances will fees be reduced based on a child's actual attendance. No adjustment to a family's fee shall be made for excused or unexcused absences.

Payment of Family Fee

Monthly payments are due on the first (1st) of each month. Fees are considered late on the seventh (7th) of the month.

If PACCC does not receive payment by the fifteenth (15th) of the month, a Notice of Action regarding the delinquency will be issued indicating the total amount of unpaid fees, the fee rate, and the period of delinquency. The NOA for delinquent fees will state that services will be terminated fourteen (14) days from the notice date. If delinquent fees are paid in full prior to the termination date, services may continue without interruption. If fees remain unpaid by the termination date stated on the NOA, child care services will end on that day.

A family can immediately resolve the past due balance by paying past due amount in full and bringing account current. A family may also request a repayment plan to bring account current. The request for repayment plan must be made and arrangements finalized prior to the termination date stated on the NOA. Repayment plan shall not exceed 6 months, and the plan must include an arrangement to bring the past due fees current. The family must stay current with each future month's fees. Failure to comply with the repayment agreement may result in termination of child care services.

A six (6) month period of ineligibility will follow termination of services when the cause of termination is failure to pay delinquent Family Fees. All delinquent fees must be paid prior to being placed on the Waiting List.

Checks should be made payable to: PACCC

There are several options for making your monthly tuition payments:

- 1) Mail or drop off payment to the offices of Palo Alto Community Child Care, 3990 Ventura Court, Palo Alto, CA 94306.
- 2) Use the tuition box at your center during the **5 business days** prior to the 5th of each month. Payments may not be made at the center at any other time. Cash payments may only be made at the PACCC office.
- 3) Your bank account can be automatically debited by the fifth of each month. Contact the PACCC office at (650) 493-2361 or request the form from your center director to use this option.

Billing questions or arrangements for payment should be directed to the PACCC Accounting department, (650) 493-2361. **No payment arrangements can be made at the center level.**

Returned Checks or Auto Debits

If two checks or auto debits are returned from the bank within a school year, cashier's checks or money orders will be required for future payments.

Late Pick Up Fee

If a parent picks up their child after the program hours of operation have ended, there is a late fee charge of **\$2 per minute per child**. You will receive an invoice from the center for the amount owed for the late fee. Late fee payments are due within ten (10) days. **Termination of services may occur if parents are late when picking up their child(ren) four (4) times in a contract year.**

Attendance

Parents enrolled in the financial aid program are expected to abide by program policies regarding attendance. The hours and days of care will be based on information collected from the family's qualified need. Adherence to the approved hours and days of attendance listed on the NOA is important for maintaining financial aid approval. Failure to abide by these attendance policies will result in the termination of child care services.

Please notify your program by phone or in writing as early as possible regarding your child's absences. Most PACCC programs have an answering machine, so you may call any time to leave a message. See page 11 for "missing child" procedure.

If you anticipate a lengthy absence you must contact the financial aid coordinator prior to the absence.

Family fees remain the same whether or not the child attends.

Excused Absence is defined as:

- Illness or quarantine of the enrolled child
- Illness or quarantine of the parent of the enrolled child
- Family emergency (urgent, unexpected)
 - Car Problem / no transportation (limit 3 consecutive days)
 - Death in the family
 - Sibling illness
 - Other emergency that is urgent and unexpected
- Court ordered visitation (copy of court order must be contained in financial aid family data file)
- Best interest absence (see below for definition of best interest absence)

If excused absences for the reasons listed about exceed fourteen (14) consecutive days, additional documentation supporting the absence may be required.

Note: Families who are recipients of City of Palo Alto funding are allocated ten (10) consecutive days of excused absences per month. A child who has long-term incapacitation may be exempt from this policy. In this instance, written verification from a physician as to the nature of the incapacitation will be required. Children who are absent for more than one (1) week consecutively without prior notification and documentation will be dropped from the program and must reapply for admittance.

Best Interest Absence is defined as any excused absence other than those listed above, including but not limited to:

- Vacation
- Out of town
- Child's birthday
- Stayed home with parent
- Occasional special event (school play/recital, etc.)
- School program/field trip
- Other reasons which are clearly in the best interest of the child (ex. Dental, Doctor, or therapy appointment)

These absences are limited to ten (10) days per fiscal year per child. A child with more than ten (10) Best Interest Absences within a fiscal year may have their services terminated.

Note: Families who are recipients of City of Palo Alto funding are allocated twelve (12) best interest days.

There is no limitation on the number of best interest days for families qualifying as 'at risk' or 'CPS.'

Unexcused Absence is defined as any absence that does not meet the criteria as either an excused absence or a best interest day, including but not limited to:

- Bad weather (not extreme)
- Child didn't feel like getting up
- Personal business/family business
- Parent/Child overslept
- Any absence without parent and staff signatures
- Any absence without needed specifics
- Suspension from elementary school or any PACCC center
- Any Best Interest absence which exceeds the ten (10) allotted per fiscal year

If unexcused absences exceed fourteen (14) days in a contract year, a review of family need may occur.

Leave of Absence

If a family temporarily does not have a need for child care and development services, PACCC may grant the family a Limited Term Service Leave. This is to be viewed as a discretionary policy on the part of the agency to be decided on an individual basis by the financial aid coordinator in consultation with the executive director.

The intention of this discretionary Leave is to provide continuity in care for PACCC families. Reasons for a Limited Term Service Leave may include, but are not limited to, break in employment, school break, the child's visit with a non-custodial parent that is not ordered by the court, or a family vacation in excess of best interest days.

Limited Term Service Leaves shall not exceed twelve (12) consecutive weeks, with the following exception:

- Leaves from employment or training shall not exceed 16 consecutive weeks if the leave is for medical or family leave.

Requests for Leaves must be submitted in writing (using the Leave of Absence Request Form) to the financial aid coordinator two weeks prior to the Leave (except in the case of a family emergency, in which case phone approval is allowable). A Notice of Action

documenting the approved Leave will be provided by the financial aid coordinator to acknowledge that the leave is active. Without a Leave of Absence Request Form and a Notice of Action, a leave will not be acknowledged or honored. Any action by a parent or family member to take an unauthorized and undocumented leave, or claim a verbal agreement for leaves, may result in termination from the financial program.

Leaves will not be granted retroactively.

Termination of Child Care Services

Child care services can be terminated for the following reasons:

- No longer meeting eligibility and/or need requirements
- Continual non-notification regarding absences OR when a family is absent from care without verbal or written communication for more than ten (10) days.
- Excessive absenteeism, or over use of allowable absences
- If family fees are not paid according to policy (see Payment of Family Fees section)
- Failure to report changes in income, employment, training, incapacity, hours services are needed, family size, or any other changes that may affect family eligibility within require timelines.
- When fraud and/or abuse of any policies or procedures are evident
- Falsification of documentation affecting eligibility or need for care. If it is determined that any information was falsified during the two years previous to re-certification, funding will cease immediately.
- When parent/guardian does not appear for re-certification appointment, and/or does not provide the eligibility documentation requested.
- Funding from the state or city is terminated or reduced.
- If parents/guardians are late when picking up their child(ren) four (4) times in a contract year.
- If your child endangers the health or safety of children or staff; continuously refuses to follow acceptable rules of behavior; habitually uses profanity, vulgarity or obscenities; possesses or uses illegal substances or possesses drug paraphernalia or weapons; steals or damages school or private property; leaves the child care premises without permission.
- If the behavior of the parent(s)/guardian is inappropriate or abusive toward staff or children, or if the parent(s)/guardian continually does not follow PACCC policy as outlined in this Handbook.
- Child care program cannot meet the needs of the child
- When the child has completed the summer after fifth 5th grade.

A parent guardian may request a hearing in accordance with Appeal Procedures if there is a disagreement over a termination decision made by the Financial Aid Coordinator.

Fraud Policy

Intentional misrepresentation or providing false or inaccurate information for the purposes of securing services that the family is not entitled to is considered fraud. Fraud is grounds for immediate termination from the program. Examples of fraud include, but are not limited to:

- Failure to report the actual number of family members living in the household;
- Failure to report the actual gross income for the family;
- Submitting falsified documentation of income, employment, or vocational training days, hours, progress, etc.
- Falsifying attendance records

Summer Care (School-Age Children Only)

Each year, around February, parents/guardians of school-age children will receive information from the financial aid coordinator to understand the options for summer care. After parents have chosen the PACCC camp(s) their children will attend by submitting a summer contract, the financial aid coordinator will issue a letter confirming the enrollment and any changes to schedule and/or family fee.

STAFF

Each staff member meets or exceeds all qualifications as required by the State of California. Staff names and qualifications may be obtained from the director upon request.

PACCC promotes and encourages the continuing education and training of every employee. Training provided includes health topics, discipline, special needs, professional development and curriculum development, just to name a few. All staff are required to complete, and bi-annually renew, CPR and first aid training.

Ratio

PACCC programs provide ratios that promote high quality standards.

Infant/Toddler: 1:4

Preschool: 1:6 or 1:8, depending on the program

After School Kids' Club: 1:10

If a teacher is pulled away from the group for any reason, PACCC ensures the appropriate staffing coverage to maintain licensing ratios.

CHILDREN AND YOUTH SERVED

Children and families are served without regard to sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, or mental or physical need. PACCC programs operate without religious instruction or worship of any kind.

PACCC welcomes children who need special services or provisions. Many of our facilities are set up for non-ambulatory children. It's important to meet with your center director to discuss your child's needs and how we might best serve them in our program. PACCC understands the requirement of the Americans with Disabilities Act (ADA) and strives to make accommodations when possible. Periodically we use community resources to assist us in providing the best care to every child and family. We use the services of Children's Health Council, Family and Children's Services, Parents Place, and other consultants to provide parent training and staff training.

PACCC's Outreach Program and the Provider Connection provide trainings on different topics relating to those with special needs.

HOURS AND DAYS OF OPERATION

For program hours please see page 21.

Holidays (child care is not available on these days)

- Independence Day
- Labor Day
- Thanksgiving (Thursday and Friday)
- Winter Holiday (2-3 days)
- New Year's (2-3 days)
- Martin Luther King Day
- President's Day
- Memorial Day

All PACCC centers are also closed three additional days a year for staff in service/training. One month's notification of these dates will be given.

Holidays and Staff In-Service Days (After School Kids' Clubs Only)

In most cases, After School Kids' Clubs are open from 7:30 a.m. to 6:00 p.m. on PAUSD school staff development days and breaks. Any child enrolled full-time (has contracted care until 6:00 p.m.) on the day on which the holiday occurs is eligible to receive care during these hours at no extra cost (holiday care is calculated into full-time fees). A sign-up sheet will be posted in advance of the holiday. Your child must be signed up in order to receive care on that day.

All children not regularly enrolled full-time on the day on which the school holiday occurs must sign up on the waiting list. In this case, holiday care has not been included in your fees and you will be charged the holiday rate for the day. Ask your director for the current rate.

All parents who have signed up on the waiting list will be notified in advance as to whether or not we will be able to provide care on the holiday. All children who receive holiday care will have been signed up on the waiting list. No drop-in care will be available.

Waiting list priority for holiday care is as follows:

- 1) Children who are regularly enrolled part-time (contracted care until 2:30 p.m.) on the day on which the holiday occurs.
- 2) All other children will receive care on a first-come, first-served basis, according to the waiting list.

Emergency Closing

In the event of an emergency closing that requires an evacuation, program staff will note the evacuation site on the door of the building. Families may also contact the PACCC office at (650) 493-2361 for evacuation details. Please become familiar with your center's evacuation sites.

CENTER ENROLLMENT FORMS

Enrollment Forms

The State of California requires that the following be on file at the center before your child can attend:

- 1) Identification and Emergency
- 2) Preadmission Health History
- 3) Parents Rights
- 4) Personal Rights
- 5) Physician's Report (infant-toddler, preschool only)
- 6) Introduction of Child
- 7) Field Trip/Medical Consent
- 8) PACCC Contract
- 9) ADA Form (After School Kids' Clubs only)
- 10) Sunscreen Release
- 11) Photo Release
- 12) Immunizations (infant-toddler, preschool only)
- 13) Needs & Services Plan (infant only)
- 14) Authorization for Inhaled medications, Epi pens and Diabetes

NOTE: All forms can be found on PACCC's website, www.paccc.org. The forms can be downloaded and saved, making it convenient when forms need to be updated.

NOTIFICATION OF CHANGES TO CHILD'S RECORDS

The program must maintain current and accurate records in case of emergencies. Forms, including address, home and work telephone numbers, work location, names and contact information of authorized persons to pick up your child, and record of immunizations must be kept current at all times. **It is your responsibility to notify the director of any changes.** This is done for the safety of your child. If you transfer to another PACCC location, it is your responsibility to complete and update new forms. All forms can be found on PACCC's website www.paccc.org for easy updating.

The financial aid coordinator must have all contact information up to date in the family data file. It is important for parents/guardians to ensure the financial aid coordinator can successfully connect with parents for communication of pertinent information related to the Family Partnership Program.

MOVING FROM ONE PACCC PROGRAM TO ANOTHER

Frequently, as children grow, families choose to stay within PACCC for child care services. Your center staff can help you learn about other PACCC programs and will be able to discuss with you how to prepare for the next transition. In addition, families may choose to transfer to another PACCC program for other reasons. Please contact the financial aid coordinator to discuss moving to another program.

Transfer of Enrollment Forms

If your child is moving from one **After School Kids' Club** to another within the same school year, the paperwork in your child's current center file may be transferred to the new program. You will be asked to ensure that all information is accurate and up to date.

Due to the nature of the required paperwork and tremendous changes in development, if your child is moving within the **infant-toddler and preschool programs** you will be asked to complete all new forms for the transfer.

All required forms can be found on PACCC's website www.paccc.org and can be downloaded and saved. Doing this will save you time and effort if or when forms need to be updated.

All new forms are required in the following situations:

- When there are substantial changes in the information
- For movement within infant-toddler and preschool programs
- When moving from a preschool program to an After School Kids' Club
- When attending a PACCC summer camp

YOUR CHILD'S DAY

PACCC programs offer children a variety of appropriate experiences throughout each day. Depending on the needs of the children they will be offered indoor play, outdoor play, social experiences, and arts and crafts, just to name a few. Please refer to newsletters and calendars for specific information.

Each PACCC program makes communication between program and family a priority. Through frequent verbal and written communication, families are informed of what to expect each day. Whether it's a field trip or a need for diaper supplies, your program staff will notify you.

Infant Charts

In PACCC infant-toddler programs, parents and staff utilize an infant chart. The chart has spaces to list what your child ate, when they slept, and when diaper changes occurred. Please complete the chart upon arrival. This helps us determine what your child may need at any particular time. Also, write and communicate any special information for the day. You can count on us to do the same!

Rest Time/Naps

Infant-Toddler and Preschool

All infant-toddler and preschool programs offer children a nap time. For infants, we follow their individual routine. Toddlers and preschoolers usually nap at the same time each day. Please discuss with your director any necessary items to bring for your child.

Infants under the age of 1 year will always be placed on their backs to sleep. If your infant under 1 year of age needs to be placed on their stomach for sleep due to medical reasons, a physician's authorization will be required.

After School Kids' Club

At the beginning of the school year a 20-30 minute quiet time is offered after lunch to Kinders. We read books or listen to quiet music. We do not expect the children to sleep, just to rest quietly. This time is necessary for energetic participation in the program.

Homework (After School Kids' Club Only)

After p.m. snack, Monday through Thursday, After School Kids' Clubs have a 45-minute to 1 hour homework time. Children with homework are encouraged to work on it. There is always staff available to help and encourage the children. If a child does not have homework or is too young for homework, they may either read silently or listen to a teacher read. If you would like your child to do their homework at the program, please let us know.

Optional Services

At different times of the year, some programs offer classes such as dance, soccer and gymnastics for an additional fee. The option for participation is left open to each family.

DAILY PREPARATION

Clothing

Our programs offer lots of fun and play! For this reason we request that you dress your child comfortably and in clothing that may get dirty. We suggest that extra clothing be kept on hand at the program and it be labeled. Check with your center director what is necessary for your program.

Diapers

Each infant-toddler program has its own practice regarding diapers. Some provide disposable diapers for an additional fee, while others ask the parents to do this. Please see your center director for specific information.

For those families providing diapers, we will accept disposable or cloth diapers.

Bottles

At the infant-toddler programs families provide formula or breast milk. Formula must be provided in the original, factory-sealed container only; bottles made at home are accepted but can only be used for the day it arrives. Bottles must be dated and labeled with child's name.

Please keep your child's teachers up to date on progress or your desire to transition your child from a bottle to a cup. PACCC staff can help identify strategies to assist you.

PERSONAL PROPERTY

PACCC programs are not responsible for any personal belongings brought to the program. If your child is bringing personal items to the program, please be sure to label items.

Some items are necessary for your child's comfort during the day, including nap time. Please consult with your program staff regarding necessary items and how they are cared for.

Children need to be aware that toys from home may get broken at the center. PACCC programs are not responsible for toys that break, get lost or are stolen. If toys cause a problem, children will be asked to keep them in their cubbies. Weapons, including toy weapons, are not allowed at our programs. Electronics are prohibited at the After School Kids' Clubs.

"MISSING CHILD" PROCEDURE (AFTER SCHOOL KIDS' CLUB ONLY)

There are several procedures in place to ensure the safety of children in our care. We want you to be aware of what we do to keep track of your children.

Children will be required to come to the sign-in teacher to be checked in on the sign-in sheets upon arrival. Each time we finish signing all children in, we follow this order of checking for children that are not accounted for, according to their contracted schedule:

- 1) Check the parent notebook, staff notebook, email and voicemail for any messages.
- 2) Call the school office to find out if the child went home sick or to an appointment.
- 3) Do a search of the school grounds, talk to the classroom teacher and ask other children if they know the whereabouts of the child in question.
- 4) Call parent(s) at home and at work. We will leave messages.
- 5) Call authorities if we were not able to gather **any** information about the child's whereabouts.

**We do not rely solely on the word of a child. We always check with the parent(s) for verification of the child's whereabouts, so please communicate with us whenever your child will be absent.

Other attendance checks occur during the day, as follows:

- At approximately 3:30pm when we gather for group time.
- At approximately 5:30pm when we come in from outside.

ARRIVALS AND DEPARTURES

Sign-In/Out

It is a Licensing requirement that each child must be signed in and out by a parent or authorized parent representative every day in the Sign-In/Out books located in the Parent Center. The time and a full, legal signature are required. The financial aid coordinator audits all Sign-In/Out documents to verify child care attendance is within the agreed upon schedule and to track absences.

Children will be released only to individuals authorized on the child's Identification and Emergency Information form. Any changes in persons authorized to pick up your child must be submitted to the center director **in writing** by the parent. **Due to licensing regulations, a parent signature is required for changes. Phone and/or email authorization will not be accepted.**

Program staff will check the photo ID of any newly authorized individuals. In addition, it is our responsibility to ensure the safe exit of every child. Should the adult picking up a child appear inebriated or acting in an erratic behavior, staff will attempt to delay departure and call another authorized person to pick up the child. If the child is taken by the authorized person staff will immediately report the incident to the police and/or other parent.

Families with circumstances related to custody issues may speak with the center director about parental pick up. **Please note that court orders are required if there is a request to disallow a parent to take a child from the center.** PACCC staff will follow the requirements of provided court orders.

After School Kids' Club

If your child is to be involved in after-school activities (i.e., soccer, music, dance, Scouts, etc.) that are not a function of our program, we will need a signed letter of permission from you to release your child (see your center director for a release form). Once your child is released from our program, we are no longer responsible for them until they return to us from the activity. Your child must be signed back in to the program at the agreed upon time. This policy applies even if the activity is on the school campus. If you would like staff to sign your child out to walk or ride their bike home, please fill out the release form. Please discuss this kind of decision with your child to make sure they are comfortable. We do not recommend this for children younger than fourth grade.

Program staff will sign your child in each day after school. On full days, the parent or authorized parent representative is responsible for signing your child in as well as out.

Please see page 8 for our procedure if a child does not arrive at the program after school.

Procedure When Child is Not Picked Up

If a child has not been picked up by closing time, the program staff will try to contact the parent(s) and/or authorized persons. If the child is still in our care one hour past closing time, the program staff will exhaust all possible sources and then contact the police department. The police department will determine if shelter care is necessary. Staff will post a notice on the center door with the phone number of the precinct and will continue to try to reach the parent(s). See page 6 for our late pick up fee policy.

FIELD TRIPS

Infant-Toddler and Preschool

Planned field trips are infrequent in PACCC's infant-toddler and preschool programs. When they are planned, in order for them to be successful, we may ask families to help transport and chaperone children. We will give you advance notice of upcoming field trips. Sometimes a program will take an impromptu walk to a nearby park or around the neighborhood. A sign is posted of the destination of the walk if all staff and children are vacating the program location.

After School Kids' Club

PACCC's After School Kids' Clubs plan field trips as often as possible. They will usually occur during school breaks. Transportation will be provided by contracted, professional bus drivers. We also take walking trips to nearby places. Parents will always be informed in advance of a field trip. There is usually no extra cost for field trips. Please read all center communication for field trip information.

SMOKING

Smoking is prohibited in and around all PACCC program locations per Palo Alto ordinance 9.14.

BUILDING SECURITY AND PARKING

PACCC programs are easily accessible with parking nearby. Please ask your center director for specific information on entering the facility (some programs have gates locked during certain hours) and if there are any restrictions on parking.

In addition, to ensure a healthy environment for the staff and children, please refrain from leaving your vehicle idling while inside the program.

ILLNESS AND COMMUNICABLE DISEASES

PACCC's Health Policies and Procedures have been established to ensure the health and safety of each child. We realize that it is very difficult for working families to stay home with sick children, but for the health and well-being of both your child and the other children, it is important that ill children have a chance to recover before returning to their program.

A quick health assessment will be done daily as your child enters the center. This is a licensing regulation (CDSS 101226.1) "for ensuring that children with obvious symptoms of illness including but not limited to fever or vomiting are not accepted." This regulation requires that the person bringing the child remains until the assessment is complete.

You are requested to notify the center any time your child is absent. If the absence is related to illness, please inform us of the symptoms and/or illness. Also, please notify the center of immunization updates as this information is mandated by our licensing agency and the Public Health Department.

For the protection of everyone, children with contagious conditions may not be present at the center. **If your child is present and exhibits excludable symptoms, you will be asked to pick up your child within one hour.** During this time, your child will be safely isolated from well children. The following list of excludable symptoms was developed with guidelines from the Center For Disease Control and American Academy of Pediatrics. It is also noted when your child may return to the center following an illness. To ensure the best health for your child and others, please cooperate with this policy at the same level you would expect from other parents.

	Child Will be Excluded...	Child Can Return...
Fever	with a temperature at or above 101 degrees by any method.	when temperature is below 101 degrees by any method without medication or normal for that child for 24 hours.
Diarrhea	with three or more unexplained diarrhea stools (loose, watery, or mucus filled) in a day. An attempt will be made to provide parents with an informational call after the second episode of diarrhea.	when diarrhea has not occurred for 24 hours without medication.
Vomiting	when vomiting occurs and lacks a clear reason (i.e., too many rounds on the tire swing).	when vomiting has not occurred for 24 hours.
Skin Rash	with any generalized skin rash until determined to be non-contagious. with any skin rash with fever, drainage or behavior change.	when skin rash is diagnosed as non-contagious AND accompanied by a doctor's note.
Pink Eye	with conjunctivitis which is characterized by eye drainage that is yellow or greenish in color that returns soon after being removed.	when eye drainage is no longer evident. Typically after 2 - 3 doses of medication drainage will disappear.
Mouth Sores	with any mouth sores (in or around the mouth) until determined to be non-contagious.	when mouth sores are diagnosed as non-contagious AND accompanied by a doctor's note.
Head Lice	with evidence of live lice. Please ask center staff for information about treating head lice.	when there is no evidence of live lice.

Child Feels Too Poorly to Participate in Normal Center Activities

Every effort is made to address each family's unique needs within the limits of our resources.

A child made irritable by illness or injury is not only uncomfortable but also takes an inordinate portion of attention from staff, thus decreasing our ability to care for other children.

A child can return when they can fully participate in normal center activities.

If your child develops symptoms of infectious illness, as previously described, during their day you will be asked to pick up the child within one hour. We strongly encourage a visit to the doctor for a diagnosis and any information that can be shared with center staff to ensure the health of your child and others.

The exclusion and return of an ill or injured child will be at the discretion of the center staff. Their decision will be based on current medical information and health policies.

Sharing of information related to your child's health is important to the quality of care we provide you and your child as well as the other children. We will notify families of exposure to any communicable disease. PACCC staff are prohibited from sharing confidential health information and will only share general exposure information. Our goal is to keep the children healthy and we appreciate your support of these policies.

After School Kids' Club

If your child is absent from school due to illness, they may not attend Kids' Club. Please call and notify the staff of the absence.

Immunizations (Infant-Toddler and Preschool Only)

All children must be up-to-date on their immunizations and cannot be admitted to the program without proper immunization documentation. If a child is not immunized due to medical reasons, proper documentation must be provided in order to admit the child into the child care program. This includes a doctor's note, signed by a licensed physician, which includes the following information:

- That the physical condition or medical circumstances of the child are such that the required immunization(s) is not indicated
- Which vaccines are being exempted
- Whether the medical exemption is permanent or temporary
- The expiration date, if the exemption is temporary

If a child is not immunized as required for child care entry due to medical reasons, it may be necessary to exclude the child in the case of an outbreak of any one of the diseases protected by immunizations. Staff will follow the recommendations of the Public Health Department.

MEDICATION AND SPECIAL HEALTH NEEDS

Medication

Only prescription medication will be administered at PACCC programs. Medication must be in the **original** prescription bottle with your child's name on the bottle. For ALL medication, please:

- 1) fill out a Medication Release form for the duration for which the medication will be given. These release forms may be found in the parent area, or ask a teacher.
- 2) sign the form.
- 3) give the form and the medication to a teacher.

Note: Inhaled medications, Epi pens and Diabetes care require specific instruction from the parent/legal guardian and the child's physician. Please ask your Director for the appropriate forms for these medications.

If non-prescription medication (over-the-counter) is prescribed by your child's physician, it must be in the original container and accompanied by a note from the physician stating:

- the reason for the medication
- how long the medication should be given
- the exact times and dosage for the medication

Upon giving your child the medication, the staff person will log the dosage and time given on the medication release form. Please check the form to confirm that the medication was given.

All medication is stored and locked out of the reach of children.

Diaper Cream/Lotion Application (Infant-Toddler and Preschool Only)

In order for us to apply diaper cream, Vaseline or lotion to your child(ren), a Diaper Cream/Lotion Application Release form must be completed. Creams containing medicines (e.g., Lotrimin, calamine, Neosporin, hydrocortisone, etc.) **require** a physician's prescription and Medication Authorization form.

Allergies

Upon enrollment, please notify your program staff of any allergies to food or medication or other food restrictions that your child has. Also, please write the allergies in the appropriate boxes on the enrollment forms. These forms are kept in your child's file and our emergency book. The allergies will be posted in the appropriate area in each program. We will make every effort to work with you and your child to accommodate special dietary needs. If allergies or food restrictions are severe, we may ask you to provide supplemental food items.

Chronic Health Condition

If a child has a chronic health condition that must be monitored, parents must notify staff upon enrollment to ensure that the child's needs are met. This may be necessary for children with conditions such as asthma, heart conditions, Diabetes, ADD, ADHD, etc.

HEALTH AND SOCIAL SERVICES

Our program offers a health and social service component for all families. If your family has health and/or social service needs, we encourage you to discuss those needs with the program director or financial aid coordinator. The center or financial aid coordinator will provide you with referrals to appropriate community agencies, based on your specific needs, and will follow up with you to ensure that your families' needs have been met.

ACCIDENTS AND EMERGENCY PROCEDURES

Accidents and Injuries

If your child is injured at a PACCC program, the staff will give the appropriate first aid for the injury. If the injury is serious and requires a physician's or dentist's attendance, the parent(s) or authorized persons will be notified immediately. If no one designated for emergency contact is available, we will call 911. If you will be away from your usual contact phone, please be sure to leave a phone number where you may be reached. If transportation by emergency services is required, a staff member will accompany the child, whenever possible. Staff are not allowed to transport children.

All minor accidents are documented and parents are notified either verbally or in writing. Please ask your center director how this information is typically communicated at your center.

Staff may contact a parent or other legal guardian to notify of an injury that may not require immediate medical attention. This is to ensure the safety of the child and give the parent the opportunity to seek medical attention immediately, if desired.

All PACCC staff are CPR certified and first aid trained.

Update of Emergency Information

To effectively meet the needs of the children, all information on the emergency forms must be kept current. It is the responsibility of parent(s) to inform the program of changes in the following information:

- Home address and phone numbers of parent(s)/guardian(s)
- Work place or school phone numbers
- Name, address and phone number of child's physician
- Person(s) authorized to pick up the child
- Person(s) to contact in a medical emergency if parent is not reachable

DISASTER EMERGENCY PROCEDURES

Each PACCC program has a Disaster Plan in the case of earthquake or fire. A copy of this disaster plan is in the center office for your information. Each program also maintains an "Earthquake Box." The box contains a 72-hour supply of food, water, blankets, flashlights, and other emergency supplies for the children and staff if an earthquake or other disaster should occur.

If an earthquake or other disaster leaves a program uninhabitable, we will relocate to another safe location. Each program has a designated primary and secondary evacuation site. The program staff will post a note on the outside door of the center as to the location. No child will be dismissed from the program unless a parent (or individual previously designated by a parent) comes for them.

The staff conducts routine earthquake and fire drills with the children to help prepare them for an emergency situation.

Here are a few things to remember to assist with our response in an emergency:

- No child will be allowed to leave with another person, even a relative or babysitter, unless that particular person is listed on the child's emergency form. With this in mind, it is important that you keep your child's emergency form updated as needed.
- All parents or designated persons who come to pick up children must sign them out at the program or at the temporary relocation site.
- Please do not call the program. We must have the phone lines open for emergency calls.
- As soon as possible, come to the program to pick up your child and any others for whom you are the emergency form designee.
- Park on the streets or in an area that leaves the driveway and parking areas clear for emergency vehicles.

CHILD ABUSE REPORTING REQUIREMENTS

All PACCC staff are considered mandated reporters and receive information and orientation upon hire to understand their responsibility in reporting suspected child abuse and neglect. They complete mandated report training every two years.

If an employee is suspected of misconduct the employee may be removed from the program to afford both the employee and the children protection until the allegations are fully investigated.

In all cases of suspected child abuse and neglect, PACCC will work with and follow all directives of Community Care Licensing and law officials.

TRANSPORTATION

PACCC does not offer a transportation service. If transportation is required for After School Kids' Club off-site activities, PACCC will contract with a licensed bus company.

At the infant-toddler and preschool programs, occasional off-site activities take place. In almost every case the families will be asked to volunteer to drive their own cars. Children under the age of eight (8) must be secured in a car seat or booster. Children under 8 who are 4'9" or taller may be secured by a safety belt in the back seat. A Volunteer Driver form must be completed for each driver. This form asks for proof of auto insurance and a copy of a valid driver license. PACCC staff may not drive children during these activities.

OUTDOOR WEATHER SAFETY PROCEDURES

Sunscreen

In order to protect your child from the sun, we ask that you apply sunscreen before arriving at the program. Teachers will re-apply sunscreen as needed. In order for us to apply sunscreen you must complete a Permission to Apply Sunscreen form. Parents should supply their own sunscreen if a child has skin sensitivity or allergies. We spend a lot of time outside.

Outdoor Play

Please make sure your children are dressed appropriately for the weather. Drinking water is always available. We also incorporate water into daily activities at most programs, especially on really hot days. Please provide extra clothes for this purpose.

MEALS, SNACKS AND NUTRITION

All meals and snacks will be provided at no additional cost.

Infant-Toddler and Preschool

At all infant-toddler and preschool programs a morning and afternoon snack consisting of at least two food groups, and a hot lunch are offered daily. Daily hot lunch consists of protein, grains, fruits, vegetables and milk. The lunch entrée is prepared by Taste Nutrition. The PACCC kitchen prepares fruits and vegetables and delivers lunch to the programs.

The menu for the week is posted in the parent area. We strive to provide child-friendly, nutritionally balanced meals and snacks that children enjoy.

All meals are served and eaten “family style” to create a social environment which encourages children to try all foods and to promote independent eating skills. The teachers eat with the children to model tasting, eating skills and to encourage conversation. Toddlers are encouraged to ask for “more please.” Preschool children are invited to “pass the fruit, please,” help themselves to seconds, and to pour their own milk.

Food is never withheld or used as a reward or bribe.

At the infant-toddler programs families provide formula or breast milk. Formula must be provided in the original, factory-sealed container only. Bottles made at home are accepted but can only be used for the day it arrives and must be dated and labeled with child’s name. The center also provides jarred baby food as infants become ready for solid food. Parents are responsible for keeping food charts updated. This allows caregivers to be consistent with the food your child receives at home. No new food, including milk, will be served to your child before it is introduced at home and authorized on the child’s Needs and Services Plan.

After School Kids’ Club

Snacks

PACCC is committed to providing healthy snacks in our programs. Snacks are provided by the center in the afternoon on regular school days and in the morning and afternoon on full days. Snack consists of at least two food groups and is served family style. Staff sit with the children at snack time to help promote and encourage conversation and good table manners. Snack is a fun time and children are encouraged to try “new” types of food. No child is ever excluded from snack for disciplinary reasons.

Lunch

Lunch is a social time. Daily hot lunch consists of protein, grains, fruits, vegetables and milk. We always have water available.

Birthday Treat Guidelines

Birthday celebrations are an important part of your child’s experience in our programs. We emphasize birthdays as a celebration of the child as a unique person, rather than emphasizing a birthday treat. The following guidelines for acceptable birthday treats have been created to support our Healthy Food and Beverage Practices with Children. Please refer to them if you would like to bring food into our programs as part of celebrating your child’s birthday. **All birthday treats must be planned in cooperation with program staff.** See your center director for additional guidelines that may apply at your particular program. Some programs prepare all birthday treats at the center and outside treats are not allowed.

List of recommended birthday treats (all treats must be **nut free**):

- Whole grain muffins
- Fresh fruits
- Low fat yogurt parfaits with fresh fruit and nut-free low fat granola
- Banana bread
- Zucchini bread
- 100% fruit juice popsicles
- Share your healthy treat ideas with our staff

Note: Avoid high calorie/low nutrient density foods such as donuts, cupcakes, cake, cookies, candy, etc.

GUIDANCE, DISCIPLINE AND BEHAVIOR MANAGEMENT

Infant-Toddler and Preschool Programs

Discipline is designed to promote the development of self-direction, self-control, and socially acceptable behavior. This is accomplished through respect for the individual child, a positive attitude, sensitivity, consistency, firmness, and conflict resolution techniques.

From the earliest age, a child's behavior is viewed from a developmental perspective. Appropriate behavior and expectations will differ with the developmental age and level of each child. Staff members recognize their responsibility to model the behavior expected, provide an appropriate environment and consistently set limits. Consistent limits are stated positively and refer to specific behavior rather than the child. Children are empowered by acknowledgment of feelings and being provided with alternatives. When one child's exploration conflicts with another person, we view it as a conflict resolution situation and apply a problem-solving approach. As children are able, they are encouraged to be involved in the rules and solutions. Parent/staff conferences provide an opportunity to explore philosophy, expectations, family practices, and the child's ongoing development. In addition, staff is supported by professional community referrals, such as Children's Health Council, Family and Children Services and Parents Place.

After School Kids' Club

Self-esteem and successful social interaction are top priorities in terms of what we teach at the After School Kids' Clubs. We treat the children with love and respect and expect them to treat others (children and adults) in the same manner. There are several ways in which we foster these qualities.

Modeling is very important. Children are always watching and imitating what we do and say. Teachers talk to children in a calm, honest, concerned manner, whether it is about what they did on the weekend or about not teasing other children.

If rules are broken which affect the physical or emotional safety of the child or others, there is one warning given as well as a brief explanation of the rule. If the behavior persists, the child is removed from the situation to either collect their thoughts or find another activity. Praise is the most frequently used means of reinforcing good behavior. If the child's behavior interferes with the rights of others, but is not damaging, the child is then told when or where the behavior may be appropriate.

Children are encouraged to express their feelings and ideas with each other and also to "listen" to each other. This process often conveys the meaning of the situation better than an adult could. Behaviors that occur repeatedly will be discussed with the parent or guardian in an honest and non-threatening manner. Since both parents and center staff are interested in the welfare of the child first, we need your support and would like to extend our support to you.

Other concepts we try to promote are excitement in learning, cooperation, truthfulness, consideration, and patience with themselves and others. We see discipline and guidance not as an end in itself, but as a process of helping children grow. If your child is currently having difficulty in some developmental or emotional area, please advise the staff upon enrollment or at any time during the year. The staff welcomes the opportunity to work with you on a plan for success for your child at the center.

In general, rules are made by staff and children. Discipline is designed to promote the development of self-direction, self-control and socially acceptable behavior. This is accomplished through sensitivity, consistency, fairness, and follow-through.

All Programs

Corporal punishment, including any form of physical punishment, psychological abuse, or coercion when disciplining a child, will never be used in PACCC programs. These prohibited practices include hitting, striking, shaming, making threats, rough handling, and physically forcing a child to perform an action (such as eating or cleaning up).

Ongoing Challenging Behaviors

It is our goal to limit or eliminate the use of suspension, expulsion and other exclusionary measures. If a child's ongoing challenging behavior must be addressed staff will assess the behavior to determine strategies to support the child. Staff will work with families and other professionals (including outside professional observations, with parental permission). An individualized plan will be developed and will include positive behavior support strategies.

If it becomes evident that a child's needs cannot be met in our program a conference will be set with the parent(s) and staff and goals for the child will be set with a reasonable probationary period. Withdrawal of service is a last resort only when physical or emotional safety is an issue. In the event a child's behavior continues to endanger the safety and well-being of others participating in the program, PACCC reserves the right to discontinue service if the above steps have been followed and resolution cannot be reached.

Should exclusionary measures be taken, PACCC administration can offer assistance to the family to access alternative services.

The Following Behaviors Are Not Acceptable (and may be cause for suspension or immediate termination of child care services)

- Endangering the health and safety of children and staff.
- Continual refusal to follow acceptable rules of behavior.
- Habitual use of profanity, vulgarity, obscenity, racial or other offensive remarks.
- Possession or use of illegal substance or possession of drug paraphernalia or weapons.
- Theft or damage of school or private property.
- Leaving the premises without permission.
- After School Kids' Clubs: if your child is suspended from school they will not be able to attend Kids' Club on the days of suspension.

PACCC's Guidance, Discipline and Behavior Management Policies comply with federal and state civil rights laws.

CONFIDENTIALITY

Personal and emergency information about your child will be kept on file at your center. This information, as well as conversations between parents and staff, will be held in confidence. Center staff have access to children's files as needed.

Only Community Care Licensing and Child Protective Services have the authority to interview children or staff, and inspect and audit child or facility records without prior consent. PACCC is required to make provisions for private interviews with any child(ren) or any staff member, and for the examination of all records relating to the operation of the facility. Community Care Licensing or Child Protective Services shall have the authority to observe the physical condition of the child(ren), including conditions which could indicate abuse, neglect or inappropriate placement, and to have a licensed medical professional examine the child(ren).

On occasion, staff are asked to provide information about a child with other relevant providers, agencies, or other programs. Staff will obtain written consent from the family prior to sharing any information.

Section 11166 of the Penal Code requires any child care employee to report any known or suspected instance of child abuse to a child protective agency.

RELEASE OF RECORDS

On occasion parents request copies of forms kept in the child's file. When copies are requested, PACCC will follow this procedure:

- PACCC will provide copies of any educational forms for the parent(s) or legal guardian. Educational forms include, but are not limited to, any form kept in the child's file such as health, assessment, and emergency information.
- PACCC will provide copies of business forms only to the parent(s) who has contracted the care with PACCC. Business forms include contracts, billing information, attendance records.
- If copies of attendance records are requested, PACCC will provide up to one month of records unless otherwise required by a court order.

COMMUNICATION

PACCC staff are committed to building lasting relationships with families. These relationships are based on trust, respect, acceptance, and appreciation of one another. We believe that the best way to build a relationship is through open and honest communication that is motivated by the common goal of meeting your child and family's needs and interests.

Daily Check-In

We feel that daily interaction with parents is the most valuable tool for a successful relationship. Please take time at the beginning of the day to communicate to your child's teacher any information or special needs that might help your child have a good day. Please communicate this to your child's teacher verbally, or write it in the parent communication log book at your child's center. If you have a message or concern that you prefer remain private, please let a teacher know, and we will pass the information on to the other staff discreetly. In turn, at pick-up time, the staff will make an effort to communicate with you about your child's day.

We encourage you to pick up your child at least 15 minutes prior to closing time so that you have time to receive information about your child's day.

White Boards and Bulletin Boards

Each program has display boards that will communicate a variety of information to you. Check these boards each day for information about the day's activities, the children's experiences, and special events. These boards keep monthly calendars of special events, news flashes, and parent reminders.

Parent Communication Log Book

A parent communication log book is kept at most programs. It is usually found in the parent area. This book is another way for all of us to pass on information. Please address sensitive issues privately with the appropriate person.

Family Mailbox

Each family has a mailbox for memos and newsletters, notes from the teachers about your child's day and special events. Please check your mailbox each day, as we often have something important to share with you.

Conferences

Each PACCC program holds parent/teacher conferences twice each contract year. This is a time for the families and teachers to come together to discuss your child's development and to develop goals for your child. Parents will receive a Child's Developmental Progress form identifying areas of strength and areas a child is currently working on. Parents and teachers will share information with each other and identify strategies that can be used at school and at home to support the child's further development. Parents and teachers are important partners in the growth and development of the child. Parents can also request a conference at any time upon need or request. Please check with your program staff regarding timing for conferences. We also encourage you to check in with staff any time you have a question or concern. When frustrations arise let us know. We'll help you understand your child's behavior and provide some strategies.

Special Events

PACCC programs hold family events. Family potlucks, meetings, and other opportunities may be available. We value the connection that is made with families during these special times. It also shows the children that there is a special connection between the home and program. Please ask your program staff about the traditional events held in your program.

Newsletters

Each program provides ongoing communication via newsletters or email updates. A PACCC newsletter is emailed quarterly. These communication tools provide you with a variety of pertinent information regarding your child's care, upcoming events, and days centers are closed, just to name a few. Please take the time to read these newsletters.

Communication with PACCC

Do you have a question, comment or concern that has not been addressed to your satisfaction at your program? PACCC wants to help. Families may contact the Program Coordinator at any time for any reason. If this person does not address the question or concern, families may contact the Associate Director or the Executive Director. All of these people may be reached at the PACCC Administrative office at (650) 493-2361.

PARENT/GUARDIAN INVOLVEMENT AND EDUCATION

Family Surveys

PACCC will survey families annually to allow for feedback on the service we provide. We use the results of all surveys to formulate goals for our programs.

Parent Involvement

Parent involvement in PACCC programs encourages continuity between the home and the place where the children spend a large portion of their day. Parent participation also leads to closer relationships among the parents themselves, giving the children a wider sense of community and allowing parents to communicate with each other.

There are many ways for parents to be involved in their child's program. These may include special events, parent meetings, parent jobs to support the function of the program, and sharing a special tradition, a family recipe, or skill with the children and staff. All families are encouraged to participate in a way that is meaningful to you.

Parent Education

Families are provided information monthly about local parent education opportunities. Parent's Place and The Children's Health Council offer regular parenting trainings at low or no cost. Center staff speak daily with families to discuss their child's development and provide strategies to support families with their questions and concerns. Center staff set up individual meetings with families whenever desired to help them navigate issues needing support, guidance and resources.

Parent Advisory Committee

Two times per year, families enrolled in PACCC's financial aid program are invited to join the financial aid coordinator for a parent advisory committee meeting. These meetings will be held after hours at the administrative office. Topics, including policies, program requirements, recertification, changes to the program, and program feedback, will advise the agency on issues related to services families receive.

Visiting the Program – Open Door Policy

All PACCC programs have an open door policy. Parents and guardians are welcome visitors to their child’s program at any time during operating hours.

STAFF SERVICES OUTSIDE OF PROGRAM HOURS

The connections you will make with your program staff will likely become very close and comfortable. Often this creates a situation in which families wish to extend these relationships into other aspects of their daily lives.

If a family wishes to utilize a teacher’s skills outside of the program, such as babysitting, house sitting, etc., it is with the family’s understanding that the program and PACCC are not liable for staff outside the center environment and hours of operation.

In addition, it is important to understand that our teachers are professionals. If you would like to know if a teacher is interested in additional work opportunities with your family, please consider approaching your center director first. Your center director will likely know if any of the teachers are interested, or they can ask the staff for you. We appreciate your respectful consideration of our teaching staff as professionals.

STAFF APPRECIATION GIFT GUIDELINES

In support of our goal to provide the highest quality care and education for mid-peninsula children, PACCC employs outstanding child care professionals. PACCC recognizes that families often wish to express their appreciation for these fine staff members in many thoughtful ways. However, PACCC does not encourage nor promote staff gifting. If families wish to give individual or group gifts around the holidays or at the end of the school year, PACCC believes that careful consideration and respect should be shown to all involved.

Based on thoughtful discussions, including consideration of parent and center staff input, the PACCC Board of Directors has adopted the following guidelines to assist families in appropriate and respectful giving:

- 1) Gifting is always voluntary.
- 2) Coordinated group gifting may not involve any PACCC resources or personnel.
- 3) Solicitation for group gifting must be respectful of an individual family’s ability to give.
 - a. Organizers of group gifts should refrain from suggesting a donation amount.
 - b. Any appearance of a “requirement” or “expectation” to contribute toward a group gift should be explicitly avoided.
 - c. Family participation is strictly confidential.
 - d. Group gifts should be presented as “from all center parents”, regardless of actual contributions.

CLOSING

Thank you for choosing Palo Alto Community Child Care as your partner in the healthy development of your child. We are committed to making your and your child’s experience with us a positive and enduring one. Please let your program staff know if you have any questions regarding this handbook, or about PACCC.

We are happy to have your family here!

PROGRAMS OF PALO ALTO COMMUNITY CHILD CARE

Program	Address	Phone and Email	Facility #	Ages Served	Hours
Infant-Toddler					
Infant-Toddler Center (ITC)	4111 Alma St Palo Alto, CA 94306	(650) 493-2240 itc@paccc.org	430700958	2 months – 2 years	7:30am - 5:45pm
Mini Infant Center (MINI)	3149 Waverley St Palo Alto, CA 94306	(650) 424-9130 mini@paccc.org	434410810	2 months – 2 years	7:30am - 5:45pm
Neighborhood Infant- Toddler Center (NITC)	311 N. California Ave Palo Alto, CA 94301	(650) 321-3493 nitc@paccc.org	430702323	2 months – 2 years	7:30am - 5:30pm
Sojourner Truth Child Development Center (STCDC)	3990 Ventura Ct Palo Alto, CA 94306	(650) 493-5990 stcdc@paccc.org	430709415	2 months – 2 years	7:30am - 5:30pm
Preschool					
Barron Park Children's Center (BPCC)	800 Barron Ave Palo Alto, CA 94306	(650) 856-7559 bpcc@paccc.org	434400473	3 years - kindergarten	7:30am - 6:00pm
College Terrace Children's Center (CTC)	2300 Wellesley St Palo Alto, CA 94306	(650) 858-1580 ctc@paccc.org	430701197	2.5 years - kindergarten	7:30am - 6:00pm
Downtown Children's Center (DCC)	555 Waverley St Palo Alto, CA 94301	(650) 321-9578 dcc@paccc.org	430700018	2 years - kindergarten	7:30am - 6:00pm
Ellen Thacher Children's Center (ETCC)	505 E. Charleston Rd Palo Alto, CA 94306	(650) 494-1467 etcc@paccc.org	434400381	2.5 years - kindergarten	7:30am - 6:00pm
Sojourner Truth Child Development Center (STCDC)	3990 Ventura Ct Palo Alto, CA 94306	(650) 493-5990 stcdc-ps@paccc.org	430702825	2.5 years - kindergarten	7:00am - 6:00pm
After School Kids' Clubs					
Addison Kids' Club (AKC)	650 Addison Ave Palo Alto, CA 94301	(650) 323-4007 akc@paccc.org	430709991	Grades K – 5	After School - 6:00pm
Barron Park Kids' Club (BPKC)	800 Barron Ave Palo Alto, CA 94306	(650) 856-1220 bpkc@paccc.org	430710194	Grades K – 5	After School - 6:00pm
Besse Bolton Kids' Club (BBKC)	500 East Meadow Rd Palo Alto, CA 94306	(650) 856-0847 bbkc@paccc.org	434404887	Grades K – 5	After School - 6:00pm
Duveneck Kids' Club (DKC)	705 Alester Ave Palo Alto, CA 94303	(650) 328-8356 dkc@paccc.org	430710050	Grades K – 5	After School - 6:00pm
El Carmelo Kids' Club (ECKC)	3024 Bryant St Palo Alto, CA 94306	(650) 856-6150 eckc@paccc.org	430710193	Grades K – 5	After School - 6:00pm
Escondido Kids' Club (EKC)	890 Escondido Rd Stanford, CA 94305	(650) 855-9828 ekc@paccc.org	430709752	Grades K – 5	After School - 6:00pm
Hoover Kids' Club (HKC)	445 E Charleston Rd Palo Alto, CA 94306	(650) 565-8847 hkc@paccc.org	434408800	Grades K – 5	After School - 6:00pm
Juana Briones Kids' Club (JBKC)	4100 Orme St Palo Alto, CA 94306	(650) 856-3874 jbkc@paccc.org	434404885	Grades K – 5	After School - 6:00pm
Ohlone Kids' Club (OKC)	950 Amarillo Ave Palo Alto, CA 94303	(650) 493-0774 okc@paccc.org	430710052	Grades K – 5	After School - 6:00pm
Palo Verde Kids' Club (PVKC)	3450 Louis Rd Palo Alto, CA 94303	(650) 852-9475 pvkc@paccc.org	430709757	Grades K – 5	After School - 6:00pm
Walter Hays Kids' Club (WHKC)	1525 Middlefield Rd Palo Alto, CA 94301	(650) 325-5350 whkc@paccc.org	430710045	Grades K – 5	After School - 6:00pm