



Child Development Services **Parent Handbook**



“This institution is an equal
opportunity provider and employer.”

CDS Parent Handbook
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Welcome to Easterseals Child Development Center!



This handbook contains much of the information you will need to know about Easterseals and the Child Development Center. You will learn how we operate and what will be expected of you and your children while you participate in these services. Please be sure to keep this handbook as long as you have children enrolled at the Center.

What is Easterseals?

For over a century, Easterseals Disability Services has championed inclusion and independence—delivering essential services like early childhood programs, autism services, employment and independent living support. Our Child Development Services support children with and without disabilities.

Our Commitment

At Easterseals our commitment is to help all individuals who use our services to reach their full potential through personal growth and development of their abilities and skills.

Our Values | Guide Our Actions

Shared PURPOSE Passion to achieve our mission drives all that we do.

Strong RELATIONSHIPS Build community through empathy, compassion, respect and trust.

Mutual LEARNING Fostering a culture to learn from each other's experiences and insights.

Social ACTIVISM Creating positive change to achieve full equity, inclusion and access for people with disabilities.

Innovative GROWTH Leading the way with new and creative person-centered solutions that meet urgent community needs.



Our Purpose and Philosophy

Our Child Development Centers provide inclusive, high-quality early learning for children from birth to age five. We support each child's individual growth through developmentally appropriate activities and other coordinated services when needed. Our classrooms are led by qualified early childhood educators, and we partner with families through workshops, education, and individualized support.

Our goal is to provide a program that:

- ☐ Helps children in their cognitive, emotional, social and physical development
- ☐ Provides individualized, quality services to children and their families
- ☐ Provides a family-centered program where each family's priorities, concerns and culture are included in their child's daily activities
- ☐ Provides a natural and warm environment where each child is allowed to play, explore, socialize and develop and test his or her skills in a comfortable setting
- ☐ Includes children as active participants in their learning experiences
- ☐ Provides services to children with disabilities along with their non-disabled peers in order to promote development and acceptance

Some of the ways we achieve these goals are to:

- ☐ Provide a healthy and safe environment
- ☐ Communicate regularly with family members
- ☐ Provide for ongoing training experiences and professional development for our staff
- ☐ Maintain appropriate adult/child ratios
- ☐ Provide nutritious meals and snacks
- ☐ Support and encourage positive and warm interactions between staff and children
- ☐ Provide learning activities and materials appropriate to each child
- ☐ Create opportunities for children with diverse abilities to participate in activities together

Activity schedules and curricula are based on the National Easterseals Child Development Center model. Schedules are flexible and are developed based on the individual children being served in each group.

- This program is funded in part by the California Department of Education, Office of Head Start, California Department of Social Services and Easterseals Southern California, Inc.
- Serves children from birth to 5 years of age and 5 to 13 years of age with and without disabilities. Provides children and their families with comprehensive services to meet their educational, social, health, nutritional and emotional needs.
- The program refrains from religious worship or instruction.

Selection & Enrollment Process

Ways to Apply

Online

easterseals.com/southerncal

Phone

1-855-ESSC-411
(3773)

In Person

At any one of our locations

The first step to access services is to be placed on our waiting list. A complete application and documentation regarding all the individuals in the household must be submitted to be placed on the waiting list. Incomplete applications cannot be processed.

The following documents are submitted with the application:

- Proof of income (check stubs, self-declaration form, Cal/WORKS, Social Security, child support)
- Birth Certificate(s) of all children under the age of 18 living in household
- Proof of Residence - Utility Bill or Rental Agreement
- Official Class Schedule (if applicable)
- Additional documentation may be requested, such as an Educational Plan

The enrolling parent has the responsibility to submit all required documentation. If one parent does not reside in the family home, the enrolling parent must sign under penalty of perjury of their single parent status.

Admission Priorities

Easterseals Southern California enrolls children and families in accordance with the Head Start Act and all applicable Head Start Program Performance Standards and according to guidelines set by the California Department of Education, Early Education and California Department of Social Services. Enrollment into a program is determined by specific family eligibility and need criteria. In addition, a family must live in California to be eligible for services.

Factors used to rate applications include, but are not limited to:

- Income
- Current Aid Recipient
- Seeking Permanent Housing
- Child Protection Services
- At Risk of Abuse, Neglect, and/or Exploitation
- Parent Incapacity

Selection from the Waitlist

When a space becomes available, parents are contacted to schedule an appointment to complete the enrollment process.

Once the family is contacted by the Enrollment/Eligibility staff member from Easterseals, an enrollment meeting is set to complete required paperwork.

For state funded programs only, a Notice of Action (NOA) will be provided to families indicating approval of services, change in services and termination of services. Parents who wish to appeal the Notice of Action may do so by following the directions on the second page of the Notice of Action.

Determining a Child’s Schedule (Contract Hours)

Services will be approved based on verified need documentation and/or the program limitations, whichever is less.

Parents who attend a school or training program will receive up to two (2) hours of study time per course unit per week. Additional study time may be granted with documentation from the Course Instructor on a case-by-case basis.

Travel time only applies to parents who are working or in school. Easterseals requires a written request for any travel time. Travel time cannot be more than 4 hours/day (2 hours each way) and not more than the time from the child care site to work or school and back.

Contract Hours

It is very important to follow contract hours that is given to you by your Family Support Worker. Please ensure your child arrives and is picked up on time. If you are not meeting your contract hours, you will have to complete a late arrival or early pick up slip. Parents must sign their name using full signature (no initials and should match that of application) on the child’s sign in and out sheet.

Withdrawing your child

If you decide to withdraw your child from services, you must notify the Center in writing at least 14 days before your child’s last day.

Non-Discrimination Policy

Easterseals is an equal opportunity provider. Easterseals does not discriminate when determining which children will be served. The program does not discriminate on the basis of sex, sexual orientation, gender, race, religion, ethnicity, national origin, color, or mental or physical disability, in determining which children are served.

Family Fees

The California Department of Education (CSPP) and California Department of Social Services (CCTR) pays for all or a portion of the childcare costs for subsidized families depending on family size and gross monthly income. The amount of the family fee you pay is based on your families' eligibility and child's age. In addition, families whose eligibility is based on a child receiving child protective services or at risk of being abused, neglected, or exploited will not be assessed a family fee when the referral from a legal, medical or social service agency indicates that the fee should be waived. Also, families receiving CalWORKs cash aid are exempt from paying family fees.

When a child's Individual Education Plan (IEP) specifies that Fair and Appropriate Placement E (FAPE) is provided during CSPP hours, and an interagency exists with the Local Education Agency (LEA), the LEA is responsible for any applicable family fee.

Payment for all services is determined on a sliding scale/fee schedule. All childcare payments must be submitted by cashiers check or money order only. Cash for childcare fees will not be accepted. Please note, no family fees are collected for federal programs such as Early Head Start and Head Start.

If a family fee is assessed, payment for the month is due in full by the 1st of each month. Notice of Action will be issued and services may be terminated if failure to comply with an approved repayment plan.

Family fees are assessed monthly and are not reduced of excused or unexcused absences. Families certified for 130 hours or more per month are assessed a full-time monthly fee; families certified for fewer than 130 hours are assessed a part-time fee. Initial enrollments beginning after the first of the month are prorated based on certified hours.

PRIVATE PAY FEES

All fees are due in advance. When you enroll your child you will sign a contract stating your daily fee and that you agree to pay it on time. You will be asked to pay one month's fees upon enrollment. From that point on, payment is due every first of the month for that month. All child care payments must be submitted by cashiers check or money order only. Cash for child care fees will not be accepted. We are not able to give refunds or credits when your child is absent.



General Information

Hours of Operation

ESSC operates full and part day program options at the Centers. Program hours are as follows:

San Bernardino County CDCs: 7:00 A.M. to 5:30 P.M. (varies depending on program and location)

Ventura CDC: 7:30am to 5:30pm

North San Diego CDCs: 7:00 A.M. to 5:00 P.M.

The Center is closed weekends, most major holidays and staff development days. Parents will receive advance notification of all closure days.

Classrooms

All classrooms are staffed by teachers with at least 12 ECE units, teaching permit through the state of California or Undergraduate/Graduate degrees. Other professionals may be utilized in the classroom to provide specialized services as needed. College and R.O.P. (Regional Occupational Program) and College work-study students may be a part of the classroom as they complete supervised practicum experience in their fields of study. In addition, community volunteers may be utilized in the classrooms to augment the teaching ratios.

When needed, substitute classroom staff or other program staff will be used. All substitutes will meet the requirements of the position they are filling.

What to Send with your Child

Your child will be very active during activities in the classroom and on the playground and should be dressed in comfortable and washable clothes. Appropriate footwear must be worn at all times. Please send a change of clothes for your child in case of a spill or accident. Easterseals is not responsible for lost or damaged personal items.

Do not send your child to school with food or snacks; breakfast, lunch and afternoon snack is included in our center-based program. Only nutritious meals are served at the center. Please do not bring cookies, cakes, candy, gum, jewelry, money or toys. Children may bring one toy, game, or special item to share on Show and Tell days. Please do not send toy guns, knives, war toys, nail polish, lipstick or any dangerous or toxic item at any time. Backpacks may only be brought by children who attend dual sessions at another location.

Special items

Some children have special items such as a toy or blanket that helps them feel more secure when they are away from home. This is a natural part of growing up and children are free to bring their special item to the Center until they are comfortable without it.

Licensing

Easterseals Child Development Center is licensed through the State of California. A copy of the current license is posted at the Center. Licensing regulations and reports are kept on site and may be examined in the program office. A copy of these regulations may also be obtained through the local office of the state Division of Licensing.

Importance of Attendance

Don't let your child miss out on the skills needed to be successful in school & life



Infant/Toddler

Time to develop stable, nurturing relationships. A healthy attachment base is the cornerstone for life long learning.



Preschooler

Time for building the social, emotional, cognitive & language skills necessary for school readiness.



Elementary

Time to develop readiness skills needed to transition from "learning to read" to "reading to learn"

Pick up Time

Children must be picked up by the time specified on their individual contract.

Pick up Person

Children may be released only to an adult listed on the Emergency Card unless the parent provides written authorization for another adult to pick up the child.

I.D. Required

A photo I.D. is required for all adults picking up children.

Attendance Expectations/Policy:

Children are expected to attend based on their certified schedule determined at certification, recertification, and when a family voluntarily requests to change their service level.

Arrival/Sign-in Procedures:

Parents or authorized adults must sign in their child using their full legal signature and time of arrival to the Center. A classroom ticket will be issued which must be given to a classroom teacher during the drop off.

Pick Up/Sign Out Procedures:

Parents or authorized adults must sign out their child using their full legal signature and time of pick up from the Center. A classroom ticket will be issued which must be given to a classroom teacher during pick up.

Children will only be released to an adult listed on the Emergency Card unless the parent has notified the Site Director or Family Support Staff in advance and in writing that another adult is authorized to pick the child up.

If a parent or legal guardian requests that one of the child's parents not be allowed to remove their child from the center, a court order will be required. Otherwise, all parents who can provide proper identification will be allowed to pick their child up from the center.

Three (3) late pick-ups in one contract year will result in termination of services.

Late pick up

It is critical that your child is picked up on time each day. If your child has not been picked up 30 minutes after the center's closing time, the family has not called and all emergency contacts have been tried without success, the local police or sheriff dept. will be contacted and the child will be

released to the appropriate authority. All late pick ups will result in a notice of non-compliance. If the child has been picked up late two (2) times, they will need to meet with the Center Director. Staff will work with your family to determine if we can support with any barriers, you may be facing.

Reporting Absences and Late Arrivals:

Parents/guardians are responsible for contacting the center for any planned or unplanned absences, including the reason for the child's absence.

Absence Policy:

Excused Absences

- Illness of child or Parent/Guardian, ailment, communicable disease, injury, hospitalization or quarantine.
- Appointment due to illness of child or parent/guardian, which includes doctor, dentist, mental health
- Absences related to a child's disability, including services outlines in the child's Individualized Education Program (IEP) or Individualized Family Service Plan (IFSP)
- Absences due to child suspension or expulsion
- Court ordered visitation for time spent with a parent or relative as required by law. (Court order must be on file)

Family Emergency

A family emergency is defined as an unplanned situation of a temporary nature that may prevent a child from attending the program. Acceptable circumstances include, but are not limited to:

- Court appearance
- Death, accident or hospitalization of a family member
- Illness or quarantine of sibling
- No transportation
- Utility emergencies impacting the household (e.g., loss of power, water, or gas)
- Severe weather conditions or disasters directly affecting the household including fire, flood, or shelter in place orders
- Extreme family crises, including but not limited to: Loss of housing, domestic violence, being a victim or witness to a crime, or community concerns that make it unsafe for the child to participate in the program.

Best Interest Days:

(maximum of 10 per program year between July 1- June 30) when parent determines another activity is better for the child to attend such as:

- Visiting relative or close friend
- Vacation time with family
- Child attending a party
- Family moving
- Religious observance, holiday or ceremony
- Personal or family business

Abandonment of Care:

The program does not allow families to be enrolled in a program if they are not using services. Your child(ren) will be disenrolled when there has been no communication with the Center for 30 consecutive calendar days.

Program and Activities

Curriculum

The Child Development Center bases its programs on the guidelines set by the California Department of Education, National Association for the Education of Young Children (NAEYC), National Easterseals Child Development Center model, and parental input. All curricula are chosen based on developmentally appropriate practices. Easterseals utilizes the Creative Curriculum which is used to address all areas of development: social/emotional, physical, cognitive, and language/literacy.

Schedules

A general schedule of daily activities is posted in every classroom. Schedules will vary somewhat from day to day depending on the specific activities planned, the weather, and the age and needs and interests of the individual children and the class as a whole.

Children engage in an extensive assortment of activities each day. They have opportunities to participate in large group, small group and individual activities, quiet play and active play, teacher-led and child-directed activities. Activities allow children to problem solve, express their creativity, try new things, exercise their bodies, interact with others and learn how to communicate. Specific activities will be planned around the needs of individual children as well as the group as a whole.

Desired Results Developmental Profiles

Several times throughout the year, the Desired Results Development Profiles Assessment will be conducted for each child by the child's teacher and the results will be shared with parents. The developmental profiles will be used to plan and conduct activities for the children.

Environment Rating Scales

Easterseals conducts environment rating scale assessments annually, to ensure that the classrooms are developmentally appropriate. Easterseals shares the results with families during the center wide parent meetings.

Classroom Assessment Scoring System (CLASS)

At our program, we use the Classroom Assessment Scoring System (CLASS) to ensure high-quality interactions between teachers and children. Rather than focusing only on activities or materials, CLASS looks at how teachers support children's learning and development through everyday interactions.

Rest time

Every day there is a rest time for children. Infants and toddlers rest or sleep whenever they need or want to. Sleeping mats or cribs are provided. As noted in the list of items to bring, parents need to provide a crib-sized sheet, and blanket for their child or children.

Birthdays

Children enjoy celebrating each other's birthdays at the Center. Parents are encouraged to discuss party plans with their child's teacher. "Junk foods" or unhealthy foods are not allowed. Frozen fruit juice bars, crackers, and yogurt are examples of items that may be brought to share with classmates. All foods must be store-bought and approved by the Center Director in advance. No home prepared food is allowed. Please speak with your child's teacher for assistance.

Field Trips

When there is a scheduled field trip, parents will be given advance notice and required to complete a permission slip for their child to attend.

Mealtime

The Center provides breakfast, lunch and afternoon snacks for children during full day sessions. All meals are provided at no cost to the family. Menus are reviewed by the food program manager monthly and the registered dietician on an annual basis to ensure that they are culturally and developmentally appropriate. Meals and snacks meet the nutritional requirements specified by the Child and Adult Care Food program (CACFP).

What kinds of meals must be served? CACFP meals follow USDA nutrition standards based on the Dietary Guidelines for Americans:

- Breakfast consists of milk, fruits or vegetables, meat/meat alternates, and grains.
- Lunch requires milk, grains, meat or other proteins, fruits, and vegetables.
- Snacks include two different servings from the five components: milk, fruits, vegetables, grains, or meat or other proteins.

What are some benefits of participating in the CACFP?

CACFP sponsors must follow USDA and State non-discrimination practices that help protect services for all eligible participants. Participants who attend centers that operate the CACFP will receive nutritious meals and snacks, with accommodation for special dietary needs or personal preferences. The CACFP also supports infant feeding at childcare centers, which includes breastfeeding.

If you provide your child's lunch please make sure it is nutritious. Easterseals encourages healthy eating and promotes healthy food choices. Because of the risk of choking, we request that you do not send the following items: grapes, popcorn, potato chips, dried fruit, peanuts/nuts, raw carrots. To reduce the risk to children with peanut/nut-related allergies, peanuts and foods containing peanuts/nuts are not allowed at the Center.

The Center has an emergency supply of food and formula that will be used if a child does not have enough to eat or the food has spoiled. If your child is unable to eat certain foods, please inform your child's teacher. All dietary restrictions must be written by a Doctor.

U.S. Department of Agriculture Nondiscrimination Statement

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

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

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

Mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410
Fax: (202) 690-7442 - or -
Email: program.intake@usda.gov.

Parent Involvement

Open Door

Easterseals Child Development Center maintains an 'Open Door' Policy, which means we encourage and welcome parents to participate at all levels of the program.

There are many ways in which parents may participate.

- **IN THE CLASSROOM:** Reading stories, assisting children on the playground, singing, cooking activities, helping in small groups and attending classroom meetings.
- **IN THE CENTER:** Repairing equipment, typing, kitchen duties, attending parent workshops and meetings provided by the program.
- **IN THE HOME:** Cutting shapes, carpooling, contacting other parents. Actively participating in home visits and parent conferences. Two home visits and parent conferences are conducted by teachers each year.
- **AS A COMMITTEE MEMBER/POLICY COUNCIL:** Parents can participate on the Parent Advisory Committee and help plan activities and share in the decision-making process about the program. The parent advisory committee is assembled each year and officers include the president and secretary. All parents are automatic members of the parent advisory committee and are encouraged to actively participate in Parent Advisory Committee activities. For federal programs, Policy Council members must be elected, with elections held in October each year. Each Policy council member term is limited to no more than three years.

In order to participate in the classrooms, parents must show proof of a negative TB test within the last year, along with proof of vaccination for measles, pertussis and influenza (on an annual basis).

Every level of participation is important because it allows staff and parents to work together for the good of the program. As a result, parents learn new skills and activities that can be used at home with the child and the rest of the family.

Communication

When your child is a part of the Center, open and clear communication between you and the Center staff is extremely important. You and your child's teacher can share information about your child at pick up and drop off. In addition, the Weekly Schedules, flyers, monthly newsletter and notices may be sent home regularly so that you are aware of your child's activities each week, field trips, and parent workshops, meetings and other program information. Please refrain from entering the classroom while you are on your cell phone.

Typical ways that the Center staff will regularly communicate with you are:

- ☐ At pick up and drop off to discuss any successes, special events or concerns
- ☐ Through the parent newsletter
- ☐ At parent/teacher conferences
- ☐ At home visits
- ☐ Through parent meetings and educational opportunities
- ☐ Phone Calls, text messages and emails
- ☐ Parent Communication Apps
- ☐ Posted flyers of activities

It is expected that you will keep the Center staff informed about absences, illness, your goals for your child or children and any issues that may affect your child. You may talk with your child's teacher at pick up or drop off or by telephone. You may also talk with the Center Director at any time.

Please note: Classroom teachers may not take phone calls while working with children. Telephone calls will be returned as soon as possible during break periods. Phone meetings with teachers can be pre-arranged. During the hours the teachers are unavailable, you may speak with the Center Director. If you would like to talk to your child's teacher, please schedule an appointment with the Center Director so that adequate coverage of the classroom can be made.



Classroom visits

Parents are encouraged and always welcome to visit their children's classrooms and to participate in activities including lunch time, field trips and story time. Children enjoy sharing activities with their parents and like to show what they do at the Center. It is the policy of the program that parents are allowed unlimited access to their child while in Easterseals care.

Some children have difficulty transitioning from being with their parents back to classroom activities. In such cases parents are requested to come at regular times so that their child is aware of when they will visit. The teacher will work with the parents to work out a routine that will be most successful.

Parent/Teacher conferences

Several times a year (depending on the age of the child), you will meet with your child's teacher to discuss your child's progress and what your goals and desires are for your child. It is very important that you attend these conferences so that Easterseals can serve your child and your family in the best possible way. From these conferences an individual plan will be developed for your child and family. In the plan your child's strengths, abilities, needs and your goals and desires for your child will be addressed. In addition, immediate family needs are identified and referrals to community resources are made that may assist the family in meeting those needs.

Program Self Evaluation Process

Each year, Easterseals conducts a Program Self Evaluation to determine strengths and areas needing improvement. The Program Self Evaluation is conducted using the information gathered by the children's assessment results, parent survey results, past contract monitoring results, and classroom environment results.

Parent Surveys

Parent surveys will be issued throughout the year to obtain more information and plan activities based on your needs and requests. Your feedback is very important to us. If at any time you would like to provide feedback, suggestions or comments, please provide this on our Compliment/Complaint/Feedback form, located at each center.

Community Involvement

Easterseals works with various organizations in the local communities, to provide free services, donations and supports to the children and families we serve. A memorandum of understanding is created with each agency partnering with Easterseals. In addition, Easterseals provides each collaborative partner with informational flyers to ensure that they are aware of the child development services that Easterseals provides.

Illness Chart

For the safety of everyone, a child may be sent home under the following reasons:

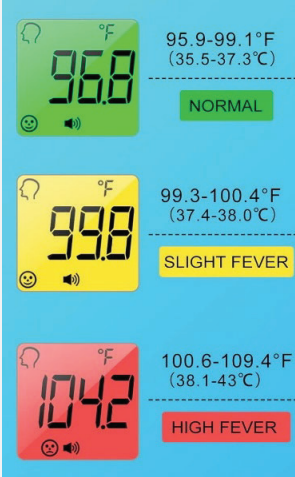
- Child has difficulty participating in routine activities
- Care would compromise the staff's ability to care for other children
- Child looks and acts severely ill
- Child meets other exclusion criteria

Illness	Exclude When	Return When
Abdominal Pain Symptoms: Pain experienced anywhere between the chest and groin; pain may be continuous or may come and go.	Child will be sent home: • Bloody or black stools, • Diarrhea (see "diarrhea" for return guidance) • Fever (see "fever" for return guidance) • Vomiting (see "vomiting" for return guidance) • Yellow Skin/eyes (Jaundice) • No Urine output in 8 hours	A doctor's note with clearance is required to return. Source: California Childcare Licensing Regulations p.217 Title 22, Div 12, Chap1, Subchap 4-Child Care Centers for Mildly Ill Children
Cough and Cold Symptoms Symptoms: May include runny or stuffy nose (clear, white, yellow, or green), sore throat, sneezing, congestion, body aches, watery eyes, or wet/dry cough.	Child will be sent home: • Exhibits cyanosis (blue color of skin) • Fever (see "fever" for return guidance) • Rapid or difficult breathing, wheezing if not already evaluated or treated, • Severe cough • For a cough associated with asthma, coughing cannot be controlled by the medications that the childcare has been instructed to use by physician	Return when symptoms are no longer present. Source: The Office of HeadStart Federal Standards p.453, Caring for Our Children National Health and Safety Performance Standards Guidelines for Early Care and Education Programs 4th Edition
Chicken Pox Symptoms: The classic sign of chickenpox is a rash that turns into itchy, fluid-filled blisters which eventually become scabs. The rash may first appear on the chest, back, and face. The rash can then spread over the entire body, including inside the mouth, eyelids, or genital area. It usually takes about 1 week for all blisters to become scabs.	Child will be sent home: • Fever (see "fever" for return guidance) • Fluid filled blisters • Oozing / Open wound	A doctor's note with clearance is required to return. Return after sores are dry and crusted over Source: California Childcare Licensing Regulations p.218 Title 22, Div 12, Chap1, Subchap 4-Child Care Centers for Mildly Ill Children The Office of HeadStart Federal Standards p.456, Caring for Our Children National Health and Safety Performance Standards Guidelines for Early Care and Education Programs 4th Edition

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Illness	Exclude When	Return When
Conjunctivitis (Pink Eye) Symptoms: Red or pink appearance of the white part of the eyeball. Child's eye may also be itchy, have crusted/matted eyelashes, more watering than normal, or white/yellow drainage.	Child will be sent home: • Excessive discharge • Pain or discomfort the child cannot tolerate • Problem seeing (vision changes)	A doctor's note with clearance is required upon return. Source: The Office of HeadStart Federal Standards p.455, Caring for Our Children National Health and Safety Performance Standards Guidelines for Early Care and Education Programs 4th Edition
Eye Irritation, or Drainage	Child will be sent home: • Excessive discharge • Pain or discomfort the child cannot tolerate • Problem seeing (vision changes)	Return when symptoms are no longer present. Source: The Office of HeadStart Federal Standards p.453, Caring for Our Children National Health and Safety Performance Standards Guidelines for Early Care and Education Programs 4th Edition
Diarrhea Symptoms: Sudden onset of watery stools and child is unable to control bowel function when previously able to, not associated with a change in diet. Abdominal cramps, fever, and vomiting may be present.	Child will be sent home: • Two or more watery stools occur within an eight-hour period, • For diapered children, stool is not contained in the diaper • For toilet trained children, unable to control bowel function when previously able. Child will be sent home: • Fever (see "fever" for return guidance) • Black stools • Blood / Mucus in stools • Yellow Skin/eyes (Jaundice)	Return 24 hours after last loose stool and the child seems well. Source: The Office of Head Start Federal Standards p.454, Caring for Our Children National Health and Safety Performance Standards Guidelines for Early Care and Education Programs 4th Edition A doctor's note with clearance is required to return. Source: California Childcare Licensing Regulations p.217, Title 22, Div 12, Chap. 1, Subchap 4 - Child Care Centers for Mildly Ill Children
Earache Symptoms: Pain (dull, sharp, or burning sensations) experienced inside the ear, difficulty hearing, swelling around the ear. Often occurs in the context of a common cold virus. Behavior changes may occur.	Child will be sent home: • Abnormal drainage • Difficulty hearing • Fever (see "fever" for return guidance) • Pain or discomfort the child cannot tolerate	May return when symptoms are no longer present. Source: The Office of HeadStart Federal Standards p.454, Caring for Our Children National Health and Safety Performance Standards Guidelines for Early Care and Education Programs 4th Edition

Updated 12/2024

Illness	Exclude When	Return When
Fever 	Courtesy call: - Temperature between 99.3°F -100.3°F (temporal) is noted, staff will attempt to give parents a curtesy call that child may be developing a potential fever. Child will be sent home: - Temperature over 100.4°F (temporal), and/or with stiff neck, lethargy, irritability or persistent crying.	Return when the fever has receded, without fever reducing medication. A doctor's note with clearance is required to return, if accompanied with other symptoms. Source: The Office of HeadStart Federal Standards p.455, Caring for Our Children National Health and Safety Performance Standards Guidelines for Early Care and Education Programs 4th Edition
Hand, Foot, and Mouth Symptoms: Include fever, painful blister-like sores in the mouth, and a rash that may appear as blisters. Small bumps often appear on the hands, feet and on the mouth, however, can manifest in other areas of the body.	Child will be sent home: - Blister-like sores - Fever ("see fever" for return guidance) - Unusual small bumps throughout the body, especially around hand, foot, and mouth.	A doctor's note with clearance is required to return. Source: California Childcare Licensing Regulations p.217 Title 22, Div 12, Chap1, Subchap 4-Child Care Centers for Mildly Ill Children
Headache, Stiff or Painful Neck Pain Symptoms: Pain experienced in any part of the head or neck ranging from sharp to dull. Pain occurring after a fall or other injury to the head.	Child will be sent home: - Confusion - Fever (see "fever" for return guidance) - Pain occurring after a fall - Severe headache - Stiff painful neck - Vision changes - Vomiting (see "vomiting" for return guidance)	A doctor's note with clearance is required to return if headache or neck pain is accompanied by other symptoms. Source: California Childcare Licensing Regulations p.217 Title 22, Div 12, Chap1, Subchap 4-Child Care Centers for Mildly Ill Children

Updated 12/2024

Illness	Exclude When	Return When
Impetigo Symptoms: Red or crusted sores around nose and mouth, sometimes on hands and feet.	Child will be sent home: • If red or yellow crusted sores are seen on the nose and mouth or hands and feet.	A doctor's note with clearance is required to return. Return 24 hours after treatment has started. Source: The Office of HeadStart Federal Standards p.456, Caring for Our Children National Health and Safety Performance Standards Guidelines for Early Care and Education Programs 4th Edition
Lice	Child will be sent home: • Is severely itchy and lesions have not fully crusted over, or lesions appear infected • Lice and/or nits are present.	Return when the child is free of lice and nits. Child must be checked by an Easterseals staff member prior to entering the classroom. Source: California Childcare Licensing Regulations p.218 Title 22, Div 12, Chap1, Subchap 4-Child Care Centers for Mildly Ill Children
Mouth Sores and Drooling Symptoms: Mouth sores include white patches on the tongue, gums and/or inner cheeks (oral thrush/yeast infection); white/red spots in the mouth, blisters on lips or inside mouth; or painful ulcers inside cheeks or on gums (canker sores).	Child will be sent home: • Breathing difficulties • Fever (see "fever" for return guidance) • Inability to swallow • Mouth sores are accompanied by drooling/muffled voice • White patches on the tongue, gums and/or inner cheeks (oral thrush/yeast infection); white/red spots in the mouth, blisters on lips or inside mouth; or painful ulcers inside cheeks or on gums (canker sores)	May return when symptoms are no longer present. A doctor's note with clearance will be required to return if mouth sores are accompanied by other symptoms. Source: The Office of HeadStart Federal Standards p.456, Caring for Our Children National Health and Safety Performance Standards Guidelines for Early Care and Education Programs 4th Edition
Rapid or labored breathing Symptoms: Wheezing (high-pitched sounds) that can be heard when a child breathes in or out, chest retractions, or extra effort is required to breathe.	Child will be sent home: • Persistent or labored breathing • For breathing difficulty associated with asthma, breathing cannot be controlled by the medications that the childcare has been instructed to use by physician.	May return when symptoms are no longer present, and child feels better. A doctor's note with clearance will be required to return if accompanied by other symptoms. Source: California Childcare Licensing Regulations p.216 Title 22, Div 12, Chap1, Subchap 4-Child Care Centers for Midly Ill Children

Updated 12/2024

Illness	Exclude When	Return When
Rashes Symptoms: An area of the skin that changes in color or texture and may look inflamed or irritated. The skin may be darker than or lighter than normal, red or purple. It may be warm, scaly, bumpy, dry, itchy, swollen, or painful. It may also crack or blister.	Child will be sent home: • Appears infected • Broken skin • Changing color • Fever (see “fever” for return guidance) • Increasing in size • Lasting more than two weeks • Oozing sores that leak body fluids • Signs of an allergic reaction	May return when symptoms are no longer present. A doctor's note with clearance will be required to return if the rash is accompanied by other symptoms. Source: California Childcare Licensing Regulations p.216 Title 22, Div 12, Chap1, Subchap 4-Child Care Centers for Mildly Ill Children
Ringworm Symptom: Itchy red ring like patch on skin, or bald patches on scalp. Child will be sent home if one or more symptoms are present.	Child will be sent home: • Red ring like patches noted on scalp or body.	A doctor’s note with clearance is required to return. Can return after prescribed treatment, and affected area is always covered. Source: The Office of HeadStart Federal Standards p.456, Caring for Our Children National Health and Safety Performance Standards Guidelines for Early Care and Education Programs 4th Edition
Runny Nose Symptom: A doctor’s note is not required for seasonal allergies or a clear runny nose. Mucus may be white (milky), yellow, or green.	Child will be sent home: • Fever (see “fever”) • Mucus is associated with other symptoms, • Runny nose or colored mucus is present during an outbreak/epidemic. • Sever cough (see “cough” for return guidance)	Return when symptoms are no longer present. Source: The Office of HeadStart Federal Standards p.453, Caring for Our Children National Health and Safety Performance Standards Guidelines for Early Care and Education Programs 4th Edition
Strep Throat Symptoms: Red tissue or white patches on sides of throat, at back of tongue (tonsil area), and back wall of throat.	Child will be sent home: • Inability to swallow, • Fever (see “fever” for return guidance), • Breathing difficulties, • Excessive drooling	A doctor’s note with clearance is required to return. May return 12 hours after prescribed treatment, and able to swallow. Source: The Office of HeadStart Federal Standards p.457, Caring for Our Children National Health and Safety Performance Standards Guidelines for Early Care and Education Programs 4th Edition

Updated 12/2024

Illness	Exclude When	Return When
Sore Throat Symptom: Pain or irritation of the throat often resulting from a viral or bacterial infection (e.g., cold, flu, strep throat). Verbal children will complain of sore throat; younger children may be irritable with decreased appetite and increased drooling (refusal to swallow).	Child will be sent home: • Inability to swallow, • Fever (see “fever” for return guidance), • Breathing difficulties (see “rapid or labored breathing” for return guidance), • Excessive drooling	Return when symptoms are no longer present Source: The Office of HeadStart Federal Standards p.453, Caring for Our Children National Health and Safety Performance Standards Guidelines for Early Care and Education Programs 4th Edition
Toothaches Teething: Teachers may offer chilled teething toys to help soothe teething pain. Medication for teething may be administered, with physician instruction (if applicable).	Child will be sent home: • Pain or discomfort the child cannot tolerate	Return when symptoms are no longer present
Vomiting Symptoms: Forceful expelling of stomach contents out of the mouth 2 times or more in 24 hours.	Child will be sent home: • Two or more episodes of vomiting, • Fever (see “fever” for return guidance) • Hives • Green/Bloody Vomit • Recent head injury • No urine output in 8 hours	Return 24 hours from the last vomiting episode or when a health care provider determines that the child’s illness is not communicable, or the child is not in danger of dehydration. Source: The Office of HeadStart Federal Standards p.453, Caring for Our Children National Health and Safety Performance Standards Guidelines for Early Care and Education Programs 4th Edition
COVID-19 (03/2024 CDC guidance) Symptoms: Symptoms may change with new COVID-19 variants. Symptoms may appear 2-14 days after exposure to the virus. Possible symptoms include; • fever or chills, • new loss of taste or smell, • cough, • fatigue • shortness of breath or difficulty breathing, • muscle or body aches • sore throat, • headache • congestion or runny nose • nausea or vomiting • diarrhea Exposure to COVID-19: • no symptoms • may keep attending in-person	Positive Test: • Fever and Symptoms • Fever but no other symptoms: • Fever and other symptoms, fever ends but other symptoms take longer to improve. • Child gets better then gets a fever. Exposure to COVID-19: • Symptoms	Return 24 hours after symptoms have improved and fever ends, without using fever-reducing medication. Return 24 hours after the fever ends, without using fever-reducing medication. Return 24 hours after symptoms have improved. Return 24 hours after symptoms have improved, unless fever onsets after getting better. May return 24 hours after symptoms have improved, unless fever onsets after getting better. Source: CDC’s Updated Respiratory Virus Guidance: What to Do When You Are Sick NCIRD CDC

For all contagious illnesses, a doctor's clearance with diagnosis and prescribed treatment (if applicable) required upon returned.

Daily Health Screening

In order to help prevent the spread of children's diseases, licensing requires that each child receive a daily health check upon arrival at the Center. No child shall be accepted without contact between center staff and the person bringing the child to the center. The person bringing the child to the center must remain until the health check has been completed and the child is accepted.

Illness

The goal of the illness policy for the Center is to ensure the health and safety of all children and adults. If your child is sick, please keep your child at home until he or she is well. If your child becomes ill while at the Center and/or requires attention from a medical professional, you or your emergency contact will be notified immediately. If the child needs to be picked up, you must pick up your child within one hour of being notified. If you cannot pick up your child within one hour, you must make other arrangements to have your child picked up within one hour and call the Director to let them know about the delay. The health and safety of children and families is our priority and therefore, failure to follow this policy may result in termination of services.

Allergies/ Seizures/Asthma

Please notify the Center in writing of any allergies or medical conditions your child may have at enrollment or as you become aware of them. You will be required to sign a form releasing Easterseals from any liability for harm resulting from exposure to allergens or contagions. In addition, those children with identified allergies or medical conditions must have additional documentation completed by their physician.

Medications

Parents are responsible for giving their children medications. In cases where this is not possible, the parents must contact the Center Director. Decisions regarding administering medications will be made on a case-by-case basis. If approved, the following procedures must be followed:

1. Prescribed medications must be given to the office staff in the original prescription bottle with the pharmacist's label. Parents must sign a form authorizing Easterseals to give the medicine.
2. Non-prescription medications must be given to the office staff in the original container with the child's name on it and must include a pharmacist's label. It will be given only with written authorization of the parents and physician.
3. In both cases parents must complete and sign the Medication Authorization Form allowing the Center to give the medicine. In addition the child's physician must fill out a form detailing the amount of medication and the method and times in which it is to be given. Forms must be renewed every 10 working days except in the case of long term medications. Parents must sign an exception form if the medication must be given for longer than 10 days. All forms are kept in the child's file and a copy is provided to the teacher.
4. In cases involving nebulizers and inhalants, the doctor and parent must provide additional documentation.
5. In case of emergency, a three-day supply of all medications should be kept on site at all times.
6. Medication that is required three or more times a day for a child will be administered at the Center, however the specific time to dispense must be indicated on the Physician's Form.

Additional Policies

Personal rights

All children have rights. They include, but are not limited to those rights noted below.

Children have the right to:

1. Be accorded dignity in his/her personal relationships with staff and other people.
2. Be accorded safe, healthful and comfortable accommodations, furnishings and equipment to meet his/her needs
3. Be free from corporal or unusual punishment, infliction of pain, humiliation, intimidation, ridicule, coercion, threat, mental abuse or other actions of a punitive nature, including, but not limited to interference with the daily living functions including eating, sleeping, or toileting, or withholding of shelter, clothing, medication or aids to physical functioning,
4. Be informed, and to have their authorized representative be informed by the licensee (Easterseals) of the law regarding complaints including, but not limited to the address and telephone number of the licensing agency’s complaint receiving unit, and of information regarding confidentiality,
5. Be free to attend religious services or activities of his/her choice and to have visits from a spiritual advisor of his/her choice. Please note: Easterseals refrains from *all religious practice or instruction*.
6. Not be locked in any room, building or facility at any time,
7. Not be placed in restraining devices without advance approval by the licensing agency.

Easterseals posts these rights in an accessible area so that parents, visitors, staff and children are able to see them. In addition, families are advised of these rights at the time of enrollment into the program.

If you wish to file a complaint with our licensing agency please contact:

San Bernardino County Department of Social Services Community Care Licensing Division 3737 Main Street, Suite 700 Riverside, CA 92501 (951) 782-4200	Ventura County Department of Social Services Community Care Licensing Division 6500 Hollister Avenue, Suite 200 Goleta, CA 93117 (805) 562-0400	San Diego County Department of Social Services Community Care Licensing Division 7575 Metropolitan Drive, Suite 110 San Diego, CA 92108 (619) 767-2200
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Non-Religious Policy

Easterseals refrains from all forms of religious instruction or practice.

Creating Safe Spaces

At Easterseals Child Development Services, your child's safety, privacy, and well-being are our top priorities. We are committed to maintaining a welcoming, inclusive, and respectful environment for all families, regardless of background, nationality, or immigration status.

We do not request or collect information about a family's citizenship or immigration status unless required by state or federal law. We only collect information necessary to support your child's enrollment and participation in our programs, and all personal information is maintained confidentially and in accordance with applicable federal and California privacy laws.

We do not share personal information about children or families with outside parties unless required or authorized by law.

If any external agency requests access to our facility, records, or information, staff are trained to follow strict procedures. This includes notifying designated leadership, documenting the request, and consulting legal guidance before responding, unless immediate compliance is legally required.

Staff will not consent to the release of records or access to non-public areas of the facility without a valid judicial warrant, subpoena, or court order, unless otherwise required by law.

To maintain a safe environment, access to our facilities is limited to authorized individuals. Staff follow established protocols when responding to requests for entry or information and will not permit unauthorized access to program areas.

Families are encouraged to keep emergency contact information complete and up to date. In the event that a parent or authorized guardian is unavailable, we will follow the instructions provided and release children only to individuals listed as approved emergency contacts.

We are committed to working with families in a supportive and flexible manner during the enrollment process and throughout service delivery. If you have questions or need assistance, please contact your Center Director or Family Support Staff. We also can connect you with community resources as needed.

Our goal is to ensure that every child and family feels safe, respected, and supported within our programs.

Americans with Disabilities Act Policy

This policy offers children with special needs the same opportunities to be involved in all aspects of a program that are available to children without disabilities. Experts in the field of child development believe that all children benefit in inclusive early childhood environments that include children with disabilities.

The Child Development Centers follows the Americans with Disabilities Act and welcomes families and children with special needs and will make any reasonable accommodations to meet a child's specific needs. If the program is not able to meet a child's needs, the Center will work closely with the family and link them to appropriate services.

Grievance procedure

Every reasonable effort will be made by supervisors and staff to resolve any questions, problems and misunderstandings, should they arise.

If there is an issue which a family member feels is unfair, he or she may take the following action within ten (10) days of the situation:

1. The problem should first be submitted in writing to a Center Director. If the problem is a violation of rights, or private, you may contact the Center Director/ Management immediately. All personal rights issues will be investigated immediately.
2. If the situation is not resolved informally, it should then be discussed with the Area Director for resolution.
3. If the issue is not resolved, a formal grievance should be submitted in writing to the Area Director. A written response will be provided within 10 working days.
4. If the situation is still unresolved, you should discuss it with the Vice President, Child Development Services, the Area Director will provide current contact information. The Vice President, Child Development Services, has 10 working days to investigate and resolve the problem in writing.
5. At any time during this process, you may contact any representative, or any other advocacy organization for assistance.

Termination of services

Reasons for termination from this program are as follows:

1. The parent no longer needs or desires to continue the service.
2. The program has determined the child is a danger to him or herself or to others.
3. The family has failed to pay the family fees.
4. The child is picked up late or dropped off early, without prior notification from parents more than three times within a 12 month period.
5. The family continues to not meet contract hours.
6. A sick child is not picked up within an hour after parent has been notified.
7. After the second warning, a minor (person under 18) or unauthorized person has been sent to pick up a child.
8. After the second warning, a parent does not accompany the child into the center and/or does not sign the child in and out with a full signature on a daily basis.
9. A current physical is not on file.
10. Immunizations are not up to date and/or no immunization record is on file.
11. Five (5) unexcused absences occur within a twelve-month period.
12. If a parent/guardian is found to have falsified eligibility/enrollment information.
13. A parent/authorized representative displays inappropriate conduct of any sort at the Center or towards Center staff.

If services are being terminated the parents will receive a notification from the Center about the termination decision. If you feel the termination is unfair please follow the grievance/appeal procedure.

Positive Discipline

The goal of positive discipline is to encourage a child to be aware of their own behavior. This is the most effective way of supporting children to maintain appropriate behavior in the classroom. Each classroom has clear and consistent rules that are designed to keep the children safe and help them establish positive relationships with other children, their teachers and other adults.

If a child has difficulty maintaining appropriate behavior these intervention methods will be used:

- Discussing with the child and modeling what is appropriate
- Exploring with parent(s)/ legal guardian(s) if new event is happening in the child's life

Multiple Behavioral Occurrences

If the child is frequently displaying inappropriate behaviors a meeting will be held with the parent(s)/ legal guardian(s) to discuss possible interventions and community resources to support the child and family. If the child is consistently exhibiting excessive behaviors in a way that is unsafe to self or others, the Center staff and parent(s)/ legal guardian(s) will meet to develop a plan of action that may include consideration of appropriate placement.

The following will be used to address inappropriate and/or aggressive behavior. This is to ensure the safety and well-being of all children, staff and is partnering with parents throughout the process.

1. The Center will notify parent(s)/ legal guardian(s) about inappropriate behavior.
2. If inappropriate behavior continues, a meeting between parents and staff will be held to discuss supports for the behavior and provide any identified resources/referrals.
3. Supports can include the following:
 - A. Classroom strategies and techniques
 - B. Community Referrals
 - C. Professional Consultations

A formal plan of action will be developed depending on the severity of the behavior and/or determined by the discretion of Easterseals Child Development Services. To ensure the well-being of the whole child, parent(s)/ legal guardian(s) are expected to follow through with the recommendations outlined in the plan of action.

If progress is not seen with the chosen strategies and techniques in the timeline identified, Easterseals and parent/guardian(s) will meet again to reevaluate the Plan of Action. New strategies, techniques and resources/referrals can be added and/or removed at this time.

4. If the behavior continues and/or the recommendations are not being followed through, appropriate placement will be re-evaluated to ensure it meets the child's needs.

Suspension and Expulsion

Easterseals actively strives to ensure the full participation of enrolled children in all program activities, and we avoid the suspension of a child, except cases that involve persistent and serious behaviors impacting the safety of children.

Suspension is used as a last resort in extraordinary circumstances when there is a serious safety threat that cannot be reduced or eliminated without removal of the child.

Before determining that suspension is necessary, we will collaborate with the child's parents or legal guardians and use appropriate community resources, as needed, to determine no other reasonable option is appropriate, and provide written notice through a Notice of Action (state programs only) to the child's parents or legal guardians.

Parents may file an appeal to the California Department of Education (CDE) by submitting a written request for an appeal hearing to EEDappeals@cde.ca.gov no later than 14 calendar days after receipt of the notice (state programs only).

If suspension is deemed necessary, Easterseals will help the child return to full participation in all program activities as quickly as possible while ensuring child safety by doing the following:

- Continuing to engage with the parents or legal guardians and continuing to use, and provide referrals to appropriate community resources, such as, but not limited to, an early childhood mental health consultant and the local resource and referral agency.
- Developing a written plan to document the action and supports needed.
- Implementing behavior supports within the program
- Screening the child's social and emotional development
- If the child has an individual family service plan (IFSP) or individualized education program (IEP), Easterseals, with written parental consent, will contact the agency responsible for the IFSP or IEP to seek consultation on serving the child

If Easterseals has expeditiously pursued and documented the above reasonable steps to maintain the child's safe participation in the program and determines that the child's continued enrollment would present serious safety concerns to themselves or others, the program may expel the child and must refer the parents or legal guardians to other potentially appropriate placements, the local childcare resource and referral agency, or other referral service available in the local community, and, to the greatest extent possible, support direct transition to a more appropriate placement.

This determination to expel the child must be made in consultation with the parents or legal guardians of the child, the child's teacher, and, if applicable, the local agency responsible for implementing the IFSP or IEP, as described above.

Easterseals has up to 180 days to complete the expulsion process.

Please refer to Assembly Bill (AB) 2806; California Education Code sections 8243, 8489, and 8489.1

At no time is physical punishment or punishment related to food, naps or use of the bathrooms allowed.

Please note: The Easterseals Child Development Services strives to serve all children; however, the safety of children and staff is of highest importance. Easterseals Child Development Services reserves the right to alter this policy.

Easterseals Child Development Services is not a behavior modification program. Some children in this program may have special needs that require the use of therapeutic restraints for positioning only.



Parent Handbook Receipt

I, the parent/guardian of the following child(ren):

_____	_____
_____	_____
_____	_____
_____	_____

hereby acknowledge the receipt of the Easterseals Child Development Center Handbook. The contents of this handbook have been discussed with me and I have been given the opportunity to ask questions and to receive satisfactory answers.

Through this handbook I have been notified of, and understand my child(ren)'s rights, Easterseals grievance procedure, and the Child Development Center program guidelines, policies and procedures. I agree to adhere to all program procedures and guidelines. I also understand that I may discuss any questions I have with the Area Director.

I understand that Easterseals reserves the right to modify this handbook at anytime. I will be notified and provided a copy of changes made to this handbook.

Signature of parent/guardian

Date

Authorized Easterseals representative

Date