



Parent Handbook

California State Preschool Program (CSPP)

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A message from the Director:

PUENTE Preschool recognizes that the parent is the primary educator of the student. Therefore, it is important to recognize that a similarity of school and parent attitudes and expectations is necessary for a student to enjoy success at PUENTE. This Parent handbook has been prepared to assist our school families and clarify school policies and procedures. Parents are expected to become familiar with its contents and be supportive of all school policies.





Welcome to PUENTE Learning Center Preschool Program!

At the PUENTE Learning Center Preschool Program, we strive to create a shared community where parents and teachers join together to provide children with the very best care. PUENTE Learning Center Preschool Program is a place where children are valued as individuals, and where parents and teachers can share ideas, concerns, and information in order to provide the best of environments for young children.

Please review this handbook as soon as possible. Much of the information in this handbook was shared with you during your child's enrollment meeting. However, this book is provided in case you need to review some items. Since so much information is given to you in a short time, this is a handy tool to have so that you can refer to it should you have any questions about our program or to find out what we need from you on a daily basis. Please place it in a safe place so that it is always available to you.

Best regards,

Dominic Armendariz

Dominic Armendariz

Director of Early Childhood Education, PUENTE Learning Center

The Success of the PUENTE Mission

The PUENTE Mission

PUENTE Preschool is part of our larger nonprofit organization, PUENTE Learning Center (PLC). An established nonprofit presence in the East Los Angeles community for over 35 years, PUENTE is recognized for its commitment to its mission: People United to Enrich the Neighborhood Through Education. Beginning in Boyle Heights as a tutoring program for elementary school students who needed remedial support to succeed at grade level, PUENTE's rapid expansion occurred when parents requested English as a Second Language classes to better empower themselves as their child's first teacher. This dialogue with the community continued and has resulted in the offering of comprehensive educational support services for children, youth and adults, all offered in our wholly-owned and intentionally-designed 40,000 square foot facility. The state-of-the art design incorporates the research-based evidence of the components of effective, dignified learning spaces for a highly- engaged student experience and desired academic outcomes, and is intended to respectfully welcome and inspire our vibrant, culturally-rich community in a manner in which educational pursuit deserves.

PUENTE holds the distinction of establishing the first charter school in Boyle Heights. In 2018, the Los Angeles Unified School District approved PUENTE Charter School for expansion to serve grades TK-5. The school is utilizing a phased slow-growth rollout, expanding by one new grade level each year. During academic year 2018-19, PUENTE Charter School welcomed its inaugural first grade class in newly-constructed classrooms on the ground floor. An additional construction stage will begin to prepare for the upcoming grades.

Non-Discrimination

PUENTE does not discriminate against any student on the basis of the characteristics listed in Education Code section 220 (actual or perceived disability, gender, gender identity, gender expression, nationality, race or ethnicity, religion, sexual orientation, or any other characteristic that is contained in the definition of hate crimes set forth in Section 422.55 of the Penal Code or association with an individual who has any of the aforementioned characteristics) in any of its policies, practices, or procedures.

PUENTE's "Discrimination/Harassment Policy" complies with the requirements of Titles VI and VII of the Civil Rights Act of 1964, Title IX of the Educational Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, The Individuals with Disabilities Education Act of 1990, and other applicable federal and state laws.

PUENTE is nonsectarian in all aspects of its programs and operations, including admissions and employment. PUENTE does not charge a tuition fee. PUENTE does not discriminate against any person on the basis of race, ethnicity, national origin, gender, religion, or disability as set forth in Education Code Section 47605(d)(1) or other applicable state, local or federal law.

Non-Discrimination Statement

PUENTE is committed to providing a working and learning environment that is free from unlawful discrimination and harassment. PUENTE Preschool prohibits discrimination and harassment based on an individual's age, ancestry, color, disability (mental or physical), marital status, national origin, race, religion (including religious accommodation), sex (actual or perceived, including pregnancy, childbirth, or related medical condition), sexual orientation, or on the basis of a person's association with a person or group with one or more of these actual or perceived characteristics. Harassment based on any of the above-protected categories is a form of unlawful discrimination and will not be tolerated by PUENTE Preschool. Harassment is intimidation or abusive behavior toward a student or employee that creates a hostile environment and can result in disciplinary action against the offending student or employee. Harassing conduct may take many forms, including but not limited to, verbal remarks and name-calling, graphic and written statements, or and conduct that is threatening or

humiliating. This nondiscrimination policy covers admission or access to, or treatment or employment in, all of the Charter School and Preschool Programs and activities.

The lack of English language skills will not be a barrier to admission to or participation at PUENTE's programs or activities.

Supporting Family Rights – Assembly Bill 699

- ✓ ***Policies for Inquiries Regarding Immigration Status, Citizenship Status, and National Origin Information.*** PUENTE Preschool personnel shall not inquire specifically about a student's citizenship or immigration status or the citizenship or immigration status of a student's parents or guardians; nor shall personnel seek or require, to the exclusion of other permissible documentation or information, documentation or information that may indicate a student's immigration status, such as a green card, voter registration, a passport, or citizenship papers.
- ✓ ***Policies for Inquiries About Social Security Numbers or Cards.*** PUENTE Preschool shall not solicit or collect entire Social Security numbers or cards.

PUENTE Preschool shall solicit and collect the last four digits of an adult household member's Social Security number only if required to establish eligibility for federal benefit programs.

When collecting the last four digits of an adult household member's Social Security number to establish eligibility for a federal benefit program, the PUENTE Preschool shall explain the limited purpose for which this information is collected, and clarify that a failure to provide this information will not bar the student from enrolling in or attending the school.

PUENTE Preschool shall treat all students equitably in the receipt of all school services, including, but not limited to, the gathering of student and family information for the free and reduced lunch program, transportation and educational instruction.

Program Philosophy

The educational philosophy of the PUENTE Learning Center Preschool Program is based on the belief that each child is unique and deserves respect, consistency, caring, and challenge as they grow. Further, we believe that:

- ✓ Children develop at their own pace. They do not acquire knowledge by force. They are motivated by their own desire to make sense of their world.
- ✓ Children learn through interaction with the materials and people in their environment. Play provides this interaction and is the natural mode of learning for the young child.
- ✓ Children learn self-discipline as they learn respect for themselves, others, and their environment. Pride in their abilities, family, and culture adds to their developing self-esteem.
- ✓ Children need a balanced program, which fosters independence, choice, and challenge. They also need structure and well-defined limits in order to feel secure.

Young children's developmental tasks are to build trust, learn social skills, begin mastery of academic skills, and develop positive self-esteem. These tasks are best supported by a program that provides developmentally appropriate activities, well-trained and consistent staff, and a safe and healthy learning environment.

Services

Part-Day Preschool

PUENTE Preschool agrees to provide the following services:

- a) Non-medical care including snacks according to the schedule posted on the parent's bulletin board and attached to the Family Handbook (subject to change).
- b) Maintain rules to protect the children participating in the program.
- c) Provide assistance and guidance in personal hygiene activities as appropriate.
- d) Provide supervision of each child's schedule and activities.
- e) In the event the child becomes ill and isolated care is necessary, the program will provide isolated care to the child and will notify the parent(s) by telephone. The parent(s) or authorized guardians must have the child removed from the Center within one hour of being informed. "Isolated Care" means care in an area at the Center that allows for easy supervision by Center staff, equipped with a cot for each child.
- f) Basic CPR and First Aid for medical and dental emergencies. Staff is trained in Basic CPR and First Aid approved through the American Heart Association or American Red Cross.

PUENTE Learning Center Preschool does not have the capacity or the ability to provide optional services.

The center **will not** provide the following services:

- Medical care except for Basic CPR and First Aid for medical and dental emergencies.

Operating Policies

Information and Regulations

PUENTE Learning Center Preschool Program is a nonprofit organization licensed by the State of California's Department of Health and Social Services to provide an enriched developmental program for preschool children. The preschool program is equipped and staffed appropriately for these ages and meets or exceeds all State, County, and City regulations for health, sanitation, safety, and teacher/child ratios. Funding for the program is provided by the State of California Department of Education.

The preschool program is open to children between the ages of 3 and 4 years of age, who are fully toilet trained except for children with disabilities. Children who are physically or developmentally delayed are welcome in the program once parents and teachers determine that the program can meet the individual needs of the child. The preschool program is operated on a non-discriminatory basis, according equal treatment and access to services without regard to race, color, religion, national origin or ancestry. The program does not include religious instruction or worship.

Hours and Holidays

Our Part-Day State Preschool Program offers two sessions at our site, Monday through Friday, except holidays. **The first session begins promptly at 7:30AM and ends at 11:00AM and the second session begins at 12:00PM and ends at 3:30 PM.** Parents must pick up their children promptly, at the 11:00am or 3:30pm pick up time. If staff does not receive a call or is unable to contact an authorized person to pick up your child, then staff will proceed to place your child in the care of the police.

The PUENTE Preschool Program is open from 7:00 a.m. to 3:30 p.m. Monday through Friday. The program operates on a 175-180 days' basis, a calendar of events and closures is provided for parents every year.

Dates and hours of operation are subject to change.

PUENTE Preschool will be closed on the following holidays each year:

New Year's Day	Martin Luther King Jr.
President's Day	Memorial Day
Independence Day	Labor Day
Thanksgiving Break: 1 week	Winter Holidays: 3 weeks
Veteran's Day	Cesar Chavez
Spring Break: 1 week	

Staff Babysitting

Because of the potential for conflict of interest, breach of confidentiality and liability concerns it is the center's policy that parents not be allowed to solicit staff for babysitting during their off-work hours. Any arrangement or payment for babysitting services by program personnel is **not** permitted. Parents are also **not** permitted to request that PUENTE Preschool staff transport their child from the program to the parent after childcare.

Admission

CSPP

Families that qualify for assistance from the California Department of Education (CDE) for part-time California State Preschool Program (CSPP) families must be income eligible according to the guidelines set for by the state. Part-day CSPP families must be income eligible but are *not* required to demonstrate need. Children may be enrolled in State Preschool in the following order of priority:

- 1) Children receiving care from Children Protective Services
- 2) Eligible 4-year-old
- 3) Eligible 3-year-old

(*Age of eligibility is defined as child who will be three or four on or before December 1 of the fiscal year they are being served.)

Within each category, the applicants will be prioritized by income. Families with the lowest adjusted income shall be admitted first, or when warranted, the following priorities may be applied:

- ✓ A child with exceptional needs whose Individualized Education Program [IEP] identifies State preschool or General Child Care as being an appropriate placement.
- ✓ Children from families whose special circumstances may diminish the child's opportunity for normal development.
- ✓ When two or more families have the same income the family that has been on the waiting list the longest shall be admitted first.

Enrollment and Eligibility

In order to receive childcare and development services, all families must qualify for our program and provide verifiable documentation for all claims made under penalty of perjury, according to state laws and regulations. Knowingly using incorrect or inaccurate information to obtain a benefit that the family would otherwise not be entitled to receive is cause for immediate termination and possible submission of your case to the District Attorney.

Priority

Children will be enrolled in the following order of priority:

- ✓ Families receiving child protective services or at risk of abuse, neglect or exploitation.
- ✓ Low-income families

Eligibility

Eligibility is based on documentation and verification of at least one of the following criteria:

- ✓ Child Protective Services
- ✓ At Risk of Abuse, Neglect and/or Exploitation
- ✓ Homelessness
- ✓ Income
- ✓ Current Aid Recipient

Need (Criteria and Required Documentation)

Families enrolled in our program must demonstrate a Need for Services. For this purpose, "Need for Services" means the child is under Child Protective Services or is At-Risk of abuse, parent(s) or authorized guardian(s) are employed, or actively seeking employment, in vocational training, the family is seeking permanent housing or the parents or the authorized guardian(s) are incapacitated.

CPS and At-Risk

The documentation required for **CPS and At-Risk** for eligibility will meet the requirements for Need.

Required documentation for Child Protective Services (CPS) is a written referral, dated within six months of the application for services and includes:

- ✓ A statement from a local county welfare department, child welfare services worker, certifying that the child is receiving CPS and that childcare and development services are a necessary component of the CPS service plan.
- ✓ Probable duration of the CPS service plan.
- ✓ Name, address, phone number and signature of the county child welfare staff.

Required documentation for Children At- Risk of Abuse, Neglect and Exploitation is a written referral, dated within six months of the application for services and includes:

- ✓ A statement by a legally qualified professional (someone licensed in the state to perform legal, medical, health or social services for the general public) that the child is at-risk of abuse and neglect and that child care and development services are needed to reduce or eliminate that risk.
- ✓ Probable duration of the at-risk situation.
- ✓ Name, address, phone number and signature of the legally qualified professional

Homelessness

Required documentation for homelessness is a written referral from an emergency shelter or other legal, medical or social service agency or a written declaration that the family is homeless and a statement describing the family's living situation.

Income (Required Documentation)

PUENTE Learning Center Preschool requires that family's count all income of the individuals counted in the family size, for example:

- ✓ Gross wages or salaries
- ✓ Overtime
- ✓ Tips
- ✓ Cash Aid
- ✓ Child support payment received
- ✓ Portions of student grants or scholarships
- ✓ Rent for room within family's residence
- ✓ Disability, unemployment or worker's compensation
- ✓ Gross income from self-employment
- ✓ Inheritance
- ✓ Veteran's pension
- ✓ Pension or annuities
- ✓ Allowances for housing or automobiles provided as part of compensation
- ✓ Insurance or court settlements for lost wages and/or punitive damages

Required income documentation is from the month preceding initial certification or recertification. Current and on-going income documentation, as applicable, (i.e. new job, pay raise, pay cut, etc.) may be requested.

For family members that are **employed** the following documentation may be accepted:

- ✓ Release authorization and payroll check stub;
- ✓ Release authorization and letter from employer; or
- ✓ Other record of wages issued by the employer

For family members that are **self-employed** as many of the following types of documentation as necessary will be requested to determine income:

- ✓ Letter from source of income
- ✓ Copy of the most recently signed and completed tax return
- ✓ Other business records, such as ledgers, receipts or business logs

For family members that are **cash aid recipients**, the most current Notice of Action indicating the amount received each month.

At initial certification or recertification for on-going services:

- ✓ Families will be certified for no less than twelve (12) months
- ✓ If being recertified, families shall continue to meet the eligibility and/or need requirements for not less than twelve (12) months. Services will continue after the family's eligibility for recertification is determined.

Family Size (Required Documentation)

in the family. Supporting documentation for the number of children shall be at least one of the following:

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

When only one parent has signed the Application for Services and the information provided indicates child in the family has another parent whose name does not appear on the application, the parent that has signed the Application for Services must also check the box "Single Parent" and initial.

Parental Incapacity

Documentation for Parental Incapacity will include a release signed by the incapacitated parent authorizing a legally qualified health professional to disclose information necessary to establish that the parent meets the definition of incapacity. A statement from a legally qualified health professional that includes the following:

- ✓ That the parent is incapacitated, that the parents is incapable of providing care and supervision for the child for part of the day, **and**
- ✓ The extent to which the parent is incapable of providing care and supervision.
- ✓ The days and hours per week that services are recommended.
- ✓ The probable duration of incapacitation.
- ✓ Name, business address, telephone number, professional license number and signature of the health professional.

Employment and Documentation

Documentation of need based on employment shall consist of the following:

- ✓ Pay stubs provided to determine income eligibility that indicate the days and hours of employment
- ✓ For parents that are self-employed, the documentation of need based on employment shall consist of a declaration of need under penalty of perjury of the employment and an estimate of the days and hours worked per week
- ✓ To demonstrate the days and hours worked, a copy of one or more of the following: appointment logs, client receipts, job logs, mileage logs, a list of clients with contract information or similar records; and
- ✓ As applicable, a copy of a business license, a workplace lease or a workspace rental agreement
- ✓ For any instance that the check stubs provided by the parent do not indicate the days and hours of work, the parent shall provide a release to enable the contractor to obtain the information it deems necessary to support the parent's asserted days and hours worked per week

For **parents employed as an assistant in a licensed large family day care home**, and is requesting services for the family's child in the same family day care home, the **parent shall provide documentation that substantiates all of the following:**

- ✓ A copy of the family day care home license indicating it is licensed as a large family day care home;
- ✓ A signed statement from the licensee stating that the parent is the assistant, pursuant to the staffing ratio requirement of California Code of Regulations, Title 22, Section 102416.5(c);
- ✓ Proof that the parent's fingerprints are associated with that licensed family day care home as its assistant; and
- ✓ Payroll deductions withheld for the assistant by the licensee, which may be a pay stub.

Seeking Employment and Documentation

For parents seeking employment, the parent's period of eligibility for child care and development services is limited to no less than twelve (12) months (the contract period). Services will be for no more than five days per week and for less than 30 hours per week.

- ✓ The period of eligibility shall start on the day authorized by the contractor and extend for no less than twelve (12) months.
- ✓ Parents must provide a written parental declaration signed under penalty of perjury stating that the parent is seeking employment. The declaration shall include the parent's plan to secure, change or increase employment and identify a general description of when services will be necessary.

Seeking Permanent Housing

For parents seeking permanent housing, the parent's period of eligibility for childcare and development services is limited to no less than twelve (12) months (the contract period). Services will be for no more than five days per week and for less than 30 hours per week.

- ✓ The period of eligibility shall start on the day authorized by the contractor and extend for no less than twelve (12) months.
- ✓ The parent shall provide a written declaration signed under penalty of perjury that the family is seeking permanent housing. The declaration shall include the parent's search plan to secure a fixed, regular and adequate residence and shall identify a general description of when services will be necessary.
- ✓ If the family is residing in a shelter, services may also be provided while the parent attends appointments or activities necessary to comply with the shelter participation requirements.

Enrollment Policies

Enrollment for Part-Day Preschool Program

The preschool program establishes the family's eligibility once at the beginning of the program year or when initially enrolled. The part-day program is limited to a total of 175-180 school days per year for no less than three hours and no more than four hours per day between 7:30 am – 11:00am and 12:00 – 3:30pm, Monday through Friday. The school year will not extend longer than June 30th.

Orientation/Classroom Visit

Once a family is enrolled, an orientation will be scheduled where parents will be given complete information about PUENTE Preschool's policies, procedures, services, and hours of operation. Next, before children start the program, they are invited to visit the classroom prior to their first day of school. This visit gives each child an opportunity to meet his or her teachers and engage in the classroom while enjoying the security of a parent being present. We feel strongly that building trust between the teacher, the child, and the parent is the basis for positive and healthy transitions.

Family Selection / Waiting List

The selection process requires that we use an eligibility/waiting list where families are ranked based on factors determined by state law. Families are prioritized in the following order:

- ✓ CPS
- ✓ At-Risk
- ✓ Lowest rank

For families that have the same ranking, families are selected on a first-come, first-served basis based on the date that the family was placed on the eligibility/waiting list.

Notification Process

Parents are notified by phone and/or mail using the above eligibility/waiting list.

If the family is notified by phone or email, the need for services will be determined at that time. If the family no longer needs services, the family name will be removed from the eligibility list. After determining that the family requires childcare services, the Program Office Manager or Director will ask a few preliminary questions to determine eligibility, need and any possible family fees that may be incurred. An appointment to apply for services will be arranged to complete the enrollment process.

If the family cannot be reached by phone nor email, a letter will be mailed to the last known address on file, with instructions to call the center within seven days from the date that the letter was mailed. If the family responds to the letter, an appointment to apply for services will be set up to complete the enrollment process. If the family does not respond to the letter within the allotted time, the family name will be removed from the eligibility list.

To help expedite the enrollment process, please bring all required documentation to verify your Eligibility and Need for services (i.e. check stubs, birth records, single parent status, etc.). A listing of different types of acceptable documentation to bring to this appointment is listed in this family handbook above. If you have any questions regarding the enrollment process or documents to bring, please call the Office Manager or Director.

Due Process

Upon enrollment, families will be issued a written Notice of Action (NOA) approving or denying their application for child care services within 30 calendar days from the date the application was signed was signed by the parent(s).

Notice of Action (NOA)

The Notice of Action includes the following:

- ✓ Family's name and address
- ✓ The center's name and address
- ✓ The center's authorized representative name and telephone number
- ✓ The date of the notice.
 - For families being certified for part-day services, an NOA may be issued up to 120 calendar days prior to the first day of the beginning of the school year
- ✓ The method of distribution of the NOA

If a family's application for services is **approved**, the notice will include:

- ✓ Basis of eligibility
- ✓ Daily/hourly fee, if applicable
- ✓ Duration of the eligibility
- ✓ Names of the child(ren) approved to receive services
- ✓ Hours of service approved for each day

If a family's application for services is **denied**, the notice will include:

- ✓ The basis of denial
- ✓ Instructions for the parent(s) on how to request a hearing if they do not agree with the center's decision

If upon recertification or during the period of eligibility, the center determines the income eligibility requirements are no longer being met, or the fee or the amount of services needs to be modified, or other changes are to the service agreement, the center will notify the family through a written Recipient of Services NOA.

Recipient of Services

Recipient of Services NOA will include:

- ✓ The type of action being taken
- ✓ The effective date of the action
- ✓ The family's name and address
- ✓ The center's name and address
- ✓ The center's authorized representative name and telephone number
- ✓ The method issuance and date of when the notice is issued or mailed
- ✓ A description of the action
- ✓ A statement of the reason(s) for the changes
- ✓ A statement of the reason(s) for termination, if applicable
- ✓ Instructions for the parent(s) on how to request a hearing if they do not agree with the center's decisions

Changes Affecting Services

The center is required to issue and NOA when changes are made that would affect a family's child care services. Such changes may include, but are not limited to, a decrease in parent fees, an increase or decrease in the amount of services, or termination of services. The center will issue an NOA by mail or given to parent at least 14 calendar days before the effective date of the intended action. (If NOA is mailed, the 14 calendar day period is extended by 5 calendar days)

Parent(s) Request for a Hearing and Procedures

If a parent disagrees with an action, the parent(s) may file a request for a hearing with the contractor within the 14 calendar days of the date of the NOA was received. Upon filing of a request for hearing, the intended action shall be suspended until the review process has been completed. The review process is complete when the appeal process has been exhausted or when the parent(s) abandon the appeal process.

Within 10 calendar days following the receipt of the request for a hearing, the center will notify the parent(s) of the time and place of the hearing. The time and place of the hearing shall, to the extent possible, be convenient for the parent(s).

The hearing shall be conducted by an administrative staff person who shall be referred to as "the hearing officer." The hearing officer shall be at a staff level higher in authority than the staff person who made the contested decision.

The parent(s) or parent's authorized representative is required to attend the hearing. If the parent or the parent's authorized representative fails to appear at the hearing, the parent will be deemed to have abandoned his or her appeal. Only persons directly affected by the hearing shall be allowed to attend.

The center will arrange for the presence of an interpreter at the hearing, if one is requested by the parent(s).

The hearing officer will explain to the parent(s) the legal, regulatory, or policy basis for the intended action.

During the hearing, the parent(s) will have an opportunity to explain the reason(s) they believe the center's decision was incorrect. The center's staff will present any material facts omitted by the parent(s).

The hearing officer will mail or deliver to the parent(s) a written decision within 10 calendar days after the hearing. The written decision will contain procedures for submitting an appeal to the California Department of Education.

Appeal Procedure for the California Department of Education Review

If the parent(s) disagree(s) with the written decision from the center, the parent has 14 calendar days in which to appeal to the CDE.

The appeal must be received within 14 calendar days of the date on the center's written decision. If the parent(s) do(es) not submit an appeal request to the CDE within 14 calendar days, the parents' appeal process will be deemed abandoned and the center may implement the intended action.

The parent(s) shall specify in the appeal request the reason(s) why he/she believes the center's decision was incorrect. A copy of the center's notice of intended action and written decision will be submitted by the parent(s) with the appeal request.

Upon receipt of an appeal request, the CDE may request copies of the family's data file and other relevant materials from the center. The CDE may also conduct any investigations, interviews or mediation necessary to resolve the appeal. The decision of the CDE will be mailed or delivered to the parent(s) and to the center within thirty (30) calendar days after receipt of the appeal request.

Compliance

To continue receiving services in the program all families must abide by Agency Policies, Procedures and Program Requirements. Families must follow the "**Admission Agreement**" and the guidelines set forth in this family handbook as written.

Sign-In/Out Procedures

Each parent (or designated adult over 18 years) is responsible for recording entrance and departure time by signing the attendance sheet.

- ✓ **Arrival:** When arriving at the center, sign your child in, using your full and complete signature, at the front desk, note the time of arrival, and deliver your child to the teacher. You are responsible for your child until he or she is acknowledged by a staff member and accepted into the program.
- ✓ **Departure:** Sign your child out using full and complete signature, note the time, and MAKE SURE to tell a staff member that you are picking your child up from the center.
- ✓ **Authorization to pick up child:** No child will be released to anyone who is not on the child's authorized list for pick up without written notice from the parent.
- ✓ **Late pickups:** Parents must pick up their children promptly, at the 11:00am mark for morning session and 3:30pm mark for afternoon session. If staff does not receive a call or is unable to contact an authorized person to pick up your child, then staff will proceed to place your child in the care of the police

Non-release of child: If a parent or designated adult arrives to sign the child(ren) out while he/she is under the influence of drugs or alcohol, the police will be called immediately and will deal with the situation as they see fit.

Confidentiality

All information you provide as a part of the admission process will be kept confidential. This information will be used by the office and teaching staff as necessary to serve your child. Each child's file is confidential but is immediately available upon request to administrator's and teaching staff who have consent to access records; the child's parent or legal guardian; regulatory authorities.

Emergency Information

Each parent must have an accurate record of his/her class schedule on file, as well as other emergency information. It is the parent's responsibility to notify the center of any changes in regard to class schedule, employment, home address, cellular number and current emergency contacts.

Termination of Services

The center may terminate services for children if parents fail to follow the "**Admission Agreement**" or the guidelines in this Family Handbook as they are written. Termination of services may also occur for any reason as indicated throughout the handbook. A two-week notice will be given before any action is taken except for the following conditions.

Services are subject to **immediate termination** for any of the following acts including, but not limited to:

- a) Any act of aggression, harassment, violence, vulgarity or disrespect towards any staff member, other parent or child on the premises, whether in person, over the phone, through e-mail, and/or text message by the parent(s) or authorized representative(s) of the parents.
- b) Any misleading or false information used to determine eligibility and/or need for services as well as any other information required by the center. PUENTE Learning Center reserves the right to forward to the District Attorney all information regarding a family that has received services from the state using false information.

Child(ren) may be terminated from child care services program effective upon two (2) weeks prior written notice if any of the following conditions arise:

- a) If the guidelines set forth in this Parent Handbook or the Admission Agreement are not followed.
- b) In the judgment of the Director and staff, the center is unable to reasonably meet the development or special needs of child(ren) with reasonable accommodation.
- c) Parent fails to abide by any other terms of the Admission Agreement and/or this Parent Handbook.
- d) The agency terminates the center's program.
- e) Parents or an authorized representative annoys, threatens or abuses an employee of the center at any time and in any manner (verbal, written, text message, voice message, email, etc.)

Behavior Policy

It is important the parents and staff work together in giving children consistent messages at home and at school. If a child's behavior progresses to the point of disrupting normal classroom activity, the following procedure will be used to help plan for this behavior:

- 1) Natural or immediate consequences including removal of activity or loss of privileges will occur. Expectations will be reviewed with the child as appropriate and parents will be informed of the situation.
- 2) If unacceptable behavior continues for a consistent period of time, the parent will be asked to schedule a conference with teachers. Parent (s) may be asked to take the child home for the day if the behavior is severe.
- 3) At the conference a plan of action will be discussed with parent(s). This will include an agreement of parent action, staff action and time frame to check-in on status. At this time outside consultation may be suggested or required.
- 4) If the child needs to be physically restrained from hurting others / themselves or needs to be separated from the group on a continuing basis, termination of enrollment will be discussed with parent. This is considered a last resort; however, certain behaviors and situations are beyond the scope of what we are able to provide for children and families.

PUENTE Preschool is also subject to terminate services due to a child's persistent and serious challenging behavior. However, prior to termination, the center will pursue and document that we have made the following reasonable steps:

- 1) Consult with the child's parent(s) or legal guardians and teacher to maintain the child's safe participation in the program. The center may provide any available resources to support parents and/or caregivers regarding challenging behavior.
- 2) Inform the parent(s) or legal guardians of a child exhibiting persistent and serious challenging behaviors of the process the center will use to assist the child in order to safely continue to participate in the program.
- 3) If the child has an IEP or IFSP, an with the parent(s) or guardian's written consent, the center will consult with the local educational agency (LEA) or the local regional center on how to serve the child.
- 4) If the child does not have an IEP or IFSP, the center will consider:
 - a. Completing a universal screening including social and emotional development
 - b. Referring the parent(s) or guardian to a local community resource
 - c. Implementing behavior supports, before referring the child to the LEA to request assessment to determine the child's eligibility for special education support and services, including a behavior intervention plan
- 5) If after following and documenting the steps listed above to foster the child's safe participation, and concerns about safe participation remain, the center will consult with the child's parent(s) or legal guardian(s), the child's teacher, and if applicable, the LEA providing special education services to the child.
- 6) If the center determines that the child's continued enrollment would present a continued serious safety threat to the child or other enrolled children, the center will then refer the parent(s) or legal guardian(s) to other potentially appropriate placements such as Resource and Referral agencies and programs, or other local referral service available within the community.
- 7) Once PUENTE Preschool has completed the reasonable steps listed above, the center will then disenroll the child

Uniform Complaint Procedure

It is the intent of the PUENTE Learning Center Preschool Program to fully comply with all applicable laws and regulations. Individuals, agencies, organizations, students and interested third parties have the right to file a complaint.

PUENTE Learning Center Preschool Program's alleged violation of a statute or regulation that the California Department of Education is authorized to enforce. This includes allegations of unlawful discrimination (Education Code, sections 200 and 220 and Government Code, Section 11135) in any program or activity funded directly by the State or receiving federal or state financial assistance.

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

California Department of Education

Child Development Division

Complaint Coordinator

1430 N Street, Suite 3410

Sacramento, CA 95814

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

discrimination may also pursue civil law remedies, including but not limited to, injunctions; restraining orders; or other remedies or orders.

Attendance

Policy

Attendance is required for the agreed-upon child schedule unless there is an excused absence. Children are required to begin their day by 7:30am or 12:00pm. The parent must inform the preschool office of the reason for absence on the day it occurs. **Parents must call the office at 323.780.1172 or email preschool@puente.org at the beginning of the day to provide information for an excused absence.**

- ✓ **Annual absence limit:** Absences for family emergency and/or best interest of the child are limited to a total of 10 days per contract year. There is no limit to excused absences due to illness.
- ✓ **Excused Absence:** Absences shall be excused for family emergencies, illness and for circumstances that are in the best interest of the child as defined below:
 - **Illness:** Children may be excused for illness when parents notify the Preschool Program that their child is ill and specify the type of illness. A doctor's note is required for absence beyond three days. Acceptable reasons for excused absence are: fever, vomiting, stomach ache, diarrhea, cold symptoms, flu, cough, infectious illness, rash, physical injury, bloody nose, asthma, bronchitis, lice, headache, hives, ear infection, pink eye or surgery.
 - **Family Emergency:** Acceptable reasons are as follows: death of a close family member, family crisis (divorce, child or spousal abuse, loss of home) car accident, home disaster, natural disaster, parent incapacitation, injury or illness of a sibling, no transportation, attending a family funeral, car problems, doctor or dentist appointment, therapy appointment, family member in hospital, parent illness.
 - **Best Interest of the child:** Time spent with parent for special event or court ordered visitations with parent. Limited to ten (10) per fiscal year (August – June)
- ✓ **Unexcused Absence limit:** The Preschool Program shall allow up to ten (10) unexcused absences per contract year (August – June).
 - **Unexcused absences:** the child does not feel like attending school, a parent or child woke up late, a doctor's note is not provided after 3 consecutive days of illness, exceeds 10 best interest days, or the preschool office is not notified of the absences.
 - **Unexcused absences** in excess of ten (10) per year will be grounds for termination from the subsidized program.
- ✓ If a family has not been in communication with the center for 7 consecutive calendar days and has not provided a reason for not using services, the center will:
 - Contact the family using the information provided through a variety of communication methods. At least one communication attempt will be in writing, which may be through electronic methods. The center will keep documentation of all documentation attempts, including a copy of all written communication, in the family data file. The center will inform the parent(s) in these communications that failure to communicate with the center may result in termination of child care services.
 - Issue a Notice of Action to disenroll a family on the basis of abandonment care when there has been no communication with the center for a total of 30 consecutive calendar days.
- ✓ **Withdrawal:** Parents must give the center two weeks written notice prior to withdrawing their child from school.

Classroom Program

Curriculum

The preschool program curriculum is based on developmental theory. Children move through sequential stages of development in a variety of skill areas and at varying speeds. A child's development may be quick in some areas and slow in others, but all areas of growth are important and interrelated. Children need mastery at each level before moving on to the next. Therefore, we place equal importance on all major areas of development and tailor our program to meet individual growth needs. The Preschool Program offers children an experience that facilitates their growth, learning and creativity and is supportive of all children, including those with identified disabilities and special learning and developmental needs.

Play is the natural mode of learning for the young child. The child develops feelings of competency and motivation for learning when provided opportunities for play and individual choice. Learning occurs when the child is actively involved with the materials of the environment. Through careful observation of play, teachers are able to assess development and add challenges or direction as needed to further individual growth. The classroom environment is arranged to provide ample choices for children to encourage independent thinking and a gentle unfolding of abilities.

The daily schedule for each group provides the consistent framework necessary for children to feel secure at school. It gives the child reference points that he/she can rely on and function creatively around. Within that framework there are many avenues for creativity and choice for both adults and children.

Preschool Program

The preschool program is designed to provide an enriched developmental curriculum that will foster children's disposition to be curious and involved learners. The preschool teachers coordinate developmentally appropriate curriculum for each group, which is organized around the following areas:

- ✓ **Physical** (gross and fine motor);
- ✓ **Social** (peer interaction, social skills and awareness)
- ✓ **Emotional** (self-esteem, awareness and recognition of feelings, healthy balance)
- ✓ **Cognitive** (comprehension, language development, problem solving, and skill acquisition)

Curriculum is carried out with the belief that children are learning at all times and that the teacher's role is to facilitate and enrich the learning process.

First Day

Please allow time to stay with your child while he or she orients to the new class. Avoid hurried separations as much as possible. Children are adept to picking up on the emotional tone of a situation. Therefore, if a parent feels hurried while dropping off or picking up, their child will sense this. The tension will actually make separation more difficult when the shift in care occurs. On the other hand, a parent should not drag out the last moments of transition. Once the parent has begun to leave, goodbyes should be said, and the parent should leave promptly.

Children will be assigned storage cubbies on their first day. This will be the place they keep their artwork and clothes. Please bring the following on the first day:

- ✓ A COMPLETE change of clothes (labeled). Extra underwear if your child still has toileting accidents.
- ✓ Anything special required for comfort - particularly if your child enjoys sleeping with a special toy.
- ✓ Make sure child is dressed comfortably and wearing sturdy play shoes.

Separation -- Saying Good-Bye

The first moments of separation can be an upsetting time for parents as well as the child. When parents are leaving their child for the first time in a new place, they often have ambivalent feelings. They may be feeling guilty or sad about the separation, or relieved about having some time to themselves. All these feelings are valid, but they create insecurities about the separation. Some parents, especially when they are new to the program, feel so ambivalent about leaving the child that they start to leave and then come back. Others want to avoid upsetting the child when they go and prefer to leave with no good-bye. These behaviors are confusing and prolong the anxiety of separation.

Please prepare your child for your leaving by telling him/her when you are leaving and when you'll be back. Validate anxious or sad feelings if they are expressed. Then have a teacher help with the transition, if necessary, and go. It's true that when you say "Good-bye" in this manner you may have to leave seeing your child unhappy or crying, but you have given him/her support and validation for the sad feelings, and the security of knowing you can be trusted to not disappear and reappear as if by magic. You will also have the benefit of seeing your child grow into a person who can make future separations with trust and ease. Even if your child is always happy to come to school and happy to stay, give him/her the security of knowing where you are by always saying "Good-bye".

Staff

The staff is composed of experienced early childhood teachers who appreciate the uniqueness of young children. All lead teachers have earned a B.A. in Child Development and have a Children's Center permit granted by the State of California Commission on Teacher Credentialing. Assistant teachers are selected based on their interest in working with young children and are their Early Childhood Education (ECE) units.

Environment

The physical environment of the preschool program has been set up to enhance our program goals. It offers challenges and encourages independence. It offers avenues for cooperative play and involvement with varied materials. It also offers the opportunity to be "messy". Getting involved in play activities without concern for clothing or appearance is an important aspect of a child's learning. It is through intense interaction with the environment that children learn about the physical properties of the real world. It is also how they test ideas, sort out feelings, and learn competency -- all important aspects of good development. We believe it is important to value this interaction with the environment and ask that parents give their child "permission" to get involved in play by sending them in appropriate play clothes and shoes that can get dirty. That dirt you see at the end of the day means your child was involved, active and learning. Try to value it!

Discipline

The key to effective discipline (from the word "disciple" which means "to teach") is consistency and setting clear reasonable limits. When disciplining a child, our goal is to guide the child in developing "self-control" as opposed to external or adult control. We believe that positive reinforcement, problem solving, and redirection can be very effective ways to teach self-discipline. We also believe that it is important for children to know that it is all right to have both negative and positive feelings. We help the child learn constructive ways to express emotions and settle conflicts with an emphasis on verbal problem solving.

Within the school program, we establish clear limits (or rules) based on respect for oneself, others and the environment. Children learn to trust these limits and find security in them as they begin to see that the limits are for their protection as well as others. Rules and consequences are stated clearly. Choices are offered only when a choice really exists. If a child's behavior is inappropriate a logical consequence, appropriate to the child and the behavior is applied.

Generally, this consists of redirection, talking about the problem ("using your words"), or removing the child from the situation. If necessary, a "time-out" may be used -- asking the child to sit somewhere near the group while taking "time-out" to calm down and re-establish inner control. Time-outs are never used to humiliate children. The children are active participants in the process and often determine for themselves when they are ready to re-enter the group in an appropriate manner.

At no time will any child be struck, handled roughly, or verbally shamed as a disciplinary measure. In guiding children, our goal is to help children learn to trust the people around them and the environment, to feel good about themselves, and to develop self-discipline.

Clothing

Your children should be comfortably dressed in washable play clothes and safe, durable shoes. Shoes worn at the preschool program must be closed toe shoes (tennis shoes are best) or sandals that buckle on and protect the toes.

Please label all clothing and other items from home with an indelible marking pen or sewn-in tag. The preschool program is not responsible for lost clothing, though every attempt will be made to assist you in locating lost items. This is much easier when the items are labeled. All personal items must be clearly labeled and laundered regularly.

Items from Home

Parents are urged not to send any toys from home, unless it is for "show and tell" or a special request from the teacher. Bringing toys from home can cause undue conflicts on the part of the child possessing the toy and the child wanting the toy. Enough materials will be available to each child to make his/her day busy, full and interesting. Teachers are not responsible for toys sent from home and children feel very badly if their special things are lost or destroyed. At no time are guns or war toys allowed at school.

Special Days

Field trips at the Preschool Program consist of walking trips around the campus grounds or to nearby locations. These trips provide a change of pace for the children and are taken only when there is enough adult supervision to safely supervise the group. Trips involving transportation away from campus will require special written permission from parents.

We celebrate various holidays throughout the year at the Preschool Program. We recognize many different cultures and attempt to keep our celebrations simple and informative. At times parents are asked to provide a special food or to join in our celebration. Please feel free to add to our curriculum by sharing information about your family's special celebrations.

Birthdays are celebrated as a special time for each child. Parents are welcome to send a special treat for their child's class for the day. Ask your child's teacher for suggestions. Although we recognize the child by a special snack and singing "Happy Birthday," we do not have birthday "parties" at school. PLEASE, DO NOT SEND PARTY PRIZES, GAMES, OR PRESENTS WITH YOUR CHILD. We recommend that complete parties be saved for a special day at home.

Nutrition

School Nutrition Plus (SNP)

PUENTE's school meal provider, is committed to providing quality food service and nutrition education at no cost. They have chefs and registered dietitians who recognize that the health of our youth and has a significant impact on school performance. SNP is a scratch-cooking operation and frequently use local, seasonal produce on their menus and they are fully compliant with the Healthy, Hunger-Free Kids Act. Meals are served in the classroom.

Food Allergy Sensitive School

Due to the potentially life-threatening nature of food allergies, schools may put in place strict rules regarding foods and beverages not allowed on campus. Our school is a PEANUT- SENSITIVE and no peanuts or peanut products are allowed on school at any time. This includes peanuts, peanut butter, or any other product that contains peanuts or peanut oils. Students bringing items containing peanut products on campus will have the food confiscated to the protect the health of students with severe peanut allergies. If students on campus have other life- threatening food allergies, other foods may be restricted at any time the school becomes aware.

Documentation from the student's doctor is required for the school to put any restrictions in place.

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, audiotape, American Sign Language, etc.), 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: http://www.ascr.usda.gov/complaint_filing_cust.html 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.

This institution is an equal opportunity provider.

Parent Involvement

Visitor Procedures

PUENTE Preschool has an open-door policy. Any individual coming on to campus for the sole purpose of observing an assembly, performance, or to participate in large scale school events, including but not limited to, Family Nights, Open House, class presentations, and any PUENTE sponsored events, are not required to sign in at the office nor are they required to obtain a visitor badge.

Visitors and volunteers are welcome. Please see the visitor procedures below:

Procedures:

- All parents, visitors, and volunteers should report to the Charter School Office or Main Office of the school immediately upon entrance. This will allow the school staff to account for all persons in the building, consistent with the above stated “purposes”.
- All parents, visitors and volunteers must sign-in and sign-out on a Visitors Log where visitors will sign in the day, time, estimated duration and purpose of their visit.
- All parents, visitors and volunteers will receive a visitor’s badge to wear during their stay at the school.
- Parents, visitors and volunteers are not permitted to make impromptu visits to classrooms during the school day without checking in with the office staff.
- Visitors, who wish to speak with a teacher or staff member may arrange a visit at the Charter School or Main Office.
- Any person refusing to sign in and/or leave the school property voluntarily shall be immediately referred to the police department.

Parent Conferences

Parent teacher conferences are scheduled for each child in the preschool program **twice** a year. These conferences are designed to facilitate home-school communication and to keep the parents informed about the activities, adjustment and development of their child. Additional conferences are scheduled as needed. Parents may schedule a conference with the teacher and/or Director whenever necessary.

Parent Participation

The preschool program has a voluntary Parent Participation Program that has been developed to enable every child's parent to have some involvement in the program. The participation is designed to offer parents many choices of jobs so that you may choose to assist in the way that best fits your schedule. This involvement adds to the quality of both the parent and child's school experience. The preschool program, also has a Parent Advisory Committee (PAC), which meets monthly at the program. These meetings provide a forum for communication about policies and decisions affecting the preschool program and are an avenue for fund-raising. We highly encourage your participation in these meetings. Parents are also encouraged to participate in family social events and parent education meetings that we hold periodically throughout the year.

Grievance Procedures

Parents are encouraged to discuss their concerns regarding the program with their child's lead teacher, and/or the preschool program director. In the event that the problem is not resolved the parent may file a written appeal with the PUENTE Learning Center CEO.

Health and Safety

Screening

An informal health inspection is made each morning for every child. Your child will be observed by a staff member who knows him/her and who has had instructions regarding screening procedures. If a child shows any signs of illness, he/she will not be accepted into the program that day. This is in compliance with the California Health and Safety code, Title 22, section 101326.1. When you drop off your child please wait for the teacher to greet your child and complete their cursory health check before you leave. The health check consists of the teacher touching your child (for temperature) as they speak to them and looking closely for signs of illness (pallor, sweating, red eyes, etc). It just takes a second for an experienced teacher to do this and your child will only be aware that they have been greeted warmly.

Contagious Illness

If your child has any of the following symptoms or illness, he/she may not attend school that day:

- ✓ Fever/Chills
- ✓ Diarrhea
- ✓ Vomiting
- ✓ Impetigo
- ✓ Severe coughing
- ✓ Difficult or rapid breathing
- ✓ Measles
- ✓ Yellowish skin or eyes
- ✓ Conjunctivitis (pink eye)
- ✓ Hepatitis
- ✓ Skin rash of unknown origin
- ✓ Nits on hair from head lice
- ✓ Ring Worms
- ✓ Scabies
- ✓ Strep throat
- ✓ Rubella
- ✓ Chicken Pox
- ✓ Open Lesions
- ✓ Mumps

If your child, or any member of your household, has a contagious illness please notify the preschool program at once. Written notification will be sent home during known exposures to infectious disease.

PUENTE Preschool's Plan for Illness/Injury

The preschool program makes every effort to establish procedures that safeguard the health of the children in our care. If symptoms of an illness manifest while the child is at school, the parent or guardian will be contacted immediately. The child will be isolated from other children and kept comfortable until a parent can come for him/her within one-hour maximum. A child sent home with a fever, vomiting or diarrhea may not return until the child is clear of any symptoms for at least twenty-four (24) hours. The child may not return the following day, even if the symptoms are gone that morning.

Before your child is readmitted to school after an illness the admitting teacher will do a general health check. Please assist the teacher in this assessment by providing as much information about your child's illness and present condition as possible. Please remain with your child until the teacher has determined to readmit your child. If you have a question about whether or not to bring your child back to school, please call first and discuss his/her present condition with the teacher or director.

If a child is injured while at the preschool program the parent or guardian will be notified of the injury and specific instructions regarding action to be taken will be elicited at this time. If the parent or guardian cannot be reached the program will notify the person designated as the child's emergency contact for information. The program will maintain first aid supplies sufficient to care for minor injuries. Minor injuries will be noted on an accident report form and a copy will be given to the parent.

The preschool program uses universal precaution when dealing with any incident involving blood. These precautions include the consistent use of gloves when caring for an injury; proper disposal of tissues or items used to clean injuries; proper hand washing techniques; and teaching children good health habits and proper hand washing.

The preschool program will obtain emergency medical care without specific parental instruction in case the parent/s cannot be reached immediately, or the nature of the illness/injury is such that there should be no delay in seeking medical attention. If the nature of the illness or injury is such that the staff believes life is in danger, the police will be called immediately and told to send an ambulance. It is the policy of the program to immediately attempt to reach either the parent or identified authorized individual when a child is either sick or injured.

Medication Policy

Medication will be administered at school only when the following guidelines are followed:

- ✓ Prescription medication – the prescription must be made out for the child in question, dated pertinent to the current illness, and the dosage clearly marked. Prescriptions for siblings or other family members will not be given, nor will medication in “sample” bottles other than the prescription container
- ✓ Over-the-counter medication will be given ONLY if the medication has a prescription label stating the child’s name, dosage, and dates pertinent to illness. Pharmacists will type a label to clarify dosage, without a doctor’s prescription.
- ✓ Aspirin and aspirin substitutes will NOT be given to children at school except with a doctor’s prescription, which states a pertinent reason for administering this drug.

For all situations involving medication, release forms must be filled out and signed by the parent for each series of medication given to a child. This form must be given to the child’s teacher along with the medication. All medication is kept in the refrigerator and must be in a child-proof container. No unauthorized medication will be allowed.

Please do not send medication to school without following school policy. Do not send medication in children’s pockets. All drugs, no matter how harmless they may seem, could do damage if taken in the wrong quantity or by the wrong child. We want to take every precaution to keep your children safe.

Special Health Related Conditions

In the event that a child requires specialized care the parent, prior to admission, must provide a Health Care Professional to train classroom staff on any medical procedures that may be needed. A Health Care Professional must be provided again for training in the event of staff changes.

After training is provided it is up to the discretion of the Director to decide if the program can reasonably provide these services and make appropriate accommodations in order for the child to be admitted to the program.

Lice Policy

Occasionally lice will be discovered in children's hair during a quick morning health screening or when we notice children scratching their head. Upon discovery of head lice, parents will be called and will have one hour to pick up their child(ren) from school. PUENTE Preschool has a no nit and no lice policy, meaning that children must return with "clean" hair, free of lice and nits. Please keep in mind that children will be re-evaluated upon their return to ensure that lice and nits have been removed.

Child Abuse Reporting

Child Care professionals are mandated by law to report suspected child abuse and neglect to Department of Social Service (CDSS) and Child Care Licensing (CCL). In the event of reasonable suspicion of abuse, we will notify both agencies (CDSS) and (CCL). It is not our job to investigate or place blame. We function as a support system to the child and family both during and after the investigation. All child abuse reports are confidential.

Earthquake Preparedness

PUENTE Preschool maintains emergency first aid, food and water supplies for use in the event of an earthquake. Any child needing prescription medicine should see the teacher to make arrangements for storing medication with the emergency supplies. In the event of an earthquake please pick up your children immediately. Discuss plans for picking up your child with family members and emergency contacts. Remember that in a major disaster travel will be restricted and back up people may be needed in order to get your child from school. We will release children to the first approved adult who comes for them. We will make note of who came for your child and their destination. In the event that we must evacuate the building we will evacuate to the front parking lot of the school.

Outside Consultants

The center staff will occasionally seek outside professional advice regarding the growth and development of children enrolled at the Center. If you grant permission for such consultations in the Admission Agreement, the center will allow your child to be interviewed, observed and tested by outside professionals (under the guidance of the center). The results of such interviews, observations or tests will be confidential records of the center.

Publicity

Television and radio stations, newspapers and other media sources may contact and visit the center in order to photograph and/or interview the children. These interviews and/or photographs may be distributed or broadcasted to the general public. In addition, photographs of the children may be used in any brochures and informative publications describing the center, which are distributed to the public. **Parents have the option of authorizing PUENTE to release any media relating to their child by signing a Parent Authorization Media Release Form at the time of enrollment.**

Social Media Guidelines

We request that families using social media sites follow the policies that we have established:

- ✓ Do not disclose any confidential, defamatory or sensitive information about PUENTE Preschool staff, children, enrolled family members, students, interns or any other person connected to the center.
- ✓ While we cannot prohibit parents from sharing personal photos on social media sites. we request that you use caution. Please explore settings that allow you to share things more privately.

Sexual Harassment Policy

Harassment occurs when an individual is subjected to treatment or a school environment that is intimidating because of the individual's race, color, national origin, physical disability, or sex. Harassment can occur any time during school hours or during school related activities. PUENTE is committed to providing a learning environment that is free from harassment or bullying of any kind. Harassment of any student by another student, employee, or teacher is prohibited. The school will treat allegations of harassment seriously and will review and investigate such allegations in a prompt, confidential and thorough manner.

Right to Be Free from Sexual Harassment

A student has the right to attend and participate in centers and/or family child care home activities in an environment free from sexual harassment and any type of other harassment.

Reporting

- 1) PUENTE Learning Center Preschool Program students or student's parents who believe they have been subjected to harassment, intimidation, or bullying by anyone shall report the matter to the Teacher, Site Supervisor, Child Development Specialist, Records and Enrollment Manager, Program Coordinator, Programs Assistant, or the Program Director. Upon receipt a complaint, the program will conduct a prompt and thorough investigation.
- 2) Any employee, volunteers, agency contractors or agents who witness, overhear, or receive a report, formal or informal, written or oral, of harassment, intimidation or bullying shall report it in accordance with the procedures developed under this policy.

Parent Complaints

Your opinions and ideas are very important to our program! PUENTE Learning Center Preschool is an organization with a wide range of individual values, opinions, and personalities. Occasionally disagreements or conflicts may arise. Therefore, we have set up a communication procedure that applies to all staff, parents, and volunteers. If you have a problem, these are the steps to follow:

- 1) Talk directly to the person involved in an attempt to work out the problem. Your child's teacher can help you as a neutral third party to aid in positive communication.
- 2) If a problem cannot be resolved at this level, talk with the site supervisor/child development specialist and a meeting will be set up to resolve the complaints or problems.
- 3) If a problem cannot be resolved at this level, talk with the Program Director. A meeting will be set up with the involved parties to resolve the complaints or problems.
- 4) We encourage parents to speak up and let us know any concern, ideas, suggestions and opinions.

Children's and Parent's Rights

Parent's Rights and children's personal rights are distributed at the time of enrollment. They are also posted on the parent's bulletin board in the main lobby and in the classroom.

Authority

The state of California, Community Care Licensing Division and its representatives, as well as the California Department of Education, Early Education and Services Division and its representatives, upon proper identification, have the duty and authority to inspect our Centers and the in our educational network, at any time they are officially open, for compliance with State laws. They also have the authority to interview any administrator, teaching staff, Providers and support staff as well as the authority to interview children without prior parental authorization.