



Child Development Program
School Year 2023-2024

PARENT HANDBOOK

Information for Parents and Guardians

REV 6/9/2023



— SAN DIEGO —
QUALITY
PRESCHOOL INITIATIVE

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Dear Parents/Guardians,

Welcome to MAAC Child Development Program (CDP). MAAC is a private non-profit; social service agency operating federally funded Head Start, Early Head Start and California State funded preschool programs throughout North and South County for eligible families with children birth to 5 years of age (0-5) as well as for pregnant women.

MAAC offers a range of program options to deliver the best quality child and family support services possible. We provide comprehensive services to **972** preschool children (3-5 years) in the North County area and Southern County area (San Ysidro and Chula Vista). Head Start services are provided through the following program options:

- Part Day Extended Center Based
- Full Day Family Child Care
- Full Day Center Based

We also offer comprehensive services to **332 infant and toddler** children (birth to 3 years) through the following program options:

- Full Day Family Child Care Program
- Full Day Center Based Program

To access the maximum State and Federal funding allowed for quality services to children & families, qualifying families have been enrolled in both State Preschool and Head Start at specific full day sites. These “blended” programs provide both State Preschool and Head Start services to enrich and extend the program operating hours. Please be aware your child is enrolled in both the State Preschool and Head Start Programs.

MAAC CDP offers family members opportunities and support for growth and change, recognizing that each family can identify their strengths, needs, and interests and provide opportunities to be fully engaged. Our program philosophy recognizes that each parent/guardian is the primary educator of their children.

This handbook is designed to provide you with information about our program and answer questions you may have. Please contact your Center Director or Family Child Care Provider with any concerns, questions, ideas, or feedback.

Thank you for being a part of the MAAC CDP family, we hope that you and your family have a wonderful learning experience with us this program year.

Sincerely,

Claudia Arreola, M.A.Ed.

Director of Child Development

ADMISSIONS STATEMENT

Early Head Start, (EHS) and Head Start, (HS) are Federally funded Early Childhood/Family Development Programs serving eligible families and children, ages 0-5 years. These programs are designed to provide children and their families with comprehensive child and family development services. There is no fee for these services. MAAC Child Development Centers are licensed by the State of California Community Care Licensing Division and a licensing representative has the right to enter the facility at any time, review all records and may interview your child if needed. Transportation services are limited and available at select locations. MAAC Child Development gives equal treatment and access to services regardless of sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, or mental or physical disability.

The California State Preschool Program, (CSPP) is a 3-hour early childhood education program that is specifically directed toward school readiness. CSPP does not discriminate on the basis of sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, or mental or physical disability, in determining which children are served. MAAC State Preschool welcomes the enrollment of children with disabilities and understands the requirements to make accommodations for children with disabilities and implements those accommodations. **California State Preschool does not include religious instruction or worship.**

For the most appropriate placement, a licensed childcare program must determine whether a specific program option can meet your child's health, physical, developmental, and emotional needs. In the infant programs, children over the age of two years may be permitted to stay in the classroom based upon their developmental needs. Therefore, MAAC Child Development Program will assess each child individually to ensure appropriate placement.

Enrollment Process for Early Head Start & Head Start Programs

To determine MAAC Child Development eligibility, all applicants must meet age and income requirements set forth by federal regulations. Eligible applicants are placed on a prioritized waitlist at the site of their choosing and ranked per the program's established selection criteria determined based on the community needs assessment. When an opening is available, we access the prioritization waitlist and contact families. Applicants selected for enrollment will be asked to complete an enrollment packet. Child must have current and complete physical exams, must be up to date on scheduled immunizations and have received tuberculosis (TB) clearance prior to official enrollment.

After eligibility is determined, priority for enrollment is given to eligible children and families with the greatest needs. MAAC makes special efforts to ensure that children with special needs are able to participate in all aspects of the program either in an inclusive home-based or preschool classroom environment. The program reserves at least 10% of its enrollment slots for children with current Individual Education Plan (IEP) or an Individual Family Services Plan, (IFSP) and no child will be denied enrollment because of a disability.

Recruitment and placement eligible families on the program's waitlist is ongoing throughout the program year. In this regard, the waitlist order is subject to change as eligible families are added to the waitlist on an ongoing basis.

Families enrolled in EHS will need to complete a transition application to determine eligibility for HS when the child turns 3. This is not a guaranteed placement.

Enrollment in the California State Preschool Program (Part Day CSPP)

MAAC CDP is funded by the California Department of Education and we are required to abide by the regulations they have set forth. The full day program operates for a minimum of 175 days per year. State funding covers three hours of core curriculum each day and Head Start funding covers before and after services, for a total of up to 10 hours per day. The program first admits those children whose families have the lowest adjusted monthly income. Once eligibility is established, the child/family remains eligible for the remainder of the program year and the following program year, as long as child is age-eligible.

At enrollment, the parent or legal guardian is required to complete a State Preschool Application and provide all documentation to determine eligibility under one or more of the following eligibility criteria:

Child Eligibility

- Child Protective Services,
- At-Risk of abuse, neglect or exploitation
- Child with exceptional needs

Family Eligibility

- Experiencing Homelessness
- Receiving Benefits from Certain Governmental Programs
- Reside within approved Neighborhood School Boundary
- Income Eligible (100% State Median Income)

Disenrollment of Services

Family request to disenroll:

When a family chooses to disenroll from the program, please notify the school of the last day of attendance.

Agency disenrollment policy:

If a decision to dis-enroll a child from the program is made by the Director of the Child Development Program or designee, it will be implemented in accordance with, but not limited to, the following:

- Failure to comply with the Attendance Policy. (Families will be given opportunity to establish regular attendance and will be withdrawn from the program only when they are unwilling or unable to participate).
- Abandonment of care, which is defined as absences without communication to the program for 30 consecutive calendar days.
- Non-compliance of agency policies and procedures.
- Knowingly misrepresenting eligibility, using incorrect or inaccurate information to obtain a benefit that the parent would otherwise not be entitled to receive (refer to Fraud Statement, page 8).

Re-Enrollment or Recertification of Child/Family

When children have been dropped from the program for any reason, and the parents/guardians then desires to re-enroll, the family must complete a new application and provide new income and updated documents required to determine eligibility.

Families with children returning for a third year will need to go through the eligibility and enrollment process which includes income verification to continue services. MAAC reserves the right to contact employers to verify income and work eligibility informed consent from the parent/guardian.

Notice of Action in the California State Preschool Program

The Notice of Action form is used to communicate confirmation of your application for services with the date to begin receiving services or if services have been denied. The Notice of Action is also used to communicate any changes in service and termination of services.

This form is a legal document and will contain the conditions of your child's participation in the California State Preschool Program. This form also represents your acceptance in the State Preschool Program. If at any time during the year you move or transfer to another center, you will receive the Notice of Action informing you of the change. Parents may choose to terminate services at any time.

Appeal Process in the California State Preschool Program

Once you have received your Notice of Action, you have the right to appeal the decision by submitting the second page of the notice completed within fourteen (14) days. The agency has ten (10) calendar days within receipt of this appeal notice to set an appeal hearing. Within ten (10) days of the hearing, the agency shall mail or deliver to you a written decision. The following is a sample of the appeal page of the Notice of Action for reference.

NOTICE OF ACTION

DD-7517 (Rev. 5/14) (REVERSE)

Appeal Information: If you do not agree with the agency's action as stated in the Notice of Action, you may appeal the intended action. To protect your appeal rights, you must follow the instructions described in each step listed below. If you do not respond by the required due dates or fail to submit the required appeal information with your appeal request, your appeal may be considered abandoned.

STEP 1: Complete the following appeal information to request a local hearing.

Name of Parent/Caretaker		Telephone No.	
Address	City	Zip	
In this section, please explain why you disagree with the agency's action.			
Check Box If an Interpreter is Needed at the Local Hearing: <input type="checkbox"/>	Signature of Person Requesting a Local Hearing		Date

STEP 2: Mail or deliver your local hearing request within 14 days of receipt of this notice to:

<u>This section must be completed by the agency before the notice is served</u>	
A. Agency Name	Metropolitan Area Advisory Committee on Anti-Poverty in San Diego, Inc.
B. Agency Address	956 Vale Terrace Drive
C. City/State/Zip	Vista, CA 92084
D. Name of Agency Contact	Claudia Arreola
E. Agency Telephone	(760) 471-4210 ext. 2202

STEP 3: Within ten (10) calendar days following the agency's receipt of your appeal request, the agency will notify you of the time and place of the hearing. You or your authorized representative are required to attend the hearing. If you or your representative do not attend the hearing, you abandon your rights to an appeal, and the action of the agency will be implemented.

STEP 4: Within ten (10) calendar days following the hearing, the agency shall mail or deliver to you a written decision.

STEP 5: If you disagree with the written decision of the agency, you have 14 calendar days in which to appeal to the Early Education and Support Division (EESD). Your appeal to the EESD must include the following documents and information: (1) a written statement specifying the reasons you believe the agency's decision was incorrect, (2) a copy of the agency's decision letter, and (3) a copy of both sides of this notice. You may either fax your appeal to 916-323-6853, or mail your appeal to the following address:

California Department of Education
 Early Learning and Care Division
 Attn: Appeals Coordinator
 1430 N Street, Suite 3410
 Sacramento, CA 95814
 Phone: 916-322-1273
 Fax: 916-323-6853
 Email: ELCDAppeals@cde.ca.gov

STEP 6: Within 30 calendar days after the receipt of your appeal, the EESD will issue a written decision to you and the agency. *If your appeal is denied, the agency will stop providing child care and development services immediately upon receipt of CDE's decision letter.*

Code of Conduct

MAAC Child Development Program will provide and encourage an environment of mutual respect both for staff and parents. The Head Start Performance Standards require that programs ensure **all staff, parent volunteers, interns, consultants and community volunteers** abide by the program's standards of conduct. **These standards specify that all staff, parent volunteers, interns, consultants, and community volunteers will:**

- Respect and promote the unique identity of each child and family and refrain from stereotyping on the basis of gender, race, ethnicity, culture, religion, or disability;
- Follow program confidentiality policies concerning information about children, families, and other staff members;
- Not allow any child to be left alone or unsupervised while under their care; and
- Use positive methods of child guidance and not engage in corporal punishment, emotional or physical abuse, or humiliation. In addition, not employ methods of discipline that involve isolation, the use of food as punishment or reward, or the denial of any basic needs.

Mandated Child Abuse Reporting Policy

Staff members, who work with you and your child, care about your health and wellbeing. We are required by law (Penal Code 1116.6) to report any suspected child abuse or neglect. The purpose of the reporting law is to protect the child and to provide support for the family. We must also cooperate with Child Welfare Services and local law enforcement agencies.

We understand that parenting is not easy and we are here to support you by offering guidance in alternative discipline techniques, resources to parenting classes and links to supportive and educational community resources.

Fraud

Fraud is defined as knowingly or intentionally withholding pertinent materials or information, making any false statements or presenting any false materials or information, as a means of obtaining Early Head Start/Head Start and State preschool services. Fraudulent, false, incomplete, deceitful, or misleading information provided to MAAC regarding income, family size, employment, seeking employment, school/training program enrollment and for medical incapacitation that is used to determine initial or on-going eligibility of services may be grounds for termination of child development services and maybe subject to legal actions. Some examples of fraud include, but are not limited to:

- Failure to report the actual number of family members living in the household.
- Failure to report the actual gross income for the family.
- Submitting falsified income documentation.
- Submitting falsified employment documentation.

Non-Harassment Policy

MAAC employees have a critical responsibility for maintaining high standards of honesty, integrity, impartiality, and conduct to assure proper performance of the agency's business. Any employee conduct that violates this standard will not be tolerated.

Harassment is a form of misconduct that undermines the integrity of the employment or clientele relationship. All employees must be allowed to work in an environment free of unsolicited and unwelcomed sexual overtures. Sexual harassment weakens morale and interferes with the work productivity and is covered under our Non-Harassment Policy.

Harassment on the basis of sex is a violation of Federal and State laws. Unwelcome sexual advances, request for sexual favors, and other unlawful verbal or physical conduct constitutes sexual harassment when 1) submission to such conduct is made, either explicitly or implicitly, a term or condition of an individual's employment, 2) submission or rejection of such conduct by an individual is used as a basis for an employment decision affecting such individual, or 3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Any MAAC employee who uses implicit or explicit coercive sexual behavior to control, influence, or affect the career, salary, or job of an employee is engaging in sexual harassment. Similarly, gestures or physical contacts of a sexual nature that are unwelcome and interfere with work productivity constitute sexual harassment. All employees should be aware that such action is subject to appropriate disciplinary action.

Complaints or concerns about sexual harassment should be directed to the employee's immediate supervisor or Human Resources Director or designee. Complaints and concerns will be examined and resolved in an impartial, prompt, and confidential manner.

Open Door Policy and Parent's Rights

MAAC Child Development maintains an open-door policy.

Parents have the right to:

- Visit their child's center without advance notice at any time during normal hours of operation. However, access to the centers can be denied when behavior or illness poses a threat to the health and safety of the children, staff, volunteers, and families. Access can be denied to a non-custodial parent when a copy of a court order is in the child's file.
- Access and review their child's file with the child's Teacher or Family Service Worker.
- Give their input and concerns regarding their child, staff, or the facility to the appropriate staff, at an appropriate time, in a respectful manner.
- Request a meeting with any staff when they have concerns regarding their child, staff, or the facility.
- Volunteer in the classroom.
- Be addressed in a respectful manner by everyone who enters the facility.
- Place their children in a safe and secure environment where they can grow and learn.
- Expect that information regarding their child and family be kept confidential and only shared with relevant staff. If information is needed by other entities, MAAC MUST receive written permission from parent or guardian to disclose confidential information.
- Give or refuse permission for screenings and assessments after receiving all the information regarding the need and purpose of screenings and assessments.

Parents' Responsibilities

Parents have the responsibility to:

- Drop off and pick up children on time.
- Follow program policies.
- Follow the health policy and keep ill children at home or pick up children promptly when they become ill during the day.
- Spend enough time during drop off and pick up for staff to do daily health checks and provide information about their child's day.
- Notify center staff when a child will be missing class and if able provide a reason for the absence.

- Be on time when a meeting, parent teacher conference or home visit is scheduled.
- Respect and comply with the rules of the classroom and center when volunteering.
- Respect the culture, identity, language, customs, values, and personality of each child, staff, and others who they come into contact within the center.
- Maintain a safe and secure environment at the center for all children, families, and staff.
- Respect the rights of other families and staff by not sharing confidential information.

CHILD CARE CENTER NOTIFICATION OF PARENTS' RIGHTS

PARENTS' RIGHTS

As a Parent/Authorized Representative, you have the right to:

1. Enter and inspect the child care center without advance notice whenever children are in care.
2. File a complaint against the licensee with the licensing office and review the licensee's public file kept by the licensing office.
3. Review, at the child care center, reports of licensing visits and substantiated complaints against the licensee made during the last three years.
4. Complain to the licensing office and inspect the child care center without discrimination or retaliation against you or your child.
5. Request in writing that a parent not be allowed to visit your child or take your child from the childcare center, provided you have shown a certified copy of a court order.
6. Receive from the licensee the name, address and telephone number of the local licensing office.

Licensing Office Name:	CCL San Diego Regional Office	CCL Riverside Regional Office
Licensing Office Address:	7575 Metropolitan Drive, Ste. 110	3737 Main Street, Ste. 700
	San Diego, CA 92108	Riverside, CA 92501
Licensing Office Telephone	(619) 767-2200	(951) 782-4200

7. Be informed by the licensee, upon request, of the name and type of association to the child care center for any adult who has been granted a criminal record exemption, and that the name of the person may also be obtained by contacting the local licensing office.

8. Receive, from the licensee, the Caregiver Background Check Process form.

NOTE: CALIFORNIA STATE LAW PROVIDES THAT THE LICENSEE MAY DENY ACCESS TO THE CHILD CARE CENTER TO A PARENT/AUTHORIZED REPRESENTATIVE IF THE BEHAVIOR OF THE PARENT/AUTHORIZED REPRESENTATIVE POSES A RISK TO CHILDREN IN CARE.

For the Department of Justice "Registered Sex Offender" database, go to www.meganslaw.ca.gov

LIC 995 (9/08)

(Detach Here - Give Upper Portion to Parents)

ACKNOWLEDGEMENT OF NOTIFICATION OF PARENTS' RIGHTS (Parent/Authorized Representative Signature Required)

I, the parent/authorized representative of MAAC Child Development Program, have received a copy of the "CHILD CARE CENTER NOTIFICATION OF PARENTS' RIGHTS" and the CAREGIVER BACKGROUND CHECK PROCESS form from the licensee.

Name of Child Care Center

Signature (Parent/Authorized Representative)

Date

NOTE: This Acknowledgement must be kept in child's file and a copy of the Notification given to parent/authorized representative.

For the Department of Justice "Registered Sex Offender" database go to www.meganslaw.ca.gov

LIC 995 (9/08)

PERSONAL RIGHTS

Child Care Centers

Personal Rights, See Section 101223 for waiver conditions applicable to Child Care Centers.

(a) Child Care Centers. Each child receiving services from a Child Care Center shall have rights which include, but are not limited to, the following:

- (1) To be accorded dignity in his/her personal relationships with staff and other persons.
- (2) To be accorded safe, healthful and comfortable accommodations, furnishings and equipment to meet his/her needs.
- (3) To be free from corporal or unusual punishment, infliction of pain, humiliation, intimidation, ridicule, coercion, threat, mental abuse, or other actions of a punitive nature, including but not limited to: interference with daily living functions, including eating, sleeping, or toileting; or withholding of shelter, clothing, medication or aids to physical functioning.
- (4) To be informed, and to have his/her authorized representative, if any, informed by the licensee of the provisions of law regarding complaints including, but not limited to, the address and telephone number of the complaint receiving unit of the licensing agency and of information regarding confidentiality.
- (5) To be free to attend religious services or activities of his/her choice and to have visits from the spiritual advisor of his/her choice. Attendance at religious services, either in or outside the facility, shall be on a completely voluntary basis. In Child Care Centers, decisions concerning attendance at religious services or visits from spiritual advisors shall be made by the parent(s), or guardian(s) of the child.
- (6) Not to be locked in any room, building, or facility premises by day or night.
- (7) Not to be placed in any restraining device, except a supportive restraint approved in advance by the licensing agency.

THE REPRESENTATIVE/PARENT/GUARDIAN HAS THE RIGHT TO BE INFORMED OF THE APPROPRIATE LICENSING AGENCY TO CONTACT REGARDING COMPLAINTS, WHICH IS:

Community Care Licensing
7575 Metropolitan Drive, Suite 110, San Diego, CA 92108
(619) 767-2200
OR
Riverside Regional Office
3737 Main Street, Suite 700, Riverside, CA 92501
(951) 782-4200

LIC 613A (8/08)

DETACH HERE

TO: PARENT/GUARDIAN/CHILD OR AUTHORIZED REPRESENTATIVE: PLACE IN CHILD'S FILE

Upon satisfactory and full disclosure of the personal rights as explained, complete the following acknowledgment:

ACKNOWLEDGMENT: I/We have been personally advised of, and have received a copy of the personal rights contained in the California Code of Regulations, Title 22, at the time of admission to:

MAAC Head Start, Early Head Start, State Preschool Program

(See list of centers attached)

Accepting and Releasing Children

It is the responsibility of each parent/legal guardian or person authorized by the parent, to arrive at the site with the child at the time class begins, and to pick up the child immediately following their class period. Arriving and departing on time every day will set up a predictable routine for your child. Predictable routines build trust and self-confidence. When children arrive at the center late, they may begin to believe that school is not important. When children are late being picked up they may become anxious attending school because they don't know when they will be going home. If you or your authorized person will be late picking up the child, you must call the center as early as possible or before the end of the class session.

Early Head Start/Head Start and State Licensing regulations require that MAAC must ensure that children are only released to a parent, legal guardian, or other individual identified in writing by the parents or legal guardian. It is required to have authorized individuals other than the parents listed to pick up the child in the emergency contact. We will follow instructions on all valid court orders/restraining orders. 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.

At pick up time, your child will not be released to anyone not authorized. Parents are asked to update authorized pick-up information on an on-going basis. We require a minimum of two (2) people that we may contact to pick up your child in the case of an emergency. If parent/guardian must send someone other than the ones listed on the emergency forms, they must give written permission, otherwise child will not be released. Phone calls are not acceptable. Anyone authorized to pick up your child, who is unfamiliar to the staff must bring a photo ID.

Anyone authorized to pick up your child must be at least 18 years of age and must show valid identification.

If we do not hear from you once your child's class session is over our staff will take the following steps:

- Try to call you on all phone numbers on file at the center
- Call the emergency contact names to arrange for pick up
- As a last resort, with the Director of Child Development or designee's permission, they will call the local police or sheriff's department.

Sign In & Out Procedure

In compliance with State and Community Care Licensing regulations, parent or authorized adult must **sign in their child** at school arrival **and sign out** at departure using their **full legal signature** and **time**.

For children riding the bus:

- At the bus stop, the parent or authorized person will sign the child in and out.
- At the center, the teacher will sign the child in, and the bus monitor will sign them out.

If your child has been ill or has sustained any physical injury you must notify the teacher before signing in.

Tardiness

If there is pattern late pickups after hours of operation, the Center Director will schedule a meeting with you to identify solutions.

Children's Health & Safety

We need your **HELP** to keep all children safe during drop-off and pick-up times. All parents and children must wash their hands upon arrival at the center.

1. Please supervise your child(ren) at all times. They should be with you at all times.
2. Children may not climb or run to the door or gate.
3. Please Do Not let your children unlock or open the outside gates on their own.
4. Please Do Not unlock or open gates for children other than your own.
5. Thank you for doing your part to keep children Safe!

Daily Health Screening

To help prevent the spread of children's diseases, licensing requires that each child received a daily health check upon arrival at the center. No child will 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. Children will not be accepted if they show early signs of illness:

1. Gastro-intestinal nausea, vomiting diarrhea, abdominal pain
2. Throat and neck redness, spots, sore throat, infected tonsils, swollen glands
3. Eyes discharge and/or redness
4. Skin rashes, spots, eruptions, etc.
5. Hair lice/nits. Infected areas on scalp
6. Nose discharge, earache with symptoms such as fever, coughing or other symptoms
7. Temperature fever over 100-degree F.

Smoke Free Environment

Smoking is prohibited on the premises of all MAAC Centers and Family Child Care homes. The Office of Head Start and the indoor Environment Division of the US Environmental Protection Agency are partnering to improve the overall health of Head Start children. This partnership aims to reduce young children's exposure to second-hand smoke and other asthma triggers. The goal of the partnership is to inform parents on ways to enhance their child's health.

IMPORTANCE OF MAINTAINING REGULAR SCHOOL ATTENDANCE

It is important that your child attend school each day and that parents work in collaboration with the center staff to maintain the child's regular daily attendance. For your child to receive the full benefit of their early childhood education experience it is important that your child attend every day the center is open, unless illness or unforeseen circumstances prevent your child from attending. Parents/guardian are responsible to notify the center staff each day when the child is absent.

Research shows that missing 10% of preschool (irregular attendance = two days per month= absent 24 days per year= Your child's learning is 1 month behind their peers)

- Make it harder to develop early reading skills.
- Make it harder to get ready for kindergarten and first grade.
- Develop a poor attendance pattern that's hard to break.

The routines your child develops in our program will continue throughout school. You can make the most of preschool by encouraging your child to attend every day!

We care about the safety of your child, if your child is unexpectedly absent and we have not heard from you, you will receive a call from **the center within one hour of start time.**

If you are having challenges with getting your child to school every day, please contact your child's teacher or your Family Support staff to discuss ways the program can support you to improve your child's attendance.

After three (3) consecutive unexplained absences or if attendance is irregular and you have not notified your child's center, you will receive a home visit. The teacher and/or Family Service Worker/Advocate will meet with you to discuss ways to improve your child's attendance and discuss ways that the program can support you to ensure regular attendance.

If regular attendance cannot be established, another child on the priority list must be given the opportunity to enroll in the program. Families will be given the opportunity to establish regular attendance and will be withdrawn from the program only when they are unwilling or unable to participate.

Reason for Excused Absences include:

1. Best Interest of the Child (CDE CSPP certified children only)
2. Family Emergency/Temporary Family Situation
3. Court Ordered Visitation (court order must be in the child's file).
4. Health

1. Best Interest of the Child (CDE certified children only)

Best Interest Days are limited to ten (10) days per program year (July 1 to June 30). Court ordered visitation is not included as part of the 10 days (Court order must be in the child's file). These days are to be used in the "Best Interest of the Child". Parent may determine that another activity is best for the child to attend such as visiting a relative or close friend, vacation/gathering time with family, birthdays, religious observance, holiday or ceremony, time with a non-custodial parent, staying home with family after the birth of a new brother/sister.

2. Family Emergency/Temporary Family Situation

Family emergency for unplanned situations of a temporary nature including, court appearance, death, accident, hospitalization of a family member, no transportation or illness of sibling. Other emergency situations include home eviction, house fire/flood, road closure.

3. Court Ordered Visitation

Court ordered visitation is defined as time spent with a parent or relative as required by law. A copy of the court order must be provided and maintained in the child's file. Custody arrangements are not the same as visitation.

4. Health

Illness of the child or parent/guardian, ailment, communicable disease, injury, hospitalization, or quarantine. Appointment for the enrolled child or parent/guardian, which includes doctor, dentist, mental health, social service, welfare, education, special education services, counseling, or therapy.

Unexcused Absences/Abandonment of Childcare

Any absence other than those described above as "excused absences" are considered unexcused. Once we have 30 consecutive calendar days with NO contact from the parent, services will be terminated for abandoning your child's placement in our program (i.e., Abandonment of Care, Cal. Code Regs. Tit. 5, § 18066.5).

Emergency Information

If your child becomes ill or injured while at the center, you will be notified and either you or someone on your emergency list must come for your child immediately. It is very important that your emergency data card is kept current. Should any information change on the card, please notify your child's teacher, family service worker/advocate or the Center Director as soon as possible. We will also request updates made on this card during the Home Visit or Parent/Teacher conference.

Court Orders

Parents must notify their Center Director or Family Child Care Provider if court orders including a restraining order is obtained for any individual that regularly interacts with the child. MAAC staff will follow all restraining orders to ensure the safety of all involved. The Center Director or Family Child Care Provider will need a current copy on file. In accordance with Megan's Law, registered offenders may not drop off or pick their children or be within 200 feet of any MAAC facility.

MAAC will not provide character statements or testimony for parents undergoing separation/divorce.

Experience and Training of Staff

Our Center Directors and Teachers meet or exceed the early childhood education licensing requirements for the state of California and are provided with ongoing professional development throughout the year. All center staff receive a minimum of 21 hours of professional development annually. For more information about staff experience and training, please talk with your child's Teacher or your Center Director.

Positive Child Guidance

MAAC uses Positive Child Guidance to assist children in developing self-discipline and self-regulation skills. Children need to be offered choices and opportunities to make decisions. Teachers use positive language at school to help children become more confident and independent. When teachers tell children what they **can** do, children begin to manage themselves, classroom routines and interactions with peers. For example, a child who is throwing sand on the playground can be shown that, instead, she can use a shovel to put the sand in a bucket. The teacher might say, "If you want to play with the sand, you can fill this bucket. Would you like a blue bucket or this red one? In this way, the teacher honors the child's interest, but directs them to a more appropriate play choice. Staff model behavior by:

- **Listening** to children and responding with respect.
- **Modeling** patience and positive reactions to children's behaviors, providing children with words to describe their feelings and actions.
- **Redirecting** frustration and aggression, using gentle reminders when appropriate.
- **Positive attention** focused on desired behaviors with less attention toward inappropriate actions.
- **Teaching** children the desired behaviors and what to do when strong emotions arise.

To build mutually respectful, trusting, and nurturing relationships with children, **we will not use** verbal, physical, or emotional punishment, nor a threat of attack or violence toward children, as a form of discipline. Similarly, we cannot allow anyone, including parents to do so within our program. We work with children and their families to find alternatives that are culturally sensitive and age appropriate.

Children who display inappropriate or aggressive behavior in the classroom or on the bus, need everyone's support in changing the undesired behavior. A *Behavior Management Plan* will be used to help the child develop socially acceptable positive behaviors. For more information on the *Behavior Management Plan*, see the Mental Health section of this handbook.

PROGRAM OPTIONS

Our program supports children and families be ready to succeed in school and in life through learning experiences tailored to their current developmental abilities. These programs may be provided in different settings according to your needs, including family child-care locations and Head Start and Early Head Start centers. All Head Start programs serve families from diverse cultural backgrounds and who speak different languages.

The Full Day options are prioritized for families that are working full time, attending school/vocational program, incapacitated to the extent that the parent's ability to provide care for the child is significantly limited, foster children, families experiencing homelessness, protective service or at risk.

Individual Hours of Care (Full Day & FCC)

The State of California, Early Head Start and Head Start Program requires that all childcare centers and homes maintain adequate staff to child ratios at all times. In order to ensure that these ratios are met, and to ensure the health and safety of the children we will engage with you to develop hours of care. The individual hours of care will be based on the hours that you need childcare due to work and/or school schedules or time to search for employment. MAAC CDP provides up to 10 hours of care in the full day options.

Early Head Start Program Year: The program operates from July to June, two-week winter break, a one-week break in November and one-week spring break.

Head Start Program Year: The program operates from August to June, two-week winter break, one-week break in November and one-week spring break.

Part-Day Extended Center Based (Head Start Only)

Children attend a center-based class for 6 ½ hours, 4 or 5 days per week, Monday through Friday, (excluding holidays, and breaks). Two Fridays per month are reserved for parent conferences, home visits and staff training.

Full-Day Center Based

Children attend a center-based class for up to 10 hours per day, 4-5 days per week, Monday through Friday, (excluding holidays, and breaks). The Full-Day option provides an extended day childcare for parents. Two Fridays per month are reserved for parent conferences, home visits and staff training.

California Department of Education State Preschool and Head Start Blended Services

To access the maximum State & Federal funding available to provide quality services to children & families, qualifying families may be asked to enroll in both Head Start and State Preschool at specific full day sites. These "blended" programs provide both Head Start & State Preschool services to enrich and extend the program. You will be asked to comply with both the federal and state regulations for enrollment and attendance.

Family Child Care (FCC Full-Day)

Children are in a nurturing home setting, for up to 10 hours per day, 4-5 days per week. Family Child Care provides services for children ages birth (0) to five (5) years in a full day option. MAAC CDP contracts with Licensed Family Child Care Professionals to provide Head Start comprehensive services in a safe, healthy and nurturing home setting. Families enrolled in the Family Child Care program must also sign and comply with the

providers Operational Contract. Family Child Care Providers meet or exceed both state licensing and Federal Head Start teacher requirements.

MAAC Center Rules & Licensing Regulations

1. All immunizations must be up to date prior to school entrance. MAAC Child Development Program enforces the State Immunization Law: "No Shots, No School". (see Health Services section for more information)
2. All families will be asked to provide a physical examination for enrolled children to be completed by the first day of entry into the program, or have an appointment scheduled within 30 days of entry. (see Health Services section for more information)
3. The first day your child attends school please bring a complete set of clothing that will remain at school in case of an accident. If it is necessary for the center to provide clothing-we request you return it as soon as possible.
4. Please put your child's name on all clothing. We cannot be responsible for lost items.
5. Comfortable clothing that is washable and easily managed by the child is recommended. We recommend that you not send your child to school in special occasion clothing. For the safety of your child, children are **required** to wear socks and closed toed shoes with non-slip sole to school. **NO** flip-flops, plastic or open sandals are allowed.
6. The center **may not** administer any medication, including over the counter medication without written authorization from a physician and medication request form signed by the parent or guardian. Medication must be labeled and have the name of the child who will be receiving the medication. (see Health Services section for more information and instructions)
7. We require a **two-week** notice if you are terminating services for your child's care. Vacations should be scheduled around the program's breaks and non-school days.
8. **ANY CHANGES** in employment, phone number, or address **must** be reported to the center's office immediately (within 24 hours).
9. If your work location should change you must notify the teacher and **leave a number where you can be reached in case of an emergency**.
10. Children must be picked up prior to the end of assigned classrooms ending time. If you are unavoidably delayed, you must make arrangements for your child to be picked up by an authorized adult and notify the center as soon as possible. (see Accepting and Releasing Children for more information)
11. In our Full Day Program & FCC Homes, the schedule allows time for every child to rest up to 2 hours per day. A mat or cot and sheet are provided. However, if your child has a special blanket, he/she may bring it to school to use. If your child does not wish to sleep he/she may rest quietly on the mat and read a book or listen to music. Community Care Licensing requires a naptime Section 10123{b}.

Photo/Video Release

Frequently we take pictures of the children while they are working in the classroom, on the playground and on field trips. We use these pictures/video for agency trainings, on the child's cubby, center displays, and photo albums as well as for MAAC Child Development Program newsletter articles, annual report and recruitment materials. We will ask you to sign a release permitting us to take and use photos of your child. These will usually be taken in a group with others or alone.

To ensure the privacy of the children and families enrolled we ask that you refrain from taking any pictures on our premises or during field trips that include images of children other than your own child. This request also applies to audio or video recordings of children and posting on social media.

Sunscreen

Parents are asked to apply sunscreen for their children before school. If their child needs to have sunscreen though out the day, parents will be asked complete an **Individual Health Plan** with the instructions noted on the form. Sunscreen is considered an over-the-counter medication. Sunscreen will be applied as per instructions on the container.

Provision of Diapers/Baby Wipes

For children who need diapers/pull-ups/wipes, MAAC Child Development Program will provide a generic brand for children at no cost to families during the part of the day that the child is at the MAAC Child Development center or participating in program activities. Parents who prefer a specific brand may provide that brand of diapers/pull-ups/wipes for their child.

Blackboard Connect and E-mail Messages

We contract with Blackboard Connect, a mass notification system that lets us send updates and emergency alerts to all the families enrolled in the program. We do this through emails, phone call, text messages or social media channels. We have learned that during emergencies such as recent COVID-19 we need to be able to provide all families with fast and accurate messages with any center closures, or information related to the center where their child attends. We may also ask you to check our webpage at www.maacproject.org or [Facebook](https://www.facebook.com/maacproject) for emergency messages.

In addition to sending out messages during emergencies, we will be sending messages to families for parent meeting reminders, notification of special events or changes that may be of importance to families. For these reasons, we ask that you maintain your contact information, including e-mail address up to date. When you receive this call or message please listen or read it carefully.

Required Screenings and Assessments at a Glance

To support your child's healthy development and to identify any health or developmental issues needing intervention, all children receive nutritional, medical, dental, behavioral and developmental screenings within specific timelines. For more information about the screenings and assessments for each service area see the appropriate section of this handbook or talk with your child's teacher or family service worker/advocate.

Early Head Start Requirements

Screening & Assessment Tool	Description
Well baby exam obtained within last 12 months and no later than 30 days from the date of entry into the program.	In order to meet State licensing requirements All children attending full day/part day childcare must have current physical exam. Well baby exam must include all screenings required by the State.
ASQ-3 and ASQ-SE	The Ages and Stages Developmental and Social Emotional Screenings will be completed by the parent with the assistance of the teacher.
Age appropriate dental screening/exam at 12 months.	Every child is required to have an age-appropriate dental screening/exam. At age one, parents are encouraged to take their children to have an age-appropriate screening by dentist.

Head Start Requirements

Screening & Assessment Tool	Description
Physical examination completed by the first day of school or have an appointment scheduled no later than 30	A complete physical exam requires screenings such as HGB, lead, blood pressure, TB clearance, hearing and vision to be completed

Screening & Assessment Tool	Description
days from the date of entry into the program.	by the first day of school. This exam is to be done by the child's primary doctor.
Dental examination	Every child is required to have an age-appropriate dental screening/exam annually with the 6 month recommended cleaning/follow up. Head Start requires children to have Dental exam with in the first sixty days of the child's date of entry into the program.
Medical or dental follow up	If the physical exam or dental exam requires follow up treatment, the follow up must begin within 2 weeks of identified concern.
ASQ-3 and ASQ-SE2	The Ages and Stages Developmental Screenings will be completed by the parent with the assistance of the teacher.

Violence Free Workplace

MAAC is committed to maintaining a healthy and safe environment for all by providing a violence-free workplace. We strictly prohibit employees, consultants, clients, visitors, or anyone else on MAAC's premises from behaving in a violent or threatening manner. In alignment with MAAC's mission to serve and support all children and families, the delivery of high-quality programing is of ultimate priority. We seek to prevent workplace violence before it begins. Every threat of violence is serious and must be treated as such. Threatening behavior may include such actions as:

- Attempting to intimidate or harass other individuals
- Making menacing gestures or engaging in physically aggressive or violent behavior
- Throwing objects
- Using aggressive language that is not permitted in the workplace
- Making threats to harm another individual or to destroy property or encouraging others to do so on one's behalf

Uniform Complaint Procedures for the California State Preschool Program

Below please find the Parent Concern Procedures. Please use this process to begin your problem resolution there. If unsuccessful, you should then move forward with the Uniform Complain Procedures outlined here.

It is the intent of MAAC Child Development Program to fully comply with all applicable state and federal laws and regulations.

Individuals, agencies, organizations, students and interested third parties have the right to file a complaint with the State Department of Education regarding any alleged violation of federal or state laws. Complaints must be signed and filed in writing with the State Department of Education. No local hearing will be conducted; a final written decision will be given by the State Department of Education Child Development Division.

California Department of Education
Child Development Division
Attention: Complaint Coordinator
1430 N Street, Ste. 3410
Sacramento, CA 95814

Parent Concern Procedures

While MAAC Child Development Program (CDP) seeks to provide a positive experience for parents, families and community involved in the program, there may be instances when concerns may occur. As part of the General Administration of the program, a method of hearing and resolving parent complaints/concerns must be clearly established by the program.

POLICY:

MAAC CDP recognizes the need to quickly and fairly resolve parent concerns or complaints that arise with the program operations at the lowest level. MAAC CDP agrees to provide the necessary forms, procedures and training to effectively implement this policy. The Director of Child Development is the primary responsible agent for overseeing this policy.

This policy is posted on the Parent Bulletin Board at each center. Every effort will be made to maintain confidentiality of all parties concerned when dealing with parent concerns.

Parents are encouraged to address their concerns by talking to their child's teacher or Center Director where the child attends. If issues cannot be resolved at the center level, parents are encouraged to submit their concerns/complaints in writing utilizing the **Parent Written Complaint form (PE-503)** and submit to their Teacher or Center Director.

Steps to address written concerns/complaints:

- Step 1: Center Director, other staff if necessary and parent meet to come up with a resolution or develop an action plan within five (5) working days of the receipt of the concern/complaint. If parent is satisfied, staff documents resolution. *Note: The Director of Child Development will be made aware of concern and progress.*
- Step 2: If not resolved, Area Manager will be notified to schedule a meeting with the parent within (2) working days. If parent is satisfied, the Area Manager documents resolution. *Note: The Director of Child Development will be made aware of concern and progress.*
- Step 3: If still not resolved, the Assistant Director will be notified to schedule a meeting with the parent within (2) working days. If parent is satisfied, the Assistant Director documents resolution. *Note: The Director of Child Development will be made aware of concern and progress.*
- Step 4: If still not resolved, Director of Child Development will be notified and convene a meeting with the parent within (5) working days. *Note: The Director of Child Development will report to the PC Executive Committee the progress of any complaint received.* Director of Child Development will present a resolution to the parent. The Director of CDP's decision is final.

Developmental Support Services for Children with Exceptional Needs

Early Head Start/Head Start encourages “the inclusion of children with special needs in an integrated setting.” The basic idea of inclusion is that children with disabilities are, CHILDREN first. This includes supporting children in receiving their specialized services and determining the best placement to meet their individual needs. We demonstrate a commitment to early intervention services and support families to fully participate in the development of the IFSP/IEP, as well as assist in the implementation of services. It is important that parents provide updated IFSP/IEP paperwork so that we are aware of services your child is receiving and individualized goals of your child.

The Early Head Start/Head Start staff and/or Developmental Support Services team will:

- Promote cooperation, coordination, and collaboration between the Early Head Start/Head Start program and the San Diego Regional Center/School District
- Provide the least restrictive environment to children with special needs by modifying the environment to accommodate their individual needs
- Individualize activities for children based upon their written Individualized Family Service Plan (IFSP) or Individualized Education Plan (IEP) goals and objectives
- Encourage parents to be strong advocates for their children’s rights
- Send referrals to Regional Center/school districts for further evaluation and facilitate the process if needed
- Commitment to support families and ensure that each child receives the specialized education and supports needed to participate in the program
- Attend IFSP/IEP meetings upon request of parents

Developmental Screening

Each child receives developmental screenings within 30 days of enrollment. Developmental screenings are designed to provide a “snapshot” of the child’s development in the following areas: communication, gross motor, fine motor, problem solving, personal skills and social/emotional development. The purposes of the screenings are to identify children who may need further evaluation and support. You and your child’s teacher will complete the screenings. These screenings are completed with the parent’s consent and the results are shared with the family. Family-friendly activities will be offered to parents to teach in a fun and easy way in supporting their child’s progress in key developmental areas. If concerns are identified in these screening tools, our program offers a referral process for your child to be evaluated to see if he/she qualifies for early intervention services through the school districts, for preschool age children or your local Regional Center for children birth to 2 years 9 months. All communication is done confidentially and with the parent’s approval. The Developmental Support Services Department is available to offer guidance, help you advocate for your child and to decide on a plan that works for your family.

You are the most important person in your child’s life. You know your child best. You understand your child’s needs, and what is helpful and what is not. You have the most information about – and responsibility for – your child’s growth and development. Our Developmental Support Services Department will work with teaching staff to ensure your child’s individualized goals are part of their everyday experience in our programs.

EARLY CHILDHOOD EDUCATION

MAAC CDP uses the California Learning Foundations and Curriculum Frameworks, as well as the Head Start Early Learning Outcomes Framework 0-5 guides our program's School Readiness efforts through activities and interactions that support educational goals for all children.

We support parents as their child's first and most important teacher. Parents are invited to give input into the curriculum by suggesting classroom activities and by setting goals for their child. We call these goals that are developed in collaboration with the child's teacher an ***Individual School Readiness Goal***. The plan is developed and updated during home visits and parent teacher conference and is used to help plan classroom activities. We also ask parents to share information with teachers about their child's progress, growth, and development. For more ways to support your child's education, talk with your child's teacher or Center Director.

The Creative Curriculum

We use the *Creative Curriculum* as the primary curriculum in the classroom and in the Family Child Care Program. The Creative Curriculum is based on a strong foundation of theory and research about how children develop physically, socially, emotionally, and intellectually.

Research shows children learn best through being actively involved with parents, teachers, and other children and by interacting with the learning materials in their indoor and outdoor environments. The *Creative Curriculum* emphasizes the importance of social and emotional skills children need to succeed in school and in life. The curriculum promotes the process for developing and learning through both child-selected and teacher-led activities.

Child Ongoing Assessment

Early Head Start/Head Start requires teachers to assess children's developmental progress during the year. Our program uses the **Desired Results Developmental Profile (DRDP)** to measure your child's educational progress. Parents are asked to share with teachers and home visitors their observations of their child's growth and skill development. Teachers will share observations and work samples with parents informally during daily contact and formally during parent teacher conferences and home visits, (see Family & Community Engagement for more information about Home Visits).

FAMILY & COMMUNITY ENGAGEMENT

MAAC Child Development is committed to engage families and children through various ways to help support the family's well-being. Our efforts also include comprehensive strategies that encourage and build strong parent child relationships as well as ongoing learning. We provide a variety of parent leadership opportunities throughout the program that are flexible while parents engage in advocacy. Some of the parent engagement opportunities include parent teacher conferences, home visits, the policy council, center parent meetings, parent educational workshops, family engagement events, classroom volunteer opportunities, Ready Rosie, and take-home family fun packs. We encourage families to take advantage in these different leadership opportunities or to participate in any event the program has to offer.

Classroom Volunteers

MAAC CDP supports parents as their child's first and most important teacher by maintaining an Open Door Policy that allows you, as a parent, to visit at any time. You are always welcome and encouraged to participate in your child's day. Parents are welcome in our program and are a vital part in their children's learning and development. We encourage each parent to take an active role in their child's class. It shows your child you support them in their learning adventure and school experience.

Immunization Regulations

State Law requires MAAC to ensure that all personnel, including volunteers, are in good health, and shall be physically, mentally, and occupationally capable of performing assigned duties. This policy is applicable to all MAAC volunteers, including current parents.

Volunteers at the MAAC's Child Development Program shall comply with the Health and Safety Code Section 1596.7995 as outlined below.

http://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?sectionNum=1596.7995.&lawCode=HSC

Tuberculosis

TB assessment and/or testing requirements are applicable to volunteers who provide on-site services. If you attended school in this state and need help locating your immunization records, please visit the California Immunization Registry (CAIR). <http://cairweb.org/wheres-my-immunization-record/>

Measles Vaccination Requirement

All volunteers assigned to MAAC's Child Development Program need to provide vaccination records for measles by one of the following methods:

- A copy of an immunization record with evidence of a measles vaccine; OR
- A copy of a Titer Lab Test documenting immunity to measles; OR
- A statement from a physician affirming that there is a medical reason not to vaccinate you; OR
- A statement from a physician affirming immunity to measles.

Pertussis Vaccination Requirement

All volunteers assigned to MAAC's Child Development Program) need to provide vaccination records for Pertussis by one of the following methods:

- A copy of an immunization record with evidence of a pertussis vaccine; OR
- A copy of a Titer Lab Test documenting immunity to pertussis; OR
- A statement from a physician affirming that there is a medical reason not to vaccinate you; OR
- A statement from a physician affirming immunity to pertussis.

Influenza (flu) Vaccination Requirement

All volunteers assigned to MAAC's Child Development Program are required to provide vaccination records by one of the following methods:

- A copy of a vaccination record showing an influenza (flu) vaccine administered between the dates of **August 1 and December 1 of each year; OR**
- A statement from a physician affirming there is a medical reason not to vaccinate.
- A signed statement of declination and declination reason from the employee or volunteer (ask the teacher for a form).

Community or Emergency Crisis Referrals

Referral resources are available for families with a variety of local community services and resources. You can also go online or call the San Diego referral number 211 or talk with your child's teacher or the center Family Service Worker/Family Services Advocate for more information. **See the back of this book for a complete referral list in your community.**

Constant Contact E-Mail List

MAAC CDP utilizes the platform Constant Contact to maintain communication with families throughout the program year. Each month families will receive a monthly update on resources and events happening in their community such as food distributions, family engagement events, job listings, etc. On a quarterly basis, families will also receive a Family Newsletter with educational resources, timely articles, and updates on MAAC's Child Development.

Family Partnership Agreement Process

MAAC staff and partners build relationships with families that will develop into respectful partnerships over time. These partnerships support family well-being and help families to meet their goals for themselves and their children. Your Family Service Advocate or Family Partner will meet with you to develop family goals. To help families meet their goals, the program offers a variety of education opportunities such as parenting classes, nutrition education and resource workshops just to name a few. Strong, healthy families give their children the best chance at success in school and in life.

Parent Teacher Conferences & Home Visits

Early Head Start/Head Start regulations **require** that each child's teacher meet formally two times per year with the parents/caregivers in their homes and two times per year in the center for a parent and teacher conference. These home visits and conferences are to set School Readiness goals, review your child's progress, and to share information. Teachers schedule home visits and parent teacher conferences beginning at time of enrollment before winter break, in February/March and before the end of the school year in April/May/June.

School Readiness Take Home Activities (Family Fun Packs)

Each center has an activity check out program. Each activity contains a book, instructions and education activities for families to spend quality time together while preparing their child/children for educational success. Parents are asked to document this time because it helps the program in meeting educational goals for the child and help with meeting in-kind requirements.

ReadyRosie Parent Engagement On-line Application

MAAC CDP offers all parents registration in Teaching Strategies ReadyRosie. ReadyRosie is an on-line parent engagement application designed to support parents as their child's first and most important teacher. Weekly "modeled moment" videos are sent from ReadyRosie to families via e-mail and/or text message. These modeled moment videos and short and provide examples of learning opportunities parents have and do with their children in everyday locations. ReadyRosie promotes parenting skills in children from birth to Third Grade. Once parents are connected to ReadyRosie they can continue to use and receive the support as they transition from our program to kindergarten and beyond.

Parent Advisory Committee/Parent Center Committee (PAC)

All parents or legal guardians of currently enrolled children are members of the PAC. The committee meets monthly at a time when is most convenient for the majority of the families at each center. Through the Policy Council and the PAC, parents are empowered to actively participate in the shared decision-making process affecting policy changes in the program.

At PAC meetings, parents are encouraged to:

- Become a member of the planning team
- Run for and elect Policy Council Representatives and Parent Center Committee officers
- Discuss general program and center information
- Discuss concerns and issues that are specific to their center or option
- Initiate suggestions and help plan specific curriculum activities, and generate topics of interest in the areas of health, mental health, parent education, etc.
- Learn more about program services, activities, and community resources.

Fundraising is not permitted in our program.

Policy Council & Parent Advisory Committee

The State preschool Parent Advisory Committee and the Head Start Policy Council are held together. Representatives from the Blended Program sites are elected at the parent center committee meetings to serve on the Parent Advisory/Parent Policy Council. The Policy Council agenda includes the following items to ensure that State Preschool issues and policies are addressed:

- Updates from the CDE
- Report for State Preschool Sites
- Program Monitoring Reports

Additionally, there is a Center Parent Meeting on a monthly basis regarding curriculum and center activities. Parent trainings are provided during these meetings as well.

Representatives are elected from each center parent committee at the beginning of the school year to represent their center and serve on the Policy Council. Policy Council members are a part of the collaborative decision-making experience that has made Head Start a success over the past 55 years of its existence.

The Policy Council meets monthly to provide formal channels for parent engagement in the decision-making of the program. Standing committees: Personnel, Finance, and Program meet prior to the Policy Council to discuss current issues and program updates.

The Policy Council is an excellent opportunity for parents to develop leadership skills and provide a meaningful contribution to our program. The Policy Council works in partnership with key management staff and MAAC Board members to develop, approve or disapprove:

- Funding applications
- Program's philosophy
- Criteria for defining recruitment, selection & enrollment priorities
- The annual self-assessment
- New site locations and program options
- As well as other program requirements

The Policy Council Representatives also help encourage parents to participate at their centers, take information back and forth to Policy Council and Parent Center Committee.

Parents on Policy Council or Standing Committees will be reimbursed for gas and childcare expenses in accordance with approved policies. Childcare is provided onsite for all Policy Council meetings.

If I am elected to the Policy Council I can expect:

- To take part in major policy decisions affecting the planning and operation of the program
- To help develop adult programs which will improve daily living for my family and myself
- To be able to learn about the operation of the Program, including the budget and the level of education and experience required to fill various staff positions
- To take part in planning and carrying out programs designed to increase my skill in areas of possible employment

As a Policy Council member my responsibilities are to:

- Represent my center
- Share information about my site programs with the Policy Council
- Report back to my site what I have learned at the Policy Council
- Attend all Policy Council Meetings
- Participate in Policy Council Committee work
- Respect others as I want to be respected
- Participate as a responsible member of the Policy Council
- Speak the truth
- Abide by the Policy Council Bylaws

Fathers in Action

Father engagement is a vital and integrated aspect of parent, family, and community engagement work. Head Start and Early Start staff engage fathers and father figures as advocates, lifelong educators, and first teachers of their children. Male family members and father figures serve key roles in the healthy development of their children and families and have much to add to their Head Start communities.

Fathers in Action is a two-fold approach to male engagement, involving leadership committee and a monthly workshop series. The leadership committee collaborates with MAAC staff to identify opportunities for male caregivers to engage meaningfully in the program and to develop family engagement events, lead efforts to increase MAAC's visibility in the community and host monthly workshop series for male caregivers. These workshops include literacy, group discussions with qualified child development staff, information sessions with

community partners, or activities for father figures and their children. **Please speak to your Family Service Staff or Center Director if you are interested in joining.**

Parents in Action Facebook Group

MAAC Parent's in Action Facebook group is utilized to communicate with families, in real-time, community resources and events, as well as share updated about the program. The group is open to all MAAC Families and can be accessed using the following link: <https://www.facebook.com/groups/maacparentsinaction>

Next Level: Parent Workforce Development Program

Next Level was created for MAAC Child Development Program enrolled families to obtain specific industry-related training, career coaching, and employment-seeking skills. All participants will take a skills course and set specific career goals aimed at completing individualized training, or educational courses.

In addition to career pathways such as Health Care or Trade Skills, MAAC will be offering a Child Development Pathway. Program participants will have an opportunity to receive a hands-on classroom training, at their child's center (eligible participants will receive a stipend).

MAAC Staff will offer supportive services and case management throughout the length of the program. Please let your Family Service staff know if you are interested or apply using the following link: <https://maacproject.org/nextlevelparent/>

In-Kind – Non-Federal Share

Early Head Start/Head Start agencies are required to meet a non-federal share requirement. MAAC's share of the total program cost is also known as the "Matching or In-Kind" portion. The non-federal portion may be provided in cash or in-kind by volunteer services or donated goods. In-kind represents the value of goods and services donated and counted toward the agency's share of program costs.

MAAC Child Development administrative staff and center staff encourage volunteer service and donated goods to meet the contractual obligation for the "in-kind" match. Your time is valuable! Please make sure that you sign the volunteer form every time you come to the center to volunteer or fill out an in-kind form when you help the teacher at home with classroom activities.

Talk with your child's teacher, Family Service Worker or Center Director for more ways you can assist us in meeting our in-kind requirement. **Please note that due to licensing regulations parents may not bring non-sibling children during class time.**

EHS Transitioning to Head Start

Early Head Start regulations require that children re-apply for services in order to be considered for the Head Start Program.

- When your child is age 2 years and 6 months (30 months), Teachers/Family Partners/Providers will begin to discuss with your family the transition to Head Start or another preschool program in the community.
- Applications will be taken for all children who are age eligible to transition to Head Start for the upcoming school year beginning in March with current eligibility information.
- Children who will be 3 years old by December 1st and qualify will be enrolled in a Head Start Program at the start of the school year (if availability permits). They will not be re-enrolled in Early Head Start.
- The State of California License determines the age and capacity for each center. This will determine how long your child will be able to stay at the current center in the current classroom.

Due to an increase in their income, we recognize that families may no longer meet the income guidelines for Head Start services when their child turns 3 years. Many families may need and be qualified for other subsidized childcare. Families are provided with referrals and are encouraged to apply for subsidies while their child is in Early Head Start as these programs often have waiting lists.

At Three Years:

MAAC will make every attempt to transition qualified children who turn 3 years after December 1st to a Head Start center. Families found to not qualify due to income or who choose not to apply are given notification of the date of their child's last day in the program.

FCC Providers and staff will work with the family to make every attempt to ensure other childcare has been arranged. Family may become community family for FCC, if provider has space available and both family and provider agree to continue the care arrangements.

Transitioning to Elementary School

Kindergarten transition occurs throughout the school year providing you and your child the opportunity to be prepared. MAAC Head Start promotes and supports the transition process by encouraging continued involvement and advocacy by parents in their children's education. A kindergarten teacher or school administrator will be invited to speak at a parent meeting. This person will give an orientation to the Elementary School system and let you know what you and your child need to know before transitioning to kindergarten. The staff will provide education activities and information to assist you in preparing your child for the transition.

Kindergarten Age Requirement

Districts must admit children at the beginning of the school year (or whenever they move into a district) if they will be five years of age on or before September 1 (EC Section 48000[a]).

Transitional Kindergarten Age Requirement

Transitional Kindergarten is the first year of a two-year kindergarten program that uses a modified kindergarten curriculum that is age and developmentally appropriate. Each elementary or unified school district must offer transitional kindergarten classes for all children eligible to attend. A child who completes one year in a transitional kindergarten program, shall continue in a kindergarten program for one additional year. A child is eligible for transitional kindergarten if they have their fifth birthday between September 2 and December 2.

Before the end of the school year, your child will visit a local kindergarten classroom. This visit helps to familiarize your child with the daily routine of the kindergarten class. In addition, you and your child's teacher will complete an information letter that will be forwarded to your child's new school. This letter gives you the opportunity to share information about your child's school readiness, and anything else you feel the teacher needs to know to make your child's transition to kindergarten a success.

If you need assistance in finding a before-and after-school childcare provider for your child, please ask your Family Service Worker/Advocate at your Head Start Center for a list of programs in your area.

HEALTH SERVICES

Prevention & Early Intervention

Prevention and early intervention are an important part of Head Start and Early Head Start. We strive to provide a healthy environment to promote the growth and development of each child. In addition, we place a high priority on ensuring that children have a medical and dental home (health insurance and an ongoing source of health care), and that Preschool age children receive complete annual physical exams according to the state's Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) schedule. We follow practices required by Federal and State regulations to prevent injury and the spread of diseases.

Medical & Dental Home

We place a high priority on children having a medical and dental home to make sure that your child is receiving adequate medical and dental care. Encouraging parents to obtain medical insurance coverage is part of the program services. **Family Service Workers will work with parents to ensure that all enrolled children have medical and dental homes.**

Physical Exam

MAAC Child Development Program enforces the State Immunization Law: "No Shots, No School". Your child must have all needed immunizations according to their age on the first day of school. Also, a physical exam is another program requirement within the first 30 days and as needed per the Periodicity schedule. We encourage you to obtain a complete physical exam and TB clearance by the first day of school.

A complete physical exam includes all of the following screenings:

- All needed shots (immunizations)
- Growth and developmental check up
- Blood Pressure
- Vision and Hearing screenings
- Lead Screening at 12 and 24 months
- Height and Weight Measurements
- TB clearance

If your child does not have a physical exam or TB clearance, he/she must have an appointment on file within the first 30 days of entry to the program. It is the parent's responsibility that the appointment is kept and a complete physical along with a TB clearance is turned into the center.

If physical exam or TB clearance have not been completed and there is no appointment set for your child within the first 30 days of entry to the program, your child may be temporarily excluded.

If you have any questions regarding any of the additional screenings and assessments, please ask center staff for guidance.

Dental Exam

MAAC Child Development Program requires a complete dental exam for your child. Insurance must be secured if a child needs extended dental care. MAAC Head Start may be able to assist with some of the cost in special circumstances and as a last resort. To request assistance in dental treatment cost, speak with your Family Service Worker or your child's teachers.

Please note that parents/guardians should be present at all medical and dental examinations.

Parents will be asked to obtain a complete dental exam by the first day of school. For children in Early Head Start, the child must have a dental screening at 12 months. Head Start children 3-5-year of age must have a

dental exam annually. Parents are encouraged to follow up with dental cleaning and care with their child's dentist every six months.

Children with Chronic Health Conditions

Parents are required to notify site representatives if their children require medication at the time of enrollment or if they are identified during the school year. All parents of children with chronic health condition are required to obtain instructions for administration of medication/recommendations from their physician including medication and health plan prior to entry to the school.

Head Lice

Head lice is a common concern in all child development centers. Check your child often to reduce the spread of head lice. If you would like to learn more about head lice ask your child's teacher or Family Service Worker/Advocate for resources on controlling and reducing the spread of lice. More information on treatments can be found in this website: <https://www.cdc.gov/parasites/lice/head/treatment.html>

MENTAL HEALTH SERVICES (BEHAVIOR HEALTH)

MAAC Child Development Program supports both the behavioral and mental health for every child and family in our program. The program provides timely supports, intervention and services. Children and families need to have a strong social and emotional foundation in order to be ready for school.

Program services are designed to promote the health and well-being of children and families. Our goals are to:

- Strengthen family relationships
- Build positive relationships between children, their peers, and their teachers
- Learn about, understand, and express emotions in healthy ways, build social-emotional skills
- Enhance positive self-concept
- Develop skills to solve challenges and to manage stress

By asking parents for information, observations and concerns about their child's mental and behavioral health, MAAC staff can assist parents anticipate and understand their child's behavior and development. If a need is identified, a referral may be sent for Mental Health and/or Behavioral Support Services, or other resources /referrals in the community will be made available at any time. The Mental Health team will provide individualized case management and family centered services.

Behavior Support Intervention Plan

Our goal is to help your child have successful relationships and learning experiences to support their school readiness. Sometimes a more formal plan is needed to help support and guide children to more socially acceptable classroom behavior. The Behavior Support Intervention Plan begins in the classroom when a child is having a challenging time. Pushing, hitting, kicking, or fighting over a toy are all 'normal' behaviors we see with children at one time or another. Our job is to learn what the behavior is communicating and to teach children to find other ways of getting what they want and need in the classroom through developing friendship skills, managing their own emotions, negotiation, compromise and turn taking. A Behavior Support Intervention Plan is developed by MAAC using information gathered from teaching staff, parents/guardians, collateral agencies and others who have information that may assist in creating successful intervention and strategies. Parents will be included in creating a strength-based plan to help the child develop appropriate classroom skills in order to keep all children and staff safe and make this a positive experience for all.

NUTRITION & FOOD SERVICES

MAAC Child Development Program provides nutritious meals and snacks to all its children. MAAC is a non-pricing program and meal service is free of charge to the enrolled children. MAAC follows the USDA and CACFP federal guidelines for all meals and snacks which provide 1/3 to 2/3 of the child's daily nutritional needs. Children enrolled in the Full Day Program will receive breakfast, lunch and afternoon snack. Menus are posted in the classroom in English and Spanish and are available upon request. A registered dietician provides guidance to nutrition and food services.

Family Childcare Program

FCC providers participate in the CACFP food program. They hold their own contracts with a CACFP provider. They offer nutritious meals and snacks.

Early Head Start

An individual feeding plan will be completed for each infant prior to the child's first day at the center. Infants are fed in accordance to the plan.

The plan will include:

- Any instructions from the child's physician relating to special diet and feeding.
- Breast milk or formula type
- Schedule for introducing solid foods and new foods
- Food consistency
- Food like and dislikes
- Food allergies
- Introduction of cups and utensils

Arrangements for privacy will be made for mothers who wish to nurse their child at the center or Family Child Care Program. All Infants will be held by a staff person or parent during bottle feeding. Children are not allowed to walk and carry a bottle/cup. They will be encouraged to sit in a chair at the table or to be held by an adult. Special meal accommodations are offered to children with special diets or food preferences.

Early Head Start/Head Start

Special dietary needs of children are accommodated according to the child's doctor's written recommendation. For example, if your child must drink soy milk or has allergies, a form signed by a doctor is required to offer a replacement to milk. If your child has food allergies, please let us know at the first contact with our staff. Meal accommodations are offered to children with special diets and some food preferences. All meals are provided at no cost to children enrolled in the program.

USDA Nondiscrimination Statement- December 9,2022

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. **mail:**
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or
2. **fax:**
(833) 256-1665 or (202) 690-7442; or
3. **email:**
Program.Intake@usda.gov

This institution is an equal opportunity provider.

Children's Birthdays

We are happy to help celebrate your child's birthday. If you wish, you may send a pre-packaged store-bought **nutritious** snack to share. We encourage low sugar and low-fat snacks (fresh fruits, flavored yogurt, muffins). If you choose to send something, please notify your child's teacher in advance. We receive USDA funding to provide snacks and meals, therefore any additional food must be served after the children have received their scheduled snack and/or meals. Non-nutritious food and beverages such as cakes, soda, and other sweets are **not** allowed. Large portions of these non-nutritious items contribute to childhood obesity, dental cavities and other health related problems. We encourage parents to limit these non-nutritious foods and have them find alternative ways to celebrate their child's birthday.

TRANSPORTATION SERVICES

Children Riding the Bus

Bus transportation is limited and is provided at select locations. Parents are responsible for transporting their own child to and from the center where no transportation is offered. City transit schedules are available upon request and on their websites. No child will be released from the bus unless an authorized person is present to receive him/her, (see Accepting and Releasing Children for more information). Children riding a bus are seated in an age-appropriate seat.

It is the responsibility of each parent or guardian to:

1. Arrive at the bus stop at least five (5) minutes before your child's bus arrival for pick up or drop-off.
2. Call the Center Director one (1) hour before your child is to be picked up or dropped off if undue circumstances or an emergency situation prevents parents from waiting at the bus stop, and
3. Inform the Center Director of the alternative person authorized on the *Emergency Data Card who will be picking up your child at the bus stop.
4. If the person receiving your child is not on the Emergency Data Card, parents must send a signed note authorizing them to pick up the child. (The Bus Driver will ask for picture identification before releasing your child.)
5. For the safety of everyone, we ask parents and designees to set a good example by observing all traffic regulations and using the appropriate pedestrian crosswalks.

Arriving and departing on time every day will set up a predictable routine for your child. Predictable routines build trust and self-confidence. When children arrive at the center late, they may begin to believe that school is not important. When children are late being picked up they may become anxious attending school because they don't know when they will be going home. If you or your authorized person will be late picking up the child, you must call the center as early as possible or before the end of the class session.

Center Field Trips

Field trips are an extension of the child's educational experience by exposing your child to the community. Field trips can be either local walking field trips or further away from the center so that a bus is needed. We ask for your approval by sending home a permission slip for you to sign and return promptly. **NOTE:** If we do not have a signed permission slip, your child will not be able to go on the field trip.

We ask for parent volunteers to help us supervise children on most field trips. All parent volunteers must stay with their assigned group during the field trip and are asked not to purchase food, souvenirs for their group/child. The focus of all field trips is on an educational experience for the Head Start or Early Head Start child. We may have to limit the number of parent volunteers who attend due to transportation limitations or due to restriction of the field trip destination. Parents who attend the field trip will be expected to ride in the MAAC van or Bus to and from the field trip. Children will ride the bus to and from the field trip. In the case of an emergency, children will be transported from the field trip in a MAAC Van. In Head Start, **siblings will not be allowed to attend regular field trips. All parent volunteers attending field trips must have immunizations required for volunteers on file at their child's center.**

Safety on the Bus

Each parent or guardian receives a parent handbook which covers Transportation/Pedestrian Safety information. Children must stay in their seats with their safety restraints on. Children will need to cooperate with adults and use their quiet voices. Teachers will work with parents and children to enforce acceptable

behavior and safety on the bus. If unsafe behaviors are observed, the Center Director will schedule a meeting with the parent to discuss the concern and develop a plan to help the child with appropriate behavior.

It is the law that a school bus will stop and pick up children only at a designated bus stop. Please do not ask the bus driver to pick your child up or drop your child off at any other place.

Bus Evacuations

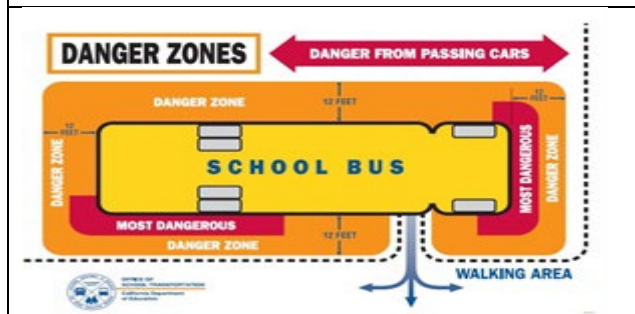
It is important to stay calm. Children will be provided evacuation safety drills in case of any emergency. The driver will inform passengers on emergencies, emergency equipment and how to evacuate the bus.

School Bus Loading Zones & “Pedestrian Safety”

Wait in a safe place with your child. Stay at least 12 feet away from the edge of the roadway. If you drive your child to the bus stop, please park on the same side of the street as the bus in a safe place. This is to avoid your child having to cross the street. Respect other people’s property while at the bus stop. Do not run across or play in people’s yards, or climb on their trees, fences, or walls. Stay on the sidewalk at the bus stop.

Walk!! Don’t run. Stay on sidewalk or if there is no sidewalk, stay as far as possible away from traffic. Walk facing oncoming traffic. Cross the streets only at intersections or crosswalks. If children must cross the street, an adult must escort the child. Hold your Child’s hand while you and your child cross the street. You and your child must not cross in front or behind the bus unless the bus driver crosses you both.

School Bus Danger Zones



The Danger Zone is the area on all side of the bus where children are in the most danger of being hit. Children should stay twelve feet away from the bus (or as far away as they can) and never go behind it. They should take six giant steps in front of the bus before crossing so they can be seen by the bus driver.

Red Light Crossing Instructions



Effective January 1, 1998

Whenever a school bus stops to load or unload students, the flashing light signal system will be in operation at all times, whether the children cross the road or not.

For the safety of our children

You must stop when you see the flashing red lights, whether you are approaching or are behind the school bus.

FACILITY MAINTENANCE (For MAAC Centers Only)

The Healthy Schools Act requires that all schools provide parents or guardians of students with annual written notification of expected pesticide use on school sites. The notification will identify the active ingredient or ingredients in each pesticide product and will include the Internet address (<http://www.cdpr.ca.gov>) for further information on pesticides and their alternatives.

Parents or guardians may request prior notification of individual pesticide applications at the school site. People listed on this registry will be notified at least 72 hours before pesticides are applied. If you would like to be notified every time we apply a pesticide, please contact your Center Director to request a form notification application.

Our goal is to maintain our centers in a clean and safe manner. Keeping safety in mind, you may be asked to participate in a cleanup day at your child's school.

IMPORTANT INFORMATION FOR PARENTS

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CAREGIVER BACKGROUND CHECK PROCESS

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

The California Department of Social Services works to protect the safety of children in childcare by licensing childcare centers and family childcare homes. Our highest priority is to be sure that children are in safe and healthy childcare settings. California law requires a background check for any adult who owns, lives in, or works in a licensed childcare home or center. Each of these adults must submit fingerprints so that a background check can be done to see if they have any history of crime. If we find that a person has been convicted of a crime other than a minor traffic violation or a marijuana related offense covered by the marijuana reform legislation codified at Health and Safety Code sections 11361.5 and 11361.7, he/she cannot work or live in the licensed childcare home or center unless approved by the Department. This approval is called an exemption.

A person convicted of a crime such as murder, rape, torture, kidnapping, crimes of sexual violence or molestation against children **cannot by law be given an exemption that would allow them to own, live in or work in** a licensed childcare home or center. If the crime was a felony or a serious misdemeanor, the person must leave the facility while the request is being reviewed. If the crime is less serious, he/she may be allowed to remain in the licensed childcare home or center while the exemption request is being reviewed.

How the Exemption Request is Reviewed

We request information from police departments, the FBI and the courts about the person's record. We consider the type of crime, how many crimes there were, how long ago the crime happened and whether the person has been honest in what they told us.

The person who needs the exemption must provide information about:

- The crime
- What they have done to change their life and obey the law
- Whether they are working, going to school, or receiving training
- Whether they have successfully completed a counseling or rehabilitation program

The person also gives us reference letters from people who aren't related to them who know about their history and their life now.

We look at all these things very carefully in making our decision on exemptions. By law, this information cannot be shared with the public.

How to Obtain More Information

As a parent or authorized representative of a child in licensed childcare, you have the right to ask the licensed childcare home or center whether anyone working or living there has an exemption. If you request this information, and there is a person with an exemption, the childcare home or center must tell you the person's name and how he or she is involved with the home or center and give you the name, address, and telephone number of the local licensing office. You may also get the person's name by contacting the local licensing office. You may find the address and phone number on our website. The website address is <http://cclid.ca.gov/contact.htm>.



Resources for Families

For resources regarding access to community, healthy, social and disaster services 24 hours a day, 365 days a year:

▷ <https://211sandiego.org> or dial 2-1-1 ◀

Food & Nutrition

San Diego Food Bank

Emergency Food Assistance
Neighborhood Food Distribution
Senior Food Program

☎ 1-866-350-3663
sandiegofoodbank.org/gethelp

Feeding San Diego

Neighborhood Food Distribution
☎ 1-858-452-3663
feedingsandiego.org/get-help/

WIC

Supplemental nutrition program for women, infants, and children.
☎ 1-888-942-9675
fns.usda.gov/wic/wic-how-apply



Public Assistance

CalFresh

USDA program that aims to help improve the health and nutrition of low-income families.

☎ 2-1-1 (for enrollment support)
GetCalFresh.org

CalWorks

Program that provides cash aid and services to eligible families with children in the home.

☎ 1-866-262-9881
benefitscal.org

Enrollment Services

Medi-Cal

Public health insurance for low-income individuals.

☎ 2-1-1 (for enrollment support)
<https://www.mybenefitscalwin.org/>

Covered CA

Support to access affordable health care for legal residents of CA.

☎ 2-1-1 (for enrollment support)
CoveredCA.com

COVID-19

Up-to-Date Information

Text 468-311
coronavirus-sd.com

State Testing

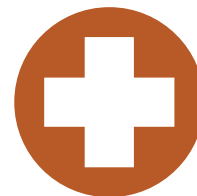
COVID-19 testing sites, operated by the State of California in Chula Vista, El Cajon, and Escondido.

☎ 1-888-634-1123
<https://lhi.care/covidtesting>

Childcare Resource

YMCA Resource Service to connect essential service workers in need of child care in San Diego County.

☎ 1-619-952-0242
ymcasd.org/childcarereferrals





Affordable Housing

Community Housing Works

Affordable apartment community in San Diego and throughout California. For eligibility, contact CHW directly.

☎ 619-282-6647
chworks.org

San Diego

Housing Commission

Directory about affordable housing in the City of San Diego including rental housing, and affordable housing developments in San Diego.

☎ 619-231-9400
<https://tinyurl.com/housing-directory>

North County Lifeline

Communities in Action program connects families to resources.

☎ 760-726-4900
<https://www.nclifeline.org/>

Shelters

Operation Hope North County

Year-round shelters for families, single-women, single-males with children for up to 90 days.

Must meet eligibility requirements.
☎ 760-536-3880, ext. 302
www.operationhopeshelter.org

Solutions for Change, Inc

Long-term transitional housing for homeless families with children, homeless pregnant women, and homeless fathers.

Must meet eligibility requirements.
☎ 760-941-6545
www.solutionsforchange.org

Women's Resource Center

Transitional housing for survivors of domestic abuse.

Contact case manager for availability.
☎ 760-757-3500
wrcsd.org/services/transitional-housing

Legal & Immigration

Jewish Family Service

Legal assistance and support for immigrants and their families.

☎ 858-637-3365
www.jfssd.org

Legal Aid Society of San Diego

Provide low-income clients with free civil legal assistance.

☎ 1-877-534-2524
www.lassd.org

Alliance San Diego

High quality and trusted immigration services, including education, one-on-one consultations and application assistance, in San Diego County.

☎ 619-269-1823
www.alliancesd.org

Employment Training

San Diego Workforce Partnership

Career centers offer job search and career development resources to all San Diego County job seekers, regardless of income or background—at no cost.

☎ 760- 631-6150 (NC Coastal)
☎ 760- 740-5564 (NC Inland)
<https://workforce.org/>

Goodwill Employment Center

Offers free job search assistance, including one-on-one counseling, workshops and guidance to anyone in the community.

☎ 1-866-262-9881
sdgoodwill.org

Domestic Violence

National Hotline

☎ 1-800-799-7233
Text LOVEIS to 22422
thehotline.org

Center for Community Solutions

24-hour toll free and county-wide crisis line for intervention and information related to domestic violence and sexual assault.

☎ 888-385-4657
www.ccsd.org/get-help/hotline

Palomar Family Counseling Service, Inc

Counseling services & court approved treatment program.

☎ 760-741-2660
palomarfamilycounseling.com

Substance Abuse

National Helpline

☎ 1-800-662-4357
Spanish & English

North County Lifeline

Recovery for Life program provides trauma-informed out-patient services and co-occurring treatment program.

☎ 760-726-4900
<https://www.nclifeline.org/>

Interfaith

The Recovery & Wellness Center provides a safe place for homeless, and low-income individuals to detox and enter long-term recovery care.

☎ 760-489-6380
<https://www.interfaithservices.org/program/recovery-wellness/>

Our Center Locations

CARLSBAD

EUREKA

3368 Eureka Place
Carlsbad, CA 92008
HS Lic. 376700775
(760) 720-4378

LAUREL TREE

1307 Laurel Tree Lane
Carlsbad, CA 92011
HS Lic. 376700768
(760) 930-0749

ESCONDIDO

DEL DIOS

835 W. 15th Avenue
Escondido, CA 92025
EHS Lic. 376701309
HS Lic. 376700772
(760) 747-7027

HICKORY

635 N. Hickory Street
Escondido, CA 92025
EHS Lic. 376701307
HS Lic. 376700770
(760) 741-0541

LOS NIÑOS

221 W. 7th Avenue
Escondido, CA 92025
HS Lic. 376700771
(760) 738-4876

FALLBROOK

FALLBROOK STREET

405 W. Fallbrook Street
Fallbrook, CA 92028
EHS Lic. 376700650
HS Lic. 372006255
(760) 723-4189

FALLBROOK VIEW

901 Alturas Road, #A
Fallbrook, CA 92028
HS Lic. 376700077
(760) 731-2062

OCEANSIDE

ISLAND CLUB

2322 Catalina Circle
Oceanside, CA 92056
HS Lic. 372006461
(760) 941-7616

NORTH COAST

1501 Kelly Street
Oceanside CA 92054
HS Lic. 376700061
(760) 966-7135

OLD GROVE

235 Via Pelicano
Oceanside, CA 92054
HS Lic. 376600980
(760) 433-7589

SAN MARCOS

GOSNELL

139 Gosnell Way
San Marcos, CA 92069
EHS Lic. 376701254
HS Lic. 376600278
(760) 736-3066

LINDA VISTA

1587 Linda Vista Drive
San Marcos, CA 92078
EHS Lic. 376600691
(760) 744-7995

WESTLAKE

415 Autumn Drive
San Marcos, CA 92069
EHS Lic. 376701118
(760) 631-2695

VALLEY CENTER

PAUMA

33158 Cole Grade Road
Pauma Valley, CA 92061
HS Lic. 376700371
(760) 615-2000

RINCON

33509 Valley Center Road
Valley Center, CA 92082
EHS Lic. 376600656
HS Lic. 376600189
(760) 749-5190

VISTA

FOOTHILL

1410 Foothill Drive
Vista, CA 92084
EHS Lic. 376701308
(760) 639-4465

NORTH CAMPUS EARLY LEARNING CENTER

956 Vale Terrace Drive
Vista, CA 92084
EHS Lic. 376300395
HS Lic. 376300394
(760) 726-4272

Partner Locations

CHULA VISTA

MAOF - DIONICIO MORALES

2453 Fenton Street
Chula Vista, CA 91914
HS Lic. 376700554
(619) 421-3940

ESCONDIDO

ECCDC

613 E. Lincoln Avenue
Escondido, CA 92026
Lic. 376600817
(760) 839-9330

GROWING MINDS - OAKHILL

1317 Oakhill Drive
Escondido, CA 92027
HS Lic. 376600505
(760) 739-9195

OCEANSIDE

GROWING MINDS - BALDERRAMA

709 San Diego Street
Oceanside, CA 92058
HS Lic. 372005131
(760) 757-1931

SAN YSIDRO

MAOF - SAN YSIDRO EARLY LEARNING CENTER

1901 Del Sur Boulevard, 1st Floor
San Ysidro, CA 92173
Lic. 376701072
(619) 621-2525

Head Start & Early Head Start Family Child Care (FCC) Homes
located in Carlsbad, Escondido, Fallbrook, Oceanside, San Marcos, and Vista