



**2581/2666/2670 Howe Avenue., Sacramento, CA 95821**

**Main Phone # 916/920-8724**

**email address: [office@onlylovecc.com](mailto:office@onlylovecc.com)**

**website: [www.onlylovecc.com](http://www.onlylovecc.com)**



## ***Parent Handbook***

### ***Information, Rules, and Regulations***

**License Numbers: 340311772 - 343615845 - 343605989**

## *Dear Parents and Families,*

*Welcome to Only Love Children's Centers, a Learning and Developmental program created to provide a safe, caring, nurturing educational place for your child.*

*We are pleased you have chosen to enroll your child in our high-quality State Preschool Program. The ongoing quality of this program is guaranteed by the excellent cooperation of committed parents as well as dedicated and knowledgeable staff members. We value your participation and general support. We are pleased to have excellent teachers, who care about your child's growth and who work hard to provide a diversified and creative curriculum.*

*To continue our quality service to you and your child, please share your child's needs with us so that we can be of support to your family. We hope that the information contained in this parent handbook will be helpful to you, please refer to it as needed.*

*We look forward to having you and your child in our program, we sincerely appreciate your trust and partnership to help us provide a rich, nurturing, and educational program for the first years of your child's learning growth and development.*



*Only Love Children's Centers*

## Table of Contents

PROGRAM GOALS AND PHILOSOPHY .....	5
PROGRAMS OFFERED .....	5
AGES SERVED .....	6
ELIGIBILITY AND ADMISSION PROCEDURES .....	6
LIST OF REQUIRED DOCUMENTS: .....	8
CONFIDENTIALITY .....	8
APPROVALS .....	9
HOURS OF CARE .....	9
CERTIFICATION .....	10
OPPORTUNITY AND EQUAL EDUCATION ACCESS .....	10
FAMILY FEES .....	10
DUE PROCESS .....	11
EMERGENCY CARD PROCEDURES .....	12
ATTENDANCE .....	12
SIGN-IN/SIGN-OUT PROCEDURES .....	12
LATE PICK-UPS .....	14
REPORTING AND DOCUMENTING ABSENCES .....	15
ABANDONMENT OF CARE .....	15
HOLIDAYS OBSERVED .....	15
HEALTH POLICY .....	16
MEDICATION .....	17
UNIVERSAL PRECAUTIONS .....	18
EMERGENCY PROCEDURES .....	19
DEVELOPMENT CENTERS .....	19
SCHOOL SCHEDULES .....	20
TEACHER/CHILD RATIOS .....	21
PARENT INVOLVEMENT AND COMMUNICATIONS .....	21
OPEN DOOR POLICY STATEMENT .....	23
REFRAIN FROM RELIGIOUS INSTRUCTIONS .....	24
CLOTHING POLICY .....	24
TOILETING .....	24

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BEHAVIOR STANDARDS/INTERVENTION POLICIES.....	25
COUNSELING / ALTERNATIVE SUPPORT PROGRAMS.....	26
PARENT/ADULT CONDUCT .....	26
MANDATORY CHILD ABUSE REPORTING.....	26
CHILDREN ASSESMENT TOOLS .....	27
STAFF QUALIFICATIONS.....	28
STAFF DEVELOPMENT DAYS .....	28
SAFETY / EVACUATION PLAN.....	28
NUTRITION AND MEALS.....	29
NON-DISCRIMINATION STATEMENT.....	30
SMOKE FREE – DRUG FREE POLICY .....	31
SURVEILANCE CAMERAS AND AUDIO MONITORING .....	32
CELULAR PHONE USAGE POLICY .....	32
HUMAN DIGNITY POLICY.....	32
COMMUNICATING CONCERNS.....	33
SEXUAL HARRASMENT POLICY .....	33
PARENT AND FAMILY RESOURCES .....	34
COMMUNITY RESOURCES.....	34
FAMILY PARTNERSHIP RESOURCES .....	35

## PROGRAM GOALS AND PHILOSOPHY

The main goal of our program is to provide an environment of success, where children develop skills which will enable them to better adapt to the changes of their lives. All children will have the opportunity to interact with their peers, materials, and adults to learn, inquire, solve problems, and find answers to questions.

Through a safe, nurturing, and stimulating environment, our staff plans activities and interactions which are based in the California Preschool Learning Foundations. The children's role is to explore, discover and learn within our play-based philosophy. The staff's role is to facilitate their learning and developmental growth. And finally, the parent's role is to participate in a partnership with the school to ensure their child's success.

The curriculum is designed to provide both individual and group activities. The program offers learning opportunities such as art, music and movement, science, multiple language exposure, math and early reading and writing, cooking, fine motor and gross motor emergent literacy and dramatic play. These activities will also be supported with hands-on activities and community visitors.

Ongoing communication between staff and parents is also an essential part of the curriculum reinforcing the child's feeling that their two worlds are connected. Therefore, we encourage you to talk with our staff in person or by "Learning Genie" app. regarding any concern, or suggestion you might have to improve our service.

## PROGRAMS OFFERED

### **General Childcare (CCTR)**

Our Toddler program is funded by CCTR contract. This program provides subsidized full day service for eligible families of children ages of 18 months to 3 years old. When a child is preschool eligible, they will be transferred to a preschool classroom when all eligibility requirements are met.

### **California State Preschool Program (CSPP)**

Our Preschool Program is funded by CA Department of Education CSPP contract. It provides subsidized part-day and full-day services for eligible families.

Both contracts offer a curriculum that is developmentally, culturally, and linguistically appropriate for the children served. Teachers use a variety of strategies to encompass the diverse needs of children. OLCC provides meals and snacks to children during their time of attendance. Parents have access to community resources and referrals to health and social services. The programs also provide staff development opportunities and ongoing professional training and education to employees.

## AGES SERVED

Only Love Children's Center provides a developmentally appropriate Toddler, Preschool and Kindergarten readiness program for children ages 18 months to 5 years old or until entering kindergarten. For California State Preschool Program (CSPP), enrolling children must be 3 years old on or before December 1<sup>st</sup> of the current school year or after their 3<sup>rd</sup> birthday.

## ELIGIBILITY AND ADMISSION PROCEDURES

### Enrollment

For a child to begin care, all enrollment steps must be completed before the official start date. Families may find the "Enrollment Interest Form" on our website at: [www.onlyloveecc.com](http://www.onlyloveecc.com) and complete "Step 1". Families can also complete "Enrollment Interest Form" application at the main office and provide proof of income.

### Waiting List

The program has limited openings for eligible families. The first step to receive services is to be placed on our waiting list. Children with exceptional needs (special needs) are encouraged to apply. Our waiting list is **NOT** "first come - first serve". It is instead, based on eligibility criteria ranking, set by Title 5 regulations. Families will be enrolled as space becomes available.

Children are approved to Only Love Children's Center according to the enrollment criteria and priorities established and monitored by the California State Preschool Program (CSPP) and or CCTR regulations and California Department of Education.

For more information you can read the below; talk with OLCC office personnel; or visit [www.cde.ca.gov](http://www.cde.ca.gov).

### Admission Priorities

When an opening is available, we access the waiting list and contact families based on the following program admission priorities:

- Exceptional Needs, child with exceptional or with Individual Education Plan (IEP)
- Child protective services, or at-risk of abuse, neglect, or exploitation
- Admission priority based on adjusted gross monthly income and family size.

When multiple families are within the same ranking:

- Child with exceptional needs within the same ranking is admitted first.
- Dual Language Learners.
- Entry with the oldest application date is admitted second.

For preschool programs, age eligible 4-year-old children are enrolled prior to age-eligible 3-year-olds. In addition, for part-day preschool an over-income family, whose child has exceptional needs may be served if space is available.

*A copy of the current school year income ranking chart can be shared upon request.*

## Selection and Enrollment Process

Families selected for potential enrollment from the waiting list will be asked to submit documentation to verify eligibility/need for services. The list of needed items is included in the enrollment packet. Families will be called to start enrollment online or pick up a packet to begin the process. At that time, we will schedule an appointment with the Enrollment Specialist.

Note: If you do not contact us for a packet within 1 week of being notified, your potential space will be passed to the next eligible family. Parents have up to 2 weeks to obtain all required documentation.

Please note that your child's enrollment may be delayed or lost if your enrollment process or any information is not complete by the time of your appointment; in that case the open space may be passed to the next eligible family if they have everything ready.

Next, families will gather all documents listed in the checklist and complete the forms provided. All documents must be ready for the scheduled meeting. If you have any questions about the forms or required documents, please contact the main office (916) 920-8724. We will use these documents to verify eligibility and need at the in-person enrollment appointment.

## Eligibility and Need

As previously stated, enrollment priority is based on state guidelines.

To receive subsidized childcare, families shall meet one of the following **eligibility** requirements:

- 18 months to 4 ½ year old children are eligible for services if the child has exceptional needs, as defined in the California *Education Code (EC)* Section 8205.
- Children from families in which the primary home language is other than English.
- The child is a recipient of child protective services, or has been identified or at-risk of being abused, neglected, or exploited.
- Categorical Eligibility for Families Receiving Benefits from Governmental Programs
- Homeless or seeking housing.
- Family is income eligible. When the number of family members and the amount of income has been determined, eligibility may be established by reference to the fee schedule set forth, by the CDE & CSPP. Families with incomes that are up to 15 percent over the income threshold are now eligible to receive services. Space is limited for the families for families who are 15% over State Median Income (SMI).



## LIST OF REQUIRED DOCUMENTS:

- **Child's birth certificate or birth records.** (e.g., birth certificates, court orders regarding child custody, adoption documents, records of foster care placements, school or medical records, county welfare department records or other reliable documentation **indicating the relationship of the child to the parent**) or other reliable documentation indicating the relationship of the child to the parent.
- **Up-to-date child's immunization records.**
- **Physician's report** (LIC-701) Childcare Center's
- **Individualized Educational Plan (IEP)** If applicable.
- **Proof of address** (Proof of Residency without regard to immigration status Must live in California with evidence of street address as applicable. May include Utility Bill, Property Tax, Government agency letter, rental agreement, employment pay stub, etc. If homeless, may submit a declaration of intent to live in California.
- **Proof of family size** including names of parents, and date of birth of all children identified in the family)
- **Income verification** from all sources (1-month of consecutive paystubs or other income, from 2 months prior of enrollment)
- Income for Both Parent(s)/guardian(s) only if applicable *for an all-inclusive list of income sources please see our website [onlylovecc.com](http://onlylovecc.com)*
- **Employment verification or need verification/Employer Release Authorization** (If applicable)
- **Family needs questionnaire.**
- **Family language instrument** sent via Learning Genie App
- **Ages and Stages Social Emotional (ASQ-SE)** sent via Learning Genie App
- **Ages and Stages Questionnaire (ASQ).** sent via Learning Genie App



**\*Biological/Adoptive Parent:** “Family” shall be considered the parents & the children for whom the parents are responsible, who comprise the household in which the child receiving services is living.

**\*Guardian/Foster Parent:** “Family” shall be considered the child & related siblings without including the adult foster/guardian.

\*All documents requested at enrollment time are required to have in your child(ren) file before official start date, by OLCC's internal procedures, the California Department of Social Services, and/or The Department of Education. **NO EXCEPTIONS!**

## CONFIDENTIALITY

All forms filled out by parents are considered confidential and are accessed by authorized school personnel only, on a need-to-know basis.



Only Love Children's Center maintains all personal information in strict confidence. When determining eligibility for services and providing appropriate resources to families, you will be asked to provide legal documentation and you may share confidential and private information with our staff.

We respect the privacy of all the children and families we serve. This applies to information you share with us verbally or in writing. Only Love Children's Center takes this responsibility very seriously. The use or disclosure of any information pertaining to families is restricted to authorized personnel and is on a need-to-know basis. Should you have any concern in this matter, please feel free to communicate with the office administrators.

## APPROVALS

### **For Full Time Care (CSPP & CCTR)**

To receive State subsidized full-day childcare, families shall meet the CSPP & CCTR Need Requirements (not applicable for part-day, part-year preschool program).

Your full-time eligibility will be determined by completing all appropriate verification based on documentation filled in by parents AND applicable authority (i.e., employer, school officials, physicians). The statement should also indicate the days and hours that care is needed for the child, for both parents, as applicable.

After confirming eligibility and establishing your need, the information submitted is then used to determine your childcare schedule and any fees that may be associated with enrollment and service.

### **Part Time Care – (CSPP only)**

There are no “need” requirements for enrollment in the part-day, part-year preschool classes, as this program operates only 3 hours per day with a set schedule. There is no fee for the part-day, part-year preschool classes.

## HOURS OF CARE

OLCC is open Monday to Friday 7:30 am to 4:30 pm except for holidays or staff in-service days.

Your childcare hours of care will be approved based on family need qualification document. Travel time of up to 30 minutes each way will automatically be added to the schedule. Parents may request additional travel time in writing due to specific need, not to exceed two hours one-way, when applicable. Parents working graveyard shifts may be eligible for daytime care to cover work, sleep, and travel needs.

## CERTIFICATION

**Full Time Certification** is valid for 24 consecutive months or child starting kindergarten whichever occurs first. Children are enrolled to OLCC and certified according to the CSPP criteria and regulations. Once your certification ends, you will receive a reminder and must submit all required documents for a recertification to continue receiving services as applicable.

**Part Time Certification (CSPP only)** is valid for the current and following school year if the child is age eligible.

## OPPORTUNITY AND EQUAL EDUCATION ACCESS

ALL children are accepted into OLCC Preschool Programs as long as we are able to provide an atmosphere that meets the needs of every child enrolled. Accepted children must not be a danger to himself/herself, other children, or adults. Each enrolled child must be deemed ready for the group experience and able to benefit from the program we offer. OLCC will make every reasonable accommodation, according to our possibilities, for children with exceptional needs as described by the American with Disabilities Act (ADA).

## FAMILY FEES

**Part-Time** families do not have a monthly fee based on current CDE regulations,

### Full Time

Families might have a fee, based on their monthly income and family size. OLCC adheres to the "Family Monthly Fee Schedule" and guidelines, established by the CDE and DSS. Some fee exemptions include families receiving certain government benefits and families certified as at risk or active CPS requesting waivers (for the first 12 months).

Assigned family fees must be paid in full and are due on the first day of each month. Please give your payment to the administrator in the main office only.

If a family makes a payment for care elsewhere, for enrolled child/ren or siblings), for a time that OLCC does not provide services; family can present a valid receipt in lieu of payment. The amount of the valid receipt will be applied to your current month family fee only, cannot be rolled over to another month. For more details see an OLCC Administrator.

Payment can be made with cash, checks, or money orders. Money Orders and Checks must be payable to "Only Love Children's Centers" (OLCC) and must include the month of payment and name of the enrolled child. Credit card payments might be available with applicable fees. If monthly fees are not paid by the 7<sup>th</sup> of the month, the family might receive a **Notice of Action (NOA)** and might be subject to disenrollment.

Delinquent Family Fees; Notice of Delinquency; Plan for Payment.

- (a) Fees shall be considered delinquent after seven calendar days from the date the fees were due.
- (b) A Notice of Action, Recipient of Services shall be used to inform the family of the following:
  - (1) The total amount of unpaid fees.
  - (2) The fee rate.
  - (3) The period of delinquency.

- (4) That services shall be terminated two weeks from the date of the Notice unless all delinquent fees are paid before the end of the two-week period.
- (c) The contractor shall accept a reasonable plan from the parent(s) for payment of delinquent fees. The contractor shall continue to provide services to the child, provided the parent(s) pays current fees when due and complies with the provisions of the repayment plan.

No adjustment of payment will be made based of excused or unexcused absences. Family fees are assessed at initial enrollment and reassessed in no less than 24 months from original certification. No re-calculation is needed, unless a **reduction of income is reported** by the parents/guardians; in that case new proof of income will be required, as applicable to reduce Family Fee.

## DUE PROCESS

All families have the right to appeal any action that affects their child(ren) enrollment with a request in writing to OLCC main Office or Executive Director, on or before the effective date on the Notice of Action (NOA) or other written communication. NOTE: If the parent has children enrolled in both a State Preschool and Child Care & Development programs, our agency will issue two NOAs: one for the child(ren) enrolled in State Preschool and a separate NOA for the child(ren) enrolled in the other program(s).

An agency representative will meet with you to begin the internal inquiry process. Your childcare services will remain in place during this process, unless otherwise noted by the NOA.

\*Mail or deliver your hearing request within 14 days of receipt of this notice to:

**Ryan Suarez**  
**Only Love Children's Centers**  
**2581 Howe Avenue**  
**Sacramento, CA 95821**  
**916-920-8724**



**\*Appeal Information:** If you do not agree with OLCC decision 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 on the NOA.

Your appeal must be received by CDE OR DSS within 14 calendar days from the date of the written decision (NOA). If you do not respond by the required due date or fail to submit the required appeal information with your appeal request, your appeal may be considered abandoned. Your appeal to CDE or DSS 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 NOA (both sides), and (3) Any other related document.

**For California State Preschool Programs (CSPP) Send your compliance complaint letter to:**

**Attn: Appeals Coordinator**  
**California State Department of Education**  
**Early Education Division**  
**1430 N. Street, Suite 3410**  
**Sacramento, CA 95814**

**For Childcare and Development Programs (CCTR) submit appeal to:**

California Department of Social Services (CDSS)  
Childcare and Development Division  
Attn: Appeals Coordinator  
744 P Street, MS 9-8-351  
Sacramento, Ca 95814  
Email: CCDDAppeals@dss.ca.gov  
Telephone: 833-559-2420

## EMERGENCY CARD PROCEDURES

Every child enrolled in the program must have a current emergency card on file. In case of an accident, emergency numbers must be accessible to all personnel. Should the parents/guardians not be reached, the information of hospital listed on the emergency card will be provided to emergency responders' crew. Continued efforts will be made to reach parents/guardians and emergency contacts.

**It is the parent's responsibility to notify Only Love Children's Center of any change in personal phone numbers, address, emergency contact names and numbers, allergies, and health information.**

### Custody Regulation

OLCC cannot prevent any parent from removing his/her child from the center if we don't have a court order on file. If there is a court order restricting a parent from visiting or picking up their child, then a **CURRENT copy of the court order must be provided to OLCC**, which will be placed into the child's confidential file.

## ATTENDANCE

For children to fully benefit from all enriching experiences and learning opportunities, it is extremely important for children to attend their preschool program on *a regular basis*. Children are born ready to learn and the brain of preschoolers works hard to create organization through consistency; it is essential that routines and behavioral guidance are established and adhered to.

## SIGN-IN/SIGN-OUT PROCEDURES

### Arrivals

- Children must arrive at school at their designated start time. It is the parent's responsibility to adhere to your approved family schedule. Please be on time.
- For any late drop-off please notify the office in advance.
- Parents/guardians or responsible adults dropping-off the child, must have a health check done and sign children in with FULL Legal signatures and actual time of arrival on Learning Genie App on their cellphone or a tablet located in our lobby. A back up sign in binder is also located

in the lobby. As guardian checks child in, OLCC staff members will also need to complete acceptance process before child is fully checked in.

- In case of a health risk/restriction mandate occurs by the Health Department; to prevent a possible exposure of any virus, parents or visitors might be asked not to go inside the classrooms unless deemed necessary. During those circumstances OLCC staff will accompany your child to their classroom.
- Daily attendance status is reviewed regularly. If for any reason, a signature is missing, parents/guardians will be called and required to come back as soon as possible to comply with this regulation and sign the missing spot.
- Child(ren) must be always accompanied into the lobby by an adult. We encourage for only one family in the lobby at a time. Plan time to make this transition smooth for your child.
- For Full time students: **\*Drop-off at nap time is not allowed** - **The latest hour a child can be dropped-off in the morning is BEFORE 11:30, or after 2:00 pm;** this will allow him/her to adjust and get ready for transition time. If you have any questions or a very specific approved schedule, please talk with administrators for arrangements.
- Every child must have a completed a health check procedure by parents and verified by the staff member in charge. If it is determined that a child is not well enough to stay at the premises, the child must leave with the person dropping off and can return once the child is healthy. Parents must remain until the health check process is complete.
- If a child becomes ill at school, the parent will be contacted to be picked up within one hour. Please have a plan in place for your child's care.

## Departures

- Children must be picked up from school at their designated end time.
- It is the parent's responsibility to adhere to your approved family schedule. *Please be on time.*
- It is the responsibility of the person picking up the child, to sign out each day with Full legal signature by using your phone Learning Genie App or tablet located in the lobby.
- At pick-up times: Please make sure to walk inside the lobby and our staff member will bring your child to you. This applies to any person listed in your emergency card authorized to pick-up or drop-off. Please inform your contacts.
- Children may leave the school only with the parent/guardian, or designated emergency adult (18 years or older) authorized by the parent/guardian on the file and/or emergency card.

**If someone else should drop-off or pick-up your child from school, it is your responsibility to write their name(s) on the emergency card in advance and to inform them of the sign-in/sign-out procedures, as well as to bring proper identification for your child to be released.**

### - VERY IMPORTANT -

- **Your child will NOT be released to any adult who is not listed on the emergency card, or who does not have the necessary authorization or proper identification.**

- Authorized adults must always be prepared to show proper identification at any time requested to pick up a child.
- In case of ANY signs of intoxication or influence of drugs on the adult at pick up time, OLCC staff will not release a child to that person under any circumstances, and authorities will be called immediately when deemed necessary.

**Drop-off and Pick-up measures apply to any person listed as authorized in your emergency card, and their full legal signature will be required every time they drop off or pick up. Please make sure to inform your contacts and update your child's emergency card as needed.**

## LATE PICK-UPS

The responsible adults, parents, or guardians must pick up their children promptly by the end of their authorized time. If a parent is running late, he/she is required to notify the Site Supervisor/Teachers in charge. **Proper identification is required in order to release a child, as stated above.**

*Warnings of a late fee will be given, that a charge of \$1.00 (one dollar) per minute late fee will be applicable to the family who is **repeatedly** late picking up (regardless of time lapse of consecutiveness). In case of, this amount will be paid in cash to the administrator in charge.*

## When a child has not been picked up

If it is unavoidable to be late, please call the center to let the person in charge know when to expect you. The Office personnel in charge of closing the center will wait 5 minutes (after closing time) before the following steps are taken:

- The staff will call phone number(s) in file to contact the parent(s)/Guardian(s).
- Emergency contacts furnished by each parent or guardian will be called to locate someone to pick up the child immediately.
- After all efforts are UNSUCCESSFUL WITH-IN 1 HOUR, to locate a person or arrange pick-up for the child, Only Love Children's Center will contact **THE SACRAMENTO SHERIFF'S DEPARTMENT**.

**WHEN THE SHERIFF ASSUMES RESPONSIBILITY FOR A CHILD LEFT AT THE CENTER, THE CHILD IS TAKEN TO THE SHERIFF'S DEPARTMENT UNTIL THEY ARE ABLE TO LOCATE A PARENT/GUARDIAN OR A CLOSE RELATIVE TO CARE FOR THIS CHILD.**

Please Notice This



If your child has been placed under the sheriff's care, you will need to call:

Sheriff's Non-Emergency number: (916) 874-5115

Sheriff's Emergency number: (916) 874-5111

**The Sheriff's Department will give you directions on what to do after this point.**



## REPORTING AND DOCUMENTING ABSENCES

If your child is going to be absent and you know it in advance, please notify our staff by telephone or by Learning Genie App as soon as possible. Per California Department of Education (CDE) & CCTR, excused absences include:

### Sample Excused Absence Policy

- Excused absences include:
- Illness or quarantine of the child\* (may include medical, mental health, dental, nutrition, or social services appointments)
- Illness or quarantine of the parent\* (may include medical, mental health, dental, nutrition, or social services appointments)
- Court ordered visitation (Court order must be on file)
- Family Emergency (must adopt reasonable policies delineating circumstances)
- Example: Ill sibling, death of a loved one, impassable roads, mode of transportation issues, or another emergency event that affects the parent's ability to bring the child to the program.
- Best interest child days (must adopt reasonable policies delineating circumstances)
- Example: family vacation, religious holiday, family celebration, or other time spent with a parent or other relative that is clearly in the best interest of the child.
- \*The specific illness or description of symptoms is not required. "Child sick" or "parent ill" will suffice. When documenting the excused absence indicate who is ill or sick.
- All absences must have a valid excuse as.
- Excessive unexcused absences might jeopardize your enrollment in the State Preschool Program.

## ABANDONMENT OF CARE

When the family has not been in communication with OLCC for 7 consecutive calendar days and has not notified the provider of the reason the family is not using services, OLCC shall attempt to contact the parent through a variety of communication methods. At least one communication attempt shall be in writing, which may be through electronic methods. OLCC shall keep documentation of all communication attempts, including a copy of all written communication, in the family data file. OLCC shall inform the parents in these communications that failure to communicate with OLCC staff may result in termination of early learning and care services. OLCC shall issue a notice of action to disenroll the family based on abandonment of care when there has been no communication with OLCC for a total of 30 consecutive calendar days.

## HOLIDAYS OBSERVED

The following is **a sample list only** of the most **common Holidays** observed. Some of these holidays vary from year to year as well as the consecutive number of days that OLCC is closed. A copy of the current Holiday/Closure Schedule is included in your enrollment package. If you need a new copy, please stop by the office.





New Year's Day  
Martin Luther King Jr.  
Presidents Day  
Memorial Day  
Juneteenth Day  
Independence Day  
Labor Day

Fall/Thanksgiving Break  
Winter Holidays

**\*Parent/Teacher conference; Staff In-service; Trainings days are scheduled a couple of times throughout the year.**

**Updated Holiday Schedule is distributed and posted, at the beginning of each school year. You can always request a copy.**

## HEALTH POLICY

Parents are to keep their child(ren) home when signs of infection, virus, or illness appear. This is for the child's own welfare as well as for the consideration of others. In the event of a Health Break Out we will follow the current Policy Mandated by the Health Department and Department of Social Services (DSS).

We are all working together to keep our children, families, and staff healthy!

**Your child WILL NOT be allowed to attend Only Love Children's Centers if he/she had any of the following symptoms in the last 24 hours:**

- Fever of 100 degrees or higher.
- Runny eyes and/or runny nose with **colored discharge** (not clear).
- Conjunctivitis (Pink Eye) or any other **colored discharge** from the eyes.
- Vomiting
- Diarrhea (watery and happens 3 or more times per day) Congested coughing, accompanied by "wheezing."
- Earache
- Impetigo (Open sores and oozing) or staph infection.
- Head Lice or nits.
- Ringworm
- Measles
- Chicken Pox
- Scarlet fever
- Sores that are draining, open, or appear infected.
- Not feeling well enough to participate in school activities. Excessive crying or irritability as well as unusual lethargic or listless state.



**If your child has any of the following symptoms check with your child's Teacher or Program Supervisor *before* dropping your child off:**

- Colored nose discharge or Runny nose
- Cough
- NON-CONTAGIOUS Rash (must be accompanied with a doctor's note)
- Is not acting like him/herself.
- Been to the doctor, hospital, or emergency room.
- If a family member is ill within the same household.



If your child develops any type of contagious disease (e.g., chicken pox, impetigo, COVID-19, etc.), please notify the center immediately so that other parents can be informed of possible exposure. A confidential notice will be sent out notifying parents/guardians of the possibility of exposure.

**Children must be symptoms free and without any medication for 24 hours before returning to school. A doctor's note might be required upon return, depending on the type of illness.**

**If your child has suffered an injury away from school, it is your responsibility to let the teacher or administrators know what happened.**

**If your child becomes ill during the day, you will be called to pick him/her up within one (1) hour.**

## LICE POLICY

OLCC has a **Lice Free** policy. Children with nits/lice will not be accepted to class regardless of recent treatment.

If nits/lice are found in a child at the center, parents/guardians will be called and asked to pick up their child up as soon as possible. This policy allows the child to be treated overnight. The day following treatment, the child will be re-examined and accepted if no nits/lice are present.

## MEDICATION

OLCC provides incidental medical only, which includes administering prescription medications, inhalers, and Epi-pens. Should your child need medication have administered at the center, OLCC requires written authorization from you and the doctor on the required forms.

Only designated personnel will administer medication (prescription or age appropriate over the counter) written **request** of parents/guardians, detailing the method, amount, and time the medication is to be taken on the daily log.



- For continuous medication needs OLCC requires an Individualized Medication Plan. Medication will be administered only to students whose parents deem it necessary for potentially life-threatening medical conditions or for those who need medication administered during the school day in order to interact appropriately at school. OLCC requires the following:
  - \*A written statement from the physician (prescription label)

- \*Complete name of the child
  - \*Exact dose to be given
  - \*Corresponding measuring cup/container (if needed)
  - \*Expiration date on the label
  - \*Over the counter medicine must be age appropriate
  - \*All medicine **MUST** be in original container
- 
- Please be aware that our staff doesn't have the medical training to evaluate the severity or lack of administering medicine when you write "as needed". We will ask the responsible adult to make the decision of administering or not the medication.
  - The authorization forms **must be filled out and signed daily**. A log is available in the office of each facility in a binder labeled "Medicine". Please ask office administrators for assistance. (For confidentiality purposes).
  - Medications must be brought to the office and given directly to the staff in their original container and prescription label if applicable.
  - Please ***take your medications home with you each day***. OLCC can't store or maintain the medications on our premises overnight.
  - **Continuing Program of Medication** (Ed. Code 49480) – State law requires that parents or guardians notify the school when their child is on continuing medication for a non-episodic condition (such as asthma, hyperactivity, diabetes, epilepsy, etc.)

## UNIVERSAL PRECAUTIONS

Universal precautions are not limited to use with individuals known to be carrying a specific disease. These precautions should be used daily as part of good hygiene protocol.

In the school setting, universal precautions include:

- Handwashing.
- Using gloves when needed.
- Careful trash disposal.
- Using disinfectants as approved.
- Handwashing after toileting.

It is critical that universal precautions **ARE** used in every instance when handling blood and body fluids (e.g., drainage from scrapes and cuts, feces, urine, vomit, respiratory secretions such as nasal drainage, saliva, and blood) because:

- There may be situations where we do not know that a person is carrying a contagious disease.
- We should not wait until we encounter an identified illness or infected student or adult before practicing universal precautions.
- For legal reasons, related to confidentiality, there are no requirements for individuals or health officials to notify school authorities of the results of blood tests for antibodies to the HIV/AIDs, Hepatitis B, Hepatitis C, or any other virus, unless deemed necessary.
- It is our responsibility to use good disease prevention techniques, which are based on thorough handwashing, disinfection, trash disposal, and glove use.

**All personnel have been trained in the use of universal precautions.**

## EMERGENCY PROCEDURES

### Injuries and First Aid

Even though every effort is made to avoid injuries, sometimes they still happen. In case of an incident or injury, your child will be given immediate attention by an OLCC staff member, including First Aid if necessary.

- If an incident or injury is significant, parents/guardians will be called as soon as possible to be notified of the situation.
- An incident report will be made and given to parents at pick up time.

**If an injury is life threatening and/or personnel deem it necessary 911 will be called immediately, followed up by a parent call.**

OLCC staff members are certified to give First Aid and CPR.

## DEVELOPMENT CENTERS

Our most important objective is to always provide your children with love and care. We know that their minds are ready to learn, develop and try new things each day. To be able to fulfill that need, we will introduce them to:

**LANGUAGE:** verbal and written communication skills in English and exposure to different languages, and different forms of writing.

**MUSIC APPRECIATION:** through nursery rhymes, special songs, children's songs by popular and/or foreign artists are sung and played every day in each classroom.

**SCIENCE AND MATH:** Exploring the scientific world around us through hands-on experience.

**ARTS AND CRAFTS:** encouraging free art expression through a variety of innovative and traditional materials.

**SOCIAL AWARENESS:** we will help them develop all aspects of their inner self: how to relate to others in a positive way with high self-esteem, self-awareness, self-expression, and self-consciousness of their acts beginning at this early age.

**COOKING:** experimenting with food through preparation of simple, child adapted cooking and the importance of healthy and hygienic living practices throughout everyday activities.

**DRAMATIC PLAY:** we will enable children to fantasize through creative role playing, puppetry, and plays.

**ETHICS:** children learn and develop good manners, and ethical values. They will learn self-respect, respect for others, responsibility, love, forgiveness and compassion, perseverance, honesty, courtesy, gratitude and generosity through activities and everyday tasks.

**PHYSICAL DEVELOPMENT:** the enhancement of gross and fine motor skills will develop through exercises geared to their age and stage of development.

**MULTI-CULTURAL PROGRAM:** children learn to distinguish and appreciate the great diversity of culture mix of the staff and families we serve, by learning the different cultural traditions, heritages, and teaching them respect and acceptance of different lifestyles.

Our classrooms are active, engaging, and interactive environments where staff follow a set daily schedule and children enjoy learning through both structured and unstructured activities, as well as supervised free play time.

Classrooms are arranged under the Early Childhood Environment Rating Scale Revised (**ECERS-R**) Designed to assess the environment for children.

## SCHOOL SCHEDULES

### FULL TIME SCHEDULE (CSPP & CCTR programs)

Only Love Children's Centers are open Monday through Friday, from 7:30 a.m. until 4:30 p.m. for qualifying full-time students.

Please note that Last Wednesday of every Month our Full Time Program will CLOSE at 2:00pm for staff development time. Reminders of closures will be posted in advance.

#### Sample schedule.

7:30 – 9:30	Arrival, breakfast and free choice of activities and open centers
9:30 – 9:45	Morning snack
9:45 – 11:30	Morning Curriculum: Small and Large group learning activities and outdoor exploring time. For details, please refer to the classroom lesson plan.
11:30 – 12:00	Lunch time
12:00 – 2:00	Naptime: Each child should be quietly resting on their cot. They do not have to be asleep but respect the other children sleeping. Soft, relaxing music is played, and teachers help children to relax by rubbing their backs.
2:00 – 2:50	Wake up time, toileting, washing and table activities.
2:50 – 3:05	Afternoon Snack
3:15 – 4:00	Afternoon Curriculum: Small and Large group learning activities and outdoor exploring time. For details, please refer to the classroom lesson plan.
4:00 – 4:30	Open centers: indoor free choice activities, dismissal.

Full Time classes Minimum Days of Operation (MDO) is 246 per school year. Please see the current year's closure schedule posted.

### PART TIME SCHEDULE (CSPP only)

The California State Preschool Program Part-Day (CSPP) is an educational program for children 2 ½ to 5 years old or entry to kindergarten. Enrolling children must be 3 years old on or before December 1st, of the current school year.

This program provides personalized learning experience before children enter kindergarten. Daily attendance is very important, Monday through Friday, three (3) hours each day. Two sessions offered daily (A.M. or P.M.):

A.M class is from 8:30am to 11:30am

P.M. class is from 1:00pm to 4:00pm



Doors open 10 minutes before class starts and 10 minutes before class ends for pick up. Part Time classes Minimum Days of Operation (MDO) is 175 per school year. Please see the current year's closure schedule posted.

**Sample schedule. (Times depend on AM or PM session- see class schedule)**

1. Arrival, mealtime, with free choice activities and open centers
2. Class curriculum: small and large group learning activities included but not limited to circle time, arts/crafts, math, science, reading, writing, music, small and large motor skill activities, and outdoor exploring time. For details, please refer to your classroom schedule, and lesson plans.
3. Mealtime, free choice of activities, open centers, and departure

## TEACHER/CHILD RATIOS

**Toddler** Teacher/adult to child ratio is 1:4 maximum 16 children per classroom.

**Preschool** Teacher/Adult to child ratio of 1:8, maximum of 24 children per classroom.

The total number of children shall not exceed the licensed capacity of the center.

### Classroom Counts

Each classroom keeps a running count of the number of children in attendance as well as a list for each child by name. Teachers conduct and record a head count during every transition time, and throughout the day. Visual observation of all children is always maintained by OLCC staff members. At no time is a child ever left alone.

## PARENT INVOLVEMENT AND COMMUNICATIONS

Only Love Children's Center highly encourages parents/guardians to have ongoing communication with its teachers and personnel and participate in all the events presented by the children as well as volunteering during activities whenever possible. You are also cordially invited to participate in the **Parent Advisory Committee (PAC)** held at least 2 times per school year, if you would like to be part of it and contribute to our school development, office administrators will inform all families of meeting times and dates, all family members and community is welcome to join in.



## Parent participation

You are welcomed and highly encouraged to participate in every activity of the school. There are many ways you can get involved in your child's preschool experience when deemed safe by OLCC staff, Department of Social Services (DSS) and or Health Department.

- Participate in the Parent Advisory Committee.
- Always review messages in the Learning Genie Application and participate in the communications from your child's class.
- Visit the classroom (During pandemic situation class visits are highly discouraged)
- Communicate daily with the teacher on Learning Genie App. or in-person when possible.
- Reading to the children.
- Attending parent/teacher conferences.
- Attend celebrations and special events.
- Lending or donating objects for lesson plans.
- Showing interest in general activities.
- Show an interest in your child's artwork and projects.
- Help the teachers keep the classroom clean and organized when deemed safe.
- Helping your child at home with concepts they are studying in their classrooms (see posted weekly lesson plan on Learning Genie or request a copy).
- Taking home material to prepare it for the next lesson plan.
- Volunteer to help us set-up or clean-up for presentations, projects, and events (holiday celebrations, graduation).
- Volunteer to help us plan presentations, projects, and events (holiday celebrations, graduation).
- Special talent – If you have a hobby (gardening, carpentry, sewing, pottery, cook, music, painting) or if you have a career (doctor, nurse, veterinarian, fire fighter, etc.), we love having you share your knowledge with our children.
- Volunteer to introduce a new language to children and staff.
- We welcome parents to share family traditions, cultures, or customs with their children. Activities can include (but are not limited to) traditional cooking, storytelling, music, celebrations, or anything that you can share about your culture with the children.



**If you are participating as a volunteer:** immunizations, TB testing and fingerprints **are required by law**, to safeguard the wellbeing of children and personnel.

**Program Participation:** Children in attendance are encouraged to take part in all the activities, indoor and outdoor. It is expected that children are well enough to attend the program and to be full participants regardless of weather. Please plan accordingly.

## Parent Bulletin Boards

Our nutritional menus, weekly lesson plan, variable family resources, upcoming events, posters, brochures are always available for parents in the lobby.



## Communication

OLCC uses Learning Genie Application for ongoing information, group messages, special parent communications, general resources information and upcoming events.

## Parent Orientation

Only Love children's Center Holds "Parent Orientation Meetings", before/at the beginning of New School Year, upon enrollment to our program, and throughout the year when possible. The specific dates of these meetings are announced to currently enrolled families by the staff, posted at each center, on Learning Genie, to notify families of times and dates. **Individual Family Orientation is conducted for EVERY child upon enrollment.**

## Parent/Teacher Conferences

Only Love Children's Centers holds two (2) Parent/Teacher conferences during the school year. We highly encourage you to participate in these conferences; this is a great opportunity to discuss your child's strengths, likes, challenges, and to be informed of the learning and developmental progress your child is making.

## Open House/ School Events

Several times year families are invited to Family /School Events and celebrations. This gives opportunities for families to gather to meet their teachers, staff, and other families. During those events we present news, updates, lots of resources (set up a table with different types of resources such as community events, educational trainings, parenting classes, family support materials such as health, financial, housing, esc., We encourage families to communicate with one another. See children's performances, display their work, esc. We continuously ask for family feedback on our services, environment, esc.

## Learning Genie / Email Communication

This is a great way of communication. Teachers post most activities from the classroom including lesson plans, daily messages of events and activities, photos of children and their work, suggested books to read, suggested activities for families to do at home, and individualized child's daily reports. Parents can communicate with teachers about any concerns or comments about their child privately.

Admins share calendars, important events, a great variety of family resources, and many other useful information.

## OPEN DOOR POLICY STATEMENT

Only Love Children's Centers maintains an open-door policy.

Parents/Guardians who enrolled a child at OLCC Preschool Program, have access to their child(ren) and to all written records concerning their child(ren), during normal hours of operation and while the child is enrolled at our center. We welcome families to visit and participate in daily activities at any time when deemed safe. An appointment is not necessary if visiting the full-time

program from 9:00am-11:00am, or 2:30pm-4:30pm, but encouraged if you would like an in-depth tour, additional information about our center, or touring the part time programs.

To safeguard the wellbeing of our students, classrooms will only be visited under Only Love Children's Centers authorization and supervision. The Administrator's Offices are always open and willing to serve you during business hours.

## REFRAIN FROM RELIGIOUS INSTRUCTIONS

While we believe it is important to model and teach values such as concern and respect for all people, we believe it is the parent/guardian's responsibility to provide religious instruction of their choice. OLCC is an All-Inclusive Program and welcomes all religions. Therefore, and in accordance with the California Department of Education, Only Love Children's Center refrains from religious instructions or worship.

## CLOTHING POLICY

Children are active in our program. They will be using expressive materials and media including but not limited to paint, water, and sand. They will also be involved in many climbing and running activities. Please dress your child in comfortable and sturdy clothing, closed flat shoes that can accommodate these activities. In the school program, it is essential to leave an extra set of clothing in your child's cubby, for any emergency.

Only Love Children's Centers is not responsible for the loss, stains, rips, or any other damage to children's clothes during our program. We suggest you reserve their precious and expensive clothes for especial occasions and allow your children to submerge freely in the richness of our hands-on program, without adding the concern of taking care of their clothes.

**Outside Activities are 2 times per day (weather permitting).** If your child is present, participation is a must. Please plan to dress your child accordingly to the season and daily temperature. **Please remember to Label ALL your child's clothes.**

**Note: Flip-flops and loose sandals (open back) are not allowed.**

**\*DO NOT bring toys or valuables from home.** We are **NOT RESPONSIBLE** for the loss, or damage of **any** type of toys or personal belongings brought from home. Please help us, as well, to keep OLCC's toys at the center.

## TOILETING

OLCC will aid toddlers master toileting skills as they become ready to transition.

Parents are responsible to have emergency clothes, pullups, or diapers, and wipes available always (as applicable) to keep the child comfortable and dry. Please bring at least 5 diapers per day since diapers are checked every 2 hours or as needed. Also, please provide baby wipes of your choice for us to properly clean your child. Potty training plan with parents will take place as child transitions to potty training stage. During potty training stage please provide multiple changes of clothes to change children as applicable.



Young preschool children enrolled at OLCC should have mastered the stages of toileting or be actively toilet training. To maximize learning activities, children must be able to attend to their own toileting needs.

## BEHAVIOR STANDARDS/INTERVENTION POLICIES

Program rules are intended to protect the rights of all students and to promote a safe learning environment. The behavior of the child must not interfere with his/her safety and security or that of other children and adults in the classroom.

Basic classroom rules must be followed and are posted on the Parent Bulletin Boards. These rules are consistent with OLCC philosophy and educational goals.

**Interventions might include but not limited to** (These rules are in accordance with 5 CAADC § 17731):

- Teacher mediations and redirections.
- Referral to office personnel.
- A call and/or notes to parent.
- Parent meeting for action plan to be set-up. Fill applicable ASQ's (parents and Teachers)
- If necessary, transfer to another classroom or location if/when available.
- With parents' full consent, modification of hours or days of attendance to meet the child's ability to comply with safety and security requirements.
- Recommendation for counseling.
- Probation period as needed.
- Referral/Recommendation to another program.
- Discontinuation of services.



A parent may be asked to pick up the child if he/she cannot respond to adult interventions. Parent or designated adult must pick child up within one hour of telephone contact. Every case has its own singularities and might require specific intervention steps not listed above.

OLCC holds a zero-tolerance policy to aggression. If all appropriate interventions prove to be ineffective, the child will not be permitted to continue in our program.

### Biting

Biting is very common among groups of young children. Young children may bite for different reasons, and not all will respond to the same types of intervention. Understanding why the young child bites is the first step in preventing biting as well as teaching the child alternatives to biting. Biting behavior is best handled between the teacher, the biting child, and the biting child's parents. It is OLCC policy to notify parents that their child has been bitten, but we will not disclose the name of the biter. Confidentiality is important to the effective resolution of the situation. for various reasons.

## COUNSELING / ALTERNATIVE SUPPORT PROGRAMS

OLCC is committed to service every enrolled student as well as their families in every possible way. We have different ways established to ensure families attending this program are provided with all possible services they need. OLCC ensures to screen families from the moment they apply for care, until their children graduate and/or finish their attendance to this program.

The screening and monitoring tools used at OLCC are Ages & Stages Questionnaire, Third Edition (ASQ-3); Ages & Stages Questionnaire, Social Emotional, Second Edition (ASQ:SE2); Family Needs Questionnaire, and Desired Results Developmental Profile (DRDP)

Counseling or any other alternative support programs might be suggested by OLCC staff members. Information will be provided about Community Services and resources available to families. Please contact our administration, to help you find any necessary resources and we will be happy to assist you in any way we can.

For your convenience we have more Community Resources available at our website: [www.onlylovecc.com](http://www.onlylovecc.com).

## PARENT/ADULT CONDUCT



On occasions parents bring concerns to the classroom and express them in ways that frighten children. Please remember to refrain from loud, abusive conduct around staff and children. Any verbal or physical misconduct **is a violation** of the State Education Code which protects staff and children from these situations. Such a violation may result in exclusion of the parent/guardian from the school site.

When adult behavior jeopardizes the safety of the children or other adults on the school premises, school personnel will immediately call 911. Any actual or perceived behavior denoting substance or chemical use/abuse will be immediately reported to a State/County Law Enforcement Officer. The person showing this behavior will be asked to leave immediately and will be escorted out of the premises.

## MANDATORY CHILD ABUSE REPORTING

All personnel of Only Love Children's Center are "Mandated Reporters". This means: if or when we have a *reason to suspect* abuse or mistreatment or are told by a child they have been abused in any way, we are required by law to call and report this to Child Protective Services (CPS). We, as staff, have proper training in what steps/measures should be taken in such a situation. Parents should understand that filing a report is considered a request for an assessment of the concern. The report does not establish facts, but rather is the beginning of an inquiry into children and families. If you have any questions about this policy, please contact our Site Director.

*If your child has had an accident away from Only Love Children's Center and resulted in an injury, bruise, or scratch, please let the teacher know what happened.*

### **IMPORTANT NOTE**

**The Department of Social Services and Child Protective Services (CPS) has the authority to interview children and to inspect childcare center records, with or without prior parent/guardian consent. Also, the Department of Social Services has the authority to observe the physical condition of the child(ren) that could indicate abuse, neglect or inappropriate treatment or placement.**

## **CHILDREN ASSESMENT TOOLS**

Only Love Children's Center utilizes a variety of developmental assessment tools:

1. The Desired Results Developmental Profile (DRDP 2015)
2. Ages and Stages Questionnaire (ASQ).
3. Ages and Stages Social Emotional (ASQ-SE)
3. Classroom Learning Assessment Scoring System (CLASS)
4. Early Childhood Environment Rating Scale (ECERS-R)

### **Children with Exceptional Needs**

Children with exceptional needs often learn successfully with other children in a regular educational setting with support services. Children with exceptional needs can be enrolled at OLCC if we are able to provide necessary services for full child's development and growth. The family is requested to apply for IEP and keep it current as required by regulations. These children and their families are usually eligible to receive a full range of program services through the Sacramento County Community partners in education.

We have found that young children easily learn to accept differences, and everyone involved gains from these relationships. Priority will be given to the safety and wellbeing of the child with special needs and the impact on the rest of our students.

### **Vision, Hearing, Health, and other Developmental Screenings**

Only Love Children's Centers partners with some community services one of them is *California-Hawaii Elks Major Project, Inc.* The Elks program visits OLCC at least once per school year and does a vision screening for the enrolled children. This is a FREE service and requires prior parent consent. We also partner with other health programs who offer their services to our children. All screening/evaluations require advanced parental consent.



**Results of all screenings will be shared with parents/Guardians.** All screening results will be shared with parents. If the screening professionals find it necessary, they will extend a referral for your child to be seen by a doctor or specialist.

If OLCC personnel notice any potential issues in the areas of hearing, speech/language, social/emotional, behavior and overall development of your child, parents/guardians will be advised to get the help your child requires. Resources are available and will be given to parents.



Please feel free to share the results of the screening with OLCC administrators in order to better serve your child's developmental and educational needs.

## STAFF QUALIFICATIONS

OLCC personnel are qualified by DSS and CDE teachers hold appropriate permits required by the state of California, according to the position held, OLCC teachers are required to possess the correspondent child development permit issued by the California Commission on Teacher Credentialing. OLCC personnel are culturally diverse to reflect the rich background of the children in our programs.

All applicable personnel must have:

- Fingerprint clearance by the California Department of Justice (DOJ)
- Mandated Reporter Training
- The Child Abuse Central Index (CACI)
- Tuberculosis (TB) clearance
- Immunization records
- Physical examination
- Reference checks
- CPR certified

## STAFF DEVELOPMENT DAYS

**The Last Wednesday of each month OLCC Full Time Classes close at 2:00 pm.**  
**Part Time Classes have different class schedule on minimum days (see calendar)**

OLCC supports personnel with continuous growth classes, seminars and professional development activities based on the ongoing plan for professional development that meets the individual needs of our staff. Teaching personnel are required to do a minimum of 21 hours per year of professional development to maintain their Child Development Teacher permits.

The CDE & DSS requires all teachers to be trained annually on the DRDP assessment tool, through our partnership with Raising Quality Together (RQT) program. Personnel attend classes and workshops that help us raise the quality of their classroom environments and interactions with children and families.

Staff also participate in community workshops that are offered to keep current in the field of early childcare and education. We have good internal communication mechanisms which include email, phone, and newsletter to provide staff with information necessary to carry out their respective duties. In addition to these trainings OLCC holds additional mandatory trainings and provides in house trainings.

## SAFETY / EVACUATION PLAN

Only Love Children's Centers takes the health and safety of your child as a main priority. Throughout the year we practice several types of drills: Earthquake, Fire, Flood, Lockdown, Shelter-in-place drills. These drills are



reviewed and practiced once a month for the children to know about them and act in a safety manner in the event of a real emergency.

- During an emergency lockdown, staff may be instructed to refuse admittance or not dismiss anyone until the drill or danger has been resolved.
- If a parent, guardian or any other person presents a threat to the safety of children, staff or other adults on the premises, administrators will immediately call 911 and asked for immediate removal of the person.
- In case of a blackout or any other type of natural emergency or disaster, parents will be contacted as soon as possible and be asked to pick up their child right away.
- Please cooperate and help us provide a safe environment for our students.

Only Love Children's Center is required to have in file a signed "Emergency Relocation/Reunification Drill Permission Slip" from parents/legal guardians. This document is included in your enrollment package; please make sure to sign and return the permission form to the office.

### **In the event of an emergency the designated shelter locations are:**

#### **Main relocation place (#1):**

Relocation Site Name: ***Howe Ave. Elementary School***

Relocation Site Address: *2404 Howe Ave, Sacramento, CA 95825*

Relocation Site Contact Number: *(916) 566-2165*

Alternate way of contact: *Message to your child's teacher (you will receive a message to your phone once your enrollment is finalized)*

Relocation Contact Person: *Only Love Children's Center Staff*

#### **Alternate relocation place (#2):**

Relocation Site Name: ***Howe Park and Recreation Center (inside the building)***

Relocation Site Address: *2201 Cottage Way, Sacramento, CA 95825 (Howe Park)*

Relocation Site Contact Number: *(916) 566-2165*

Alternate way of contact: *Message to your child's teacher (you will receive a message to your phone once your enrollment is finalized)*

Relocation Contact Person: *Only Love Children's Center Staff*

*Please talk with the office personnel if you have questions or concerns in regards this notice.*

## **NUTRITION AND MEALS**

OLCC participates in the Federal Child and Adult Care Food Program (CACFP) which ensures and reinforces high quality nutrition to each child's meal, supervised by United States Department of Agriculture (USDA). It is required that every enrolled family completes the Center's **Eligibility and Enrollment Application** in accordance with Federal CACFP regulations and the USDA.



We believe that good nutrition is essential to maintain quality health and to support the learning capabilities of the children in our care. OLCC nutrition policies and practices support this belief by maintaining a nurturing environment, home-made meals of high nutritional quality, equal access for all individuals, and respect for the individual needs of the children and families we serve.

As families enroll:

- Parents are informed of the times for meals and snacks according to their child's specific schedule. Discuss with the program supervisor about transitions with your child as pick up and drop off times occur around mealtimes.
- OLCC menus are made under the regulations of CACFP and supervision of a qualified nutritionist. Meals include highly nutritious foods with low sugar, low sodium and low fat and they reflect a balance of textures, colors, and variety, including some recipes from other cultures. OLCC is proud to say that we serve mostly organic and nutritious rich food choices.
- **Outside food is NOT allowed on our premises.**
- Menus are always posted in the kitchen and on the Parent Bulletin Boards. You can always grab a copy from the lobby or request one to the administrators.
- Menus are adapted to meet the needs of children with allergies. A *physician's statement* is **required** describing the specific allergy, any type of food to omit and all the possible allowable substitutions. This information will be kept on file and conveyed to all staff members as needed.
- OLCC will do our best to honor any food preferences and other special needs as much as possible, if it does not interfere with main regulations. Otherwise, a *physician's statement* is **required**.
- Staff and children use Universal Safety Precautions at school.
- Mealtimes provide learning opportunities for children.
- Meals are served family style to encourage self-help and independence.
- Food is never utilized as reward or punishment or withheld for any reason.
- All food should be consumed on site.

If you feel any type of discrimination has been made against you, please talk to OLCC administrators. Every effort will be made to clarify the situation. If you need to file a complaint of discrimination, please see below our NON-DISCRIMINATION STATEMENT for details.

**OLCC is an equal opportunity provider.**

## NON-DISCRIMINATION STATEMENT

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, audiotape, 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:

**Send by mail:**

**U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410; or**


**Send by fax:**

**(833) 256-1665 or (202) 690-7442; or  
email: [Program.Intake@usda.gov](mailto:Program.Intake@usda.gov)**

Only Love Children's Center is committed to equal opportunity for all individuals in education. Programs, activities, & services, shall be free from unlawful discrimination based on the Non-Discrimination Statement.

Any person who engages in discrimination may be subject to disciplinary action up to and including expulsion. Any employee who permits or engages in unlawful discrimination may be subject to disciplinary action up to and including dismissal.

## SMOKE FREE – DRUG FREE POLICY

As of July 1, 1990, Only Love Children's Centers is "Tobacco Free". No tobacco, , electronic cigarette or similar device, chemical substance, or any other drug will be permitted on any of the premises, its parking lots, and/or playgrounds, indoor or outdoor classrooms. Persons violating these regulations will be asked to remove themselves from the premises.

Any actual or perceived behavior denoting substances or chemical use, or abuse will be immediately reported to authorities and the persons showing such behavior will immediately be asked to leave and will be escorted out of the premises. **In a case if there are ANY signs of intoxication or influence of drugs on the adult at drop off or pick up, OLCC staff will not release a child to that person under any circumstances.**

## SURVEILLANCE CAMERAS AND AUDIO MONITORING

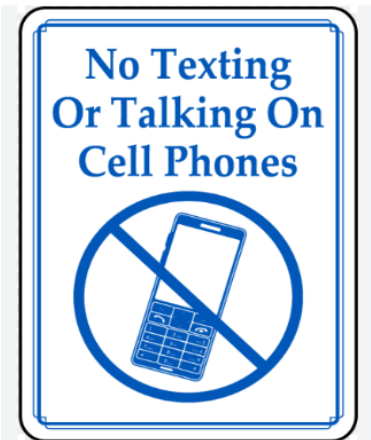
OLCC Facilities are equipped with Surveillance Cameras and Audio Monitoring for Safety purposes, by reading this statement you are acknowledging and approving of such monitoring. OLCC does not use or disclose any footage taken unless requested or approved by parent/guardian or legal authorities.

## CELULAR PHONE USAGE POLICY

NO TEXTING – NO TALKING ON THE PHONE -  
WHILE DROPPING OFF OR PICKING UP CHILDREN.

Only Love Children's Centers requires that no cellular phone calls or device conversations be maintained in the premises, its playgrounds, or lobbies whole drop off or pick up times.

For the safety of children, its staff, and other adults, we would like to maintain the focus of our families in the important task of transferring the care of their children from parents to teachers, (and vice versa) each day. Such special times are diluted and dangerously forgotten when parents are maintaining phone conversations. Please always understand and follow directions. **Please be fully present.**



## HUMAN DIGNITY POLICY

Recognizing that the population of students, parents, guardians, staff members, visitors, and community members of OLCC is diverse; our administrators and owners believes it is part of our school's mission to provide a positive, harmonious environment in which respect for the diverse makeup of the school community is promoted. Human dignity is characterized through respect, sensitivity, and care exhibited in the interaction of staff, students, parents/guardians, and other people.

In accordance with this aim, Only Love Children's Centers will not tolerate behavior by students, employees, parents/guardians, or visitors which insults, degrades, or stereotypes any individual, race, gender, disability, physical characteristic, ethnic group, sexual preference, age, national origin, income level, or religion.

Appropriate consequences for violating the human dignity policy will be specified to the students and their families at the time of orientation. This policy will be applied to all the programs and classrooms under Only Love Children's Centers premises.

Conduct by staff or visitors which violate this policy will be addressed in accordance with provisions of our internal policy, California laws, and any other human dignity regulation strengthening the rights of everyone.

## COMMUNICATING CONCERNS

If you have program questions or concerns, please contact staff or office administrators. If you have a concern with any aspect of the program, resolution is quicker and more effective if you do the following:

- Talk with the classroom teacher first. If it is an issue involving the children's program, if unresolved, please ask to speak with the Program Supervisor or Director. You may be asked to put your concern in writing.
- Talk with the Site Supervisor, coordinator, or office manager if the issue involves program policy or any aspect of your enrollment. If unresolved, please ask to speak with the Executive Director. You may be asked to put your concern in writing.
- If after following the above steps, you wish further assistance or need additional resolution, you can request to have a conference with all the administrators or educational specialists involved.
- Only Love Children's Centers prohibits retaliation against any participant, client or student bringing forth a concern or complaint.
- Each complaint or concern shall be investigated promptly and in a way that respects the privacy of all parties concerned and involved.
- If you have followed the steps above and you still feel that your issue/concern has not been resolved, you have the right to contact:

DEPARTMENT OF SOCIAL SERVICES  
9835 Goethe Road, Suite #100  
Sacramento, CA 95827  
Phone: (916)263-5744  
Fax: (916) 929-6371

## SEXUAL HARRASMENT POLICY

Only Love Children's Centers has adopted a strict policy containing rules and regulations for reporting sexual harassment and pursuing remedies and is committed to maintaining and educational environment that is free from harassment, including school, or school-sponsored or school-related activities.

Our administrators and guidelines prohibit unlawful sexual harassment of, or anyone including but not limited to students and employees from the Child Development Centers.

Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal, visual, or physical contact of a sexual nature made by someone from or in the work or educational setting. This policy involves students, staff members, parents / guardians, visitors and administrators.

Any person, adult or children who engage in sexual harassment of another person or anyone present in the premises of Only Love Children's Centers may be subject to disciplinary action up to and including expulsion.

Any employee who permits or engages in sexual harassment may be subject to immediate disciplinary action up to and including dismissal.

## PARENT AND FAMILY RESOURCES

Upon enrollment we ask that each family completes a "Family Needs Questionnaire". OLCC will do our best to assist families with any needs that they might have. An administrator will aim to provide you with all the information and/or resources that you need.

Resources and Informational Boards: Community resources and educational materials are always available to families in our "Community Resource" area in the lobby. If you have a specific need or need a referral, please talk with OLCC administrators. Suggestions to the school personnel are always welcome. Only Love Children's Center always makes the best effort, to be responsive to family needs and to honor such requests as soon as possible.

## COMMUNITY RESOURCES

If you, or anyone close to you, need special assistance, the following emergency services are available for immediate help:

Alcoholics Anonymous (AA) (24 hours) .....	(916) 454-1100
AL-ANON (24 hours) .....	(916) 334-2970
WEAVE (Women Escaping A Violent Environment) Shelter and rape crisis .....	(916) 920-2952
Counseling Center .....	(916) 448-2321
Child Abuse/neglect: Child Protective Services .....	(916) 875-5437
Child Action .....	(916) 369-0191
Cocaine Anonymous (24 hours) .....	(916) 386-3545
Commodities information line .....	(916) 971-4770
Drug Abuse: Aquarian Effort (8:30am – 5:00pm) .....	(916) 325-5556
Effort Crisis Line (9:00am – 8:00pm) .....	(916) 921-6598
Family Help line (24 hours) .....	211 no area code needed.
Parents in Crisis (Child Abuse) (24 hours) .....	(916) 875-5437
Poison Control (UCD Medical Center) .....	1-800-876-4766
Psychiatric Emergency/Crisis Intervention:	
UC Davis Medical Center .....	(916) 734-2011
Sacramento County .....	(916) 875-1000
Child Protection Center .....	(916) 734-8396
Resource Information Line .....	(916) 498-1000
Sacramento Crisis Nursery Parent Support Line .....	(916) 394-2005
Suicide Prevention Crisis Line (24 hours) .....	(916) 368-3111
Warm line Family Resource Center .....	922-9276 or (916) 728-7147
Youth Crisis Line .....	1-800-843-5200

## FAMILY PARTNERSHIP RESOURCES

Here are websites where you can download more information and resources for your family:

Alta California Regional Center: <http://www.altaregional.org/> (916) 978-6400

Child Discipline/Behavior: <https://www.cdc.gov/parents/essentials/index.html> and [http://www.wellspacehealth.org/birth\\_and\\_beyond.htm](http://www.wellspacehealth.org/birth_and_beyond.htm)

Child Abuse Prevention: <http://www.dhhs.saccounty.net/CPS/Pages/CPS-Home.aspx>

Domestic Violence: <http://www.ncadv.org/> and <https://www.cdc.gov/violenceprevention/intimatepartnerviolence/resources.html>

Medical- (Medi-Cal): <https://www.medi-cal.ca.gov/>

Stress Management: <https://www.cdc.gov/features/copingwithstress/> and [https://www.cdc.gov/violenceprevention/pub/coping\\_with\\_stress\\_tips.html](https://www.cdc.gov/violenceprevention/pub/coping_with_stress_tips.html)

Concerns About Learning Ability- Language Development: <https://www.cdc.gov/ncbddd/developmentaldisabilities/index.html> and <http://www.warmlinefrc.org/>

GED/High School Diploma: <http://www.cde.ca.gov/ta/tg/gd/>

Vocational Training: <http://www.americasjobcenter.ca.gov/>

Public Housing: <https://www.samhsa.gov/homelessness-programs-resources>

WIC: <https://www.fns.usda.gov/wic/women-infants-and-children-wic>

TANF/Cal Works: <https://www.acf.hhs.gov/ofa/programs/tanf>

Energy Program: <https://www.acf.hhs.gov/ocs/programs/liheap>

Child Support/Alimony: <http://www.childsup.ca.gov/>

Food Stamps: <https://www.getcalfresh.org/>

Unemployment Insurance: <http://www.ca.gov/Agencies/Employment-Development-Department>

General Assistance Income (SSI): <https://www.ssa.gov/ssi/>

Help Me Grow Sacramento County: [helpmegrowsac.org](http://helpmegrowsac.org) (916)822-8744





☺ *Children need the cooperation and guidance of their parents and teachers to grow and developed in a Nurturing, safe and happy environment.*



Only Love Children's Centers, its administrators, and staff

***Thank you for your partnership and support!***