



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

Main Phone # 916/920-8724

email address: office@onlylovecc.com

website: www.onlylovecc.com



State Preschool 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 and 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



Contents

PROGRAM GOALS AND PHILOSOPHY	4
CALIFORNIA STATE PRESCHOOL PROGRAM	5
AGES SERVED	5
ELIGIBILITY AND ADMISSION PROCEDURES	5
LIST OF REQUIRED DOCUMENTS:	5
CONFIDENTIALITY	6
SURVEILLANCE CAMERAS AND AUDIO MONITORING.....	7
APPROVALS.....	7
WAITING LIST	7
OPPORTUNITY AND EQUAL EDUCATION ACCESS.....	8
FAMILY FEES <i>(for Fiscal year 2021-22 all Family Fees are void per CDE)</i>	8
DUE PROCESS	8
ATTENDANCE	9
REPORTING AND DOCUMENTING ABSENCES.....	12
HOLIDAYS OBSERVED	12
HEALTH POLICY.....	12
MEDICATION.....	14
CONTAGIOUS DISEASES/COVID-19 POLICY.....	15
UNIVERSAL PRECAUTIONS.....	15
EMERGENCY PROCEDURES	16
DEVELOPMENT CENTERS.....	17
SCHOOL SCHEDULES	18
TEACHER/CHILD RATIOS.....	19
PARENT INVOLVEMENT AND COMMUNICATIONS.....	19
CLOTHING POLICY	20
Parent Bulletin Boards.....	20
Parent Orientation.....	21
Parent/Teacher Conferences.....	21
OPEN DOOR POLICY STATEMENT (see current covid-19 policy).....	21
REFRAIN FROM RELIGIOUS INSTRUCTIONS	21
TOILETING.....	22
BEHAVIOR STANDARDS/INTERVENTION POLICIES	22
COUNSELING / ALTERNATIVE SUPPORT PROGRAMS	22
PARENT/ADULT CONDUCT	23
MANDATORY CHILD ABUSE REPORTING	23
CHILDREN ASSESMENT TOOLS	23

STAFF QUALIFICATIONS..... 24

STAFF DEVELOPMENT DAYS..... 25

Safety / Evacuation Plan..... 25

NUTRITION AND MEALS 26

NON-DISCRIMINATION STATEMENT 27

SMOKE FREE – DRUG FREE POLICY 27

CELULAR PHONE USAGE POLICY 28

HUMAN DIGNITY POLICY 28

COMMUNICATING CONCERNS..... 28

SEXUAL HARRASMENT POLICY 29

ADDITIONAL PARENT/FAMILY RESOURCES..... 29

COMMUNITY RESOURCES..... 30

FAMILY PARTNERSHIP RESOURCE PAGE 31

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. The 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 Desired Results Developmental Profile (DRDP) measures. The children’s role is to explore, discover and learn. 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. There for, 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.

CALIFORNIA STATE PRESCHOOL PROGRAM

Only Love Children's Center is a fully licensed school; that is part of the California State Preschool Program (CSPP). This program provides subsidized part-day and full day services for eligible families with 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. This program also provides staff development opportunities and ongoing professional training and education to employees.

AGES SERVED

Only Love Children's Center provides a developmentally appropriate preschool and kindergarten readiness program for children ages 3 to 5 years old or until entering to kindergarten. Enrolling children must be 3 years old on or before December 1st, of the current school year.

ELIGIBILITY AND ADMISSION PROCEDURES

Only Love Children's Center (OLCC) is fully licensed under the community care license (license number in the front of this handbook) to serve your family under the State Preschool Program. We provide quality care in an educational setting with ample room for developmentally appropriate practices in an all-inclusive approach.

Only love Children's Center participates in the Child and Adult Care Food Program (CACFP); Included in our service are up to five meals per day according to your child's scheduled stay at the center.

Enrollment Package: In order for a child to begin care, OLCC Enrollment Paperwork must be completely filled up and returned to the office. Office requires 24 to 48 Business Hours, to complete approval enrollment process, in some cases enrollment process might take up to 30 days or longer depending on space availability.

Legal documents: Copies of all documents must be turned into the office along with your enrollment package prior to your official start date.

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

For more information you can talk with OLCC office personnel or visit <https://www.cde.ca.gov/sp/eo/op/faq.asp>

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) Child Care Center's
- Ages and Stages questionnaire (ASQ).
- Ages and Stages Social Emotional (ASQ-SE)



Both Parent(s) / guardian(s) if applicable (*Below documents are only required of parent who is part of household and is financially responsible for the enrolling child*)

- Proof of Address
- Income Verification from all sources (for 1 full month)
- Employment Verification/Employer Release Authorization (If applicable)
- Proof of Family Size (for immediate members only) birth records for siblings
- Family Needs Questionnaire

*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!

IMPORTANT NOTE

All forms filled out by parents are considered confidential and are accessed by authorized school personnel only.

Once ALL required documents are on file, OLCC administrator and parent will hold an "Enrollment Interview" to complete enrollment process including answering any questions filling out final documents and required signatures from Parent and enrolling Administrator.

Full Time Certification is valid for 12 consecutive months. 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 in order to continue receiving services.

Part Time Certification is valid only for current school year. Families must re-enroll for every school year.

CONFIDENTIALITY

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.

SURVEILLANCE CAMERAS AND AUDIO MONITORING

OLCC Facilities are equipped with Surveillance Cameras and Audio Monitoring for Safety purposes, by signing the receipt of this book 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.



APPROVALS

Employment- If BOTH parents in the household are working full time 30+ hours per week, childcare hours will be determined according to OLCC business hours and both parents employment verification.

Education - Engaged in training toward vocational goal (commonly known as Student)

Parent/guardian needs to be engaged in vocational training programs leading directly to a recognized trade, paraprofessional, or profession for whichever occurs first. (Vocational goals, college forms, class schedules, "Training Verification" & grades are required)

Parental incapacity- If basis of need is parental incapacity, childcare services shall not exceed 50 hours per week. Parent shall provide current documentation of incapacitation ("Statement of Parental Incapacity" completed by authorized professional).

Seeking Permanent Housing –Parent must provide legal documentation of homelessness. Care provided 5 days per week no more than 6 hours per day. OLCC policy limits care to the hours between 8:30am-2:30pm, exceptions made with prior approval from Center Director

Sleep Time Policy -If the parent is employed and works all night, OLCC may authorize sleep time. Sleep time is determined by the parent's work and travel times that fall between the hours of 10:00pm and 6:00am. Sleep time is limited to a maximum of 8 hours per day and will be adjusted for night shifts that begin before 10pm and or end before 6am. (Reference Title 5: Section 18085.5)

Seeking Employment- Seeking work status 5 days per week no more than 6 hours per day. OLCC policy limits care to the hours between 8:30am-2:30pm, exceptions made with prior approval from Center Director ("Request to Actively Seek Employment").

Travel Time Policy OLCC will determine the number of services for reasonable travel time between the childcare site and the parent's place of employment or vocational training. Travel time is limited to one half of the approved daily hours for services up to a maximum of four hour each day. (Reference Title 5: Section 18085.5 and 18087)

WAITING LIST

When OLCC has full enrollment, we maintain a waiting list in accordance with admission priorities as described in *EC* Section 8235(b). Additionally, as specified in *EC* sections 8236 and 8263(b). OLCC participates in a county childcare centralized eligibility list (CEL). Applicants are contacted in order of priority from the waiting list as vacancies occur.

- a. **First priority:** given to three or four-year-olds that are recipients of child protective services (CPS), or identified as at-risk of abuse, neglect or exploitation.

- b. **Second priority:** eligible four-year-old children who are not enrolled in transitional kindergarten in income ranking order.
- c. **Third priority:** All CSPP eligible three-year old children in income ranking order.

According to EC Section 8235(c), a part-day CSPP part time may provide services to children in families whose income is no more than 15 percent above the income eligibility threshold after all eligible three- and four-year-old children have been enrolled. Up to 10 percent of enrolled children, as calculated throughout the agency's contract, may be over the income eligibility threshold pursuant to this provision.

OPPORTUNITY AND EQUAL EDUCATION ACCESS

We highly value diversity and children are accepted into OLCC California State Preschool Program as long as we are able to provide a program and atmosphere that meets the needs of the child and other children enrolled, the accepted child must not be a danger to himself/herself, other children or adults. Each enrolled child must be determined to be ready for the preschool group experience and able to benefit from the program we offer. OLCC will make every reasonable accommodation, according to our possibilities, for children with disabilities and special needs as described by the American with Disabilities Act (ADA).

FAMILY FEES *(for Fiscal year 2021-22 all Family Fees are void per CDE)*

- Based on current CDE regulations, **Part-Time** families do not have a monthly fee.
- **Full Time** families might have a fee, based on their monthly income. OLCC adheres to the "Family Monthly Fee Schedule" and guidelines, established by the CDE.
- Assigned family fees must be paid in full and are due on the first day of each month. No exceptions. Please give your payment to administrator in the office.
- If 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. 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.
- If monthly fees are not paid by the 7th of the month, family will receive a **Notice of Action**, and might be subject to disenrollment.
- 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 12 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, if applicable.

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.

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 on the NOA.

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

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 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 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.

Send your compliance complaint letter to: Attn: Appeals Coordinator

**Complaint Management and Mediation Unit
California State Department of Education
Child Development Division
1430 N. Street, Suite 3410
Sacramento, CA 95814**

IMPORTANT NOTE

The Department of Social Services 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.

ATTENDANCE

In order for children to fully benefit from all enriching experiences and learning opportunities, it is extremely important for children to attend their preschool program on 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. **Drop-off and Pick-up procedures apply to any person listed as authorized in your emergency card, and their full legal signature will be required the first time they drop off. Please make sure to inform your contacts.**

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 our daily attendance binder located in the lobby.
- Due to COVID-19, Parents are asked not to go inside the classrooms to prevent a possible exposure of the virus. OLCC staff will accompany your child to their classroom.
- Binders are reviewed few times daily. If for any reason, one 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 accompanied every day into the lobby by an adult. 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.
- Upon arrival, all children have daily health check 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 will be admitted back until the child's good health has returned. Parents must remain until the health check is complete.
- If a child becomes ill at school, the parent will be contacted to decide for your child to be picked up within one hour. Please have a plan in place and plan in advance 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.
- At pick-up times: Please make sure to walk inside the lobby and our staff member will bring your child to you after conducting a health check. This applies to any person listed in your emergency card authorized to pick-up or drop-off. Please inform your contacts.
- If it becomes necessary for someone else to pick-up your child and they are not on the emergency list, written advance authorization must be provided by the parent.

- 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 emergency card.

If someone else should drop-off or pick-up your child to school, it is your responsibility to write their name in the emergency card and to inform them of the sign-in/sign-out procedures.

- 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 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.**

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 will be late, he/she is required to plan for an authorized adult to pick up the child and to notify the Site Supervisor/Teachers in charge regarding the change of time and person.



A charge of \$1.00 (one dollar) per minute late fee will be applicable to the family who is late picking up. This amount will be paid in cash to the staff member 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.

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, you must notify the teacher or the office as soon as possible. Per California Department of Education, (CDE) excused absences include:

- illness or quarantine of the child,
 - illness or quarantine of the parent,
 - family emergency, or to spend time with a parent or other relative as required by a court of law or that is clearly in the best interest of the child).
- absences include transportation issues, religious holidays, sibling illness, death of a family member or any unforeseen situation.
- If your child had an excused absence, and the office was not able to talk with you, or if you did not notify us, the day your child returns to school, make sure to write a brief reason he/she was absent and sign each absent day with your Full Legal signature.
 - Parents are requested to contact the school when their child(ren) is/are absent either by phone call or a visit to the office.
 - All absences must have a valid excuse as CDE dictates.
 - Excessive unexcused absences will result in the disenrollment of your child from the State Preschool Program.

If you have any questions about the Absence Policy, please ask the administrators before you write it in the sign-in sign-out binder.

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 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

Independence Day



Labor Day

Veterans Day

Fall/Thanksgiving Break

Winter Holidays

Updated Holiday Schedule is distributed and posted, at the beginning of each school year.

HEALTH POLICY

Parents are to keep their child(ren) home when signs of infection or illness appear. This is for the child's own welfare as well as for the consideration of others.

If your child develops any type of contagious disease (e.g., chicken pox, impetigo, etc.), please notify the center immediately so that other parents can be informed of possible exposure. A notice will be posted in the front door and/or classrooms entrances notifying parents/guardians of the possibility of exposure.

A doctor's note must be brought to the office, stating that your child is no longer contagious, in order for your child to return to the center.

1. 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.



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

- Clear Runny nose
- Light 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.



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

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

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 admitted if no nits/lice are present.



MEDICATION

OLCC provides incidental medical help 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 during the school (prescription or age appropriate over the counter) upon **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 parent 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
 - *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 off to 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-up and signed daily**. It 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. Parents are encouraged to ask the child's physician to prescribe long-acting medication if possible, so that medication does not need to be given during school hours.
- Please **take your medications home with you each day**. OLCC can't store or maintain the medications in 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.)

CONTAGIOUS DISEASES/COVID-19 POLICY.

OLCC covid-19 Admission agreement

We, at OLCC take healthcare of our employees and families very seriously, it is crucial that you read, understand, and abide by the following agreement. Please read and initial each bullet.

___ I understand that I must abide by original Admission agreement in addition to covid-19 agreement during the pandemic period.

___ Temporary hours of operation are Monday to Friday 8:00am to 4:00pm

___ I declare that I am an essential worker at my place of employment, and my childcare is approved solely by state of California's covid-19 regulations.

___ My child or myself have not had any physical contact with someone infected by covid-19 to the best of my knowledge. If you suspect that you have been exposed to covid-19 you must self-isolate for 7 days prior to attending OLCC.

___ I understand that my child must be 100% healthy in order to be dropped off at OLCC.

___ I understand that OLCC is doing everything possible to keep my child safe, however we cannot guarantee that my child will not become exposed to covid-19.

___ OLCC has created personal spaces for each child based on social distancing regulations, I understand that it is nearly impossible for my child to keep away from other children 100% of the time.

___ I agree that prior to coming into school I will conduct health self-check on myself and my child.

___ Daily upon dropping off or picking up my child at OLCC I will abide by mandated rules and regulations on drop off and pick up. Such as waiting outside in designated spots to be invited into the building, face covering is highly recommended.

___ Please allow up to 15 minutes for Drop off/Pick up time due to social distancing regulations.

___ On daily basis, each family will have to answer health questions:

Is anyone in your household in last 72 hours: had any fever over 100, Coughing or shortness of breath without any medication.

___ I understand that in order to avoid any potential spread of infection, NO ONE except for OLCC personnel are allowed inside of our classes at any time during state mandate do not go into the classroom, our staff will be happy to bring your child to you.

___ Once approved care, I understand that my child must attend OLCC every day except for illness or family emergency.

___ I reviewed and updated my emergency contact list,

I had an opportunity to read and understand each statement above; also, to clarify any doubt or concern with OLCC personnel. I will abide by these rules and all school regulations.

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 practices in all classrooms.

In the school setting, universal precautions include:

- Handwashing.
- Using gloves when needed.
- Careful trash disposal.
- Using disinfectants as approved.
- Care when 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 encountering an identified ill 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 one of his/her teachers, including first aid if necessary.



- An incident report will be made and placed on the child's daily attendance sheet.
- If an incident or injury is significant, parents/guardians will be called as soon as possible to be notified of the situation.
- If an injury is life threatening and/or personnel deem it necessary 911 will be called immediately.

Staff members are certified to give first aid and CPR.

Child Emergency Cards and Procedures

Every child enrolled in the program must have 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.

DEVELOPMENT CENTERS

Our most important objective is to provide your children with love and care at all times. We know their minds are hungry 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 records by popular and/or foreign artists are sung and played every day at 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 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 follows 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

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. Family reminders will be posted with exact day.

Daily attendance is mandatory.



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 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 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 classroom lesson plan
4:00 – 4:30	Open centers: indoor free choice activities, dismissal.

Each classroom has its individual Lesson Plan, based on the needs and ages of the children enrolled.

Full Time Care consists of 32 hours or more per week depending on family needs and approval. Parents/Guardians must be working or attending school full time.

PART TIME SCHEDULE

The California State Preschool Program Part-Day (CSPP) is an educational program for children 3 to 5 years old, 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 mandatory, 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 end for pick up.

Part Time classes Minimum Days of Operation (MDO) is 175 per school year. Please see current year's closure schedule posted.

Sample schedule.

- Arrival, mealtime, with free choice activities and open centers
- 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 particular classroom schedule and lesson plans.
- Meal time, free choice of activities, open centers and departure

TEACHER/CHILD RATIOS

Only Love Children's Centers has a maximum teacher/child ratio of 1/24. The total number of children shall not exceed licensed capacity of center. Adult/child ratio 1/8.

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, throughout the day. Visual observation of all children is maintained at all times 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 an 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** held at least 2 times per school year, if you would like to be part of it and contribute to our school development please talk with the office administrators to be informed of meeting times and dates.

Parent participation

You are welcomed and highly encouraged to participate in every activity of the school. There are many times and 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 parents Committee
- Visit the classroom (During pandemic class visits are highly discouraged)
- Communicate daily with the teacher on Learning Genie or in-person when possible.
- Reading to the children.
- Attend 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 at 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 for 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 the 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, indoors and outdoors. It is expected that children are well enough to attend the program and to be full participants.

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

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 lost, stains, rips, or any other damage to children's clothes during our program. We suggest you reserve their expensive and precious 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.

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

***DO NOT bring toys or Jewelry from home. No exceptions.** We are not responsible for loss or damage of **any** type of toys or jewelry brought from home. Please help us, as well, to keep OLCC's toys at the center.

Parent Bulletin Boards

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

Our nutritional menus, weekly lesson plans and monthly newsletters are always displayed on the parent bulletin boards.

Parent Orientation

Only Love children's Center Holds "Parent Orientation Meetings", before/at the beginning of New School Year, and throughout the year. The specific dates of these meetings are announced to currently enrolled families by the staff, posted at each center, on Learning Genie, and personnel calls each newly enrolled families to notify them of times and dates.

Parent/Teacher Conferences

Only Love Children's Centers holds two (2) Parent/Teacher conferences with-in the school year. We highly encourage you to participate in these conferences; this is a great opportunity to discuss your child's strengths, likes, dislikes, and to be informed of the learning and developmental progress your child is making. It is a great encouragement for your child to see you participate in his/her school activities. By reinforcing what they learn at school, you are helping him/her grow in every aspect of their lives. These conferences are usually held with the primary teacher only, however if you need to have the director attend, or if the school deems it necessary, other personnel will be scheduled to participate in your Parent/Teacher conference. Please feel free to bring an interpreter if needed.

OPEN DOOR POLICY STATEMENT (see current covid-19 policy)

Only Love Children's Centers maintains an open-door policy. During pandemic and other situations please refrain from visiting classrooms to avoid unnecessary exposure to viruses.

Parents/Guardians who enrolled a child at OLCC Preschool Program, have unlimited access to their child(ren) and to all written records concerning their child(ren), during normal hours of operation and as long as 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 3:00pm-5:00pm, 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/or supervision. Administrator's Offices are always open and willing to serve you.

Fingerprint clearance, TB test and immunizations are required if you are participating as a volunteer.

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. Therefore, and in accordance with the California Department of Education, Only Love Children's Center refrains from religious instructions or worship.

TOILETING

Young children entering the program should have mastered the stages of toileting, or actively toilet training. In order to maximize learning activities, children must be able to attend their own toileting needs. Parents are responsible to have always available sufficient emergency clothes, pullups or diapers as applicable to keep the child comfortable and dry.



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 in the Parent Bulletin Boards. These rules are consistent with Only Love Children's Centers philosophy and educational goals.

Interventions might include but not limited to:

- Teacher mediations and redirections.
- Referral to Office Personnel.
- Call/ notes to parent.
- Parent meeting for action plan set-up.
- 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.
- Transfer to another classroom or location if/when available.
- Probation period as needed.
- 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. Only Love Children's Center 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.

COUNSELING / ALTERNATIVE SUPPORT PROGRAMS

Counseling or any other alternative support programs might be suggested by our knowledgeable and competent OLCC staff members. Information will be provided about Community Services and resources available to families. Please contact our administration or go on Onlylovecc.com for any "Community Resources" If you cannot find necessary resources please talk to our Administrators and we will be happy to assist you in any way we can.

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 situation. Parents should understand that filing a report is considered a request for an assessment of the concern. A report does not establish fact, but rather is the beginning of an inquiry for 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.

The Department Education and the Department of Social Services have 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 -SE (Social Emotional)
3. Classroom Learning Assessment Scoring System (CLASS)
4. Early Childhood Environment Rating Scale (**ECERS-R**)

Children with Special Needs

Children with special needs often learn successfully with other children in a regular educational setting with support services. When appropriate, children with special needs are

enrolled at OLCC. 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 screening

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. Any and 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 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

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 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 participates in community workshops that are offered to keep current in the field of early care 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 every Last Wednesday of the month (OLCC closes at 2:00 on these days) to general staff members based on their individual needs and interests.

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 in the premises, administrators will immediately call 911 and asked for immediate removal of the person.
- In case of a black out 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 a real 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 in case you have questions or concerns in regards this notice.

NUTRITION AND MEALS

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

We believe that good nutrition is essential to maintain a quality health and supporting 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.

- Parents are informed of the times for meals and snacks in their child's specific schedule. Discuss with the program supervisor about transitions with your child if 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, sodium and 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 nutrition rich food choices.
- Menus are always posted in the kitchen and on the Parent Bulletin Boards.
- Menus are adapted to meet the needs of children with allergies. A physician's statement is required describing the allergy and allowable substitutions. This information will be kept on file and conveyed to all staff members and substitutes as needed.
- Staff will honor any food references/allergies and other special needs.
- 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 must be consumed on site. No exceptions.*

If you feel any type of discrimination has been made to 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:

USDA is an equal opportunity provider, employer, and lender.

NON-DISCRIMINATION STATEMENT

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

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

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at

[How to File a Program Discrimination Complaint](#) and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.

NON-DISCRIMINATION POLICY

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 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.**

CELULAR PHONE USAGE POLICY

Only Love Children's Centers requires that no cellular phone calls or conversations be maintained in the premises, its playgrounds or lobbies.

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.



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. The spirit of 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 each individual.

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 asks 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 specialist involved.
- Only Love Children's Centers prohibits retaliation against any participant, client or student bringing forth a concern or complaint.
- Anonymous suggestions/concerns can be placed in "Suggestion Box" located in out lobbies
- 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
2525 Natomas Park Drive, Suite #250
Sacramento, CA 95833
Phone: (916)263-5744

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 an 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.

ADDITIONAL PARENT/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. **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
Battered Women (Women Escaping A Violent Environment):	
WEAVE 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:	
UCD 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



Only Love Children's Centers, its administrators and staff

Thank you for your partnership and support!

FAMILY PARTNERSHIP RESOURCE PAGE

KW Form 1120 (05/2017)

Here are websites you can go to download more information for your families:

Child Discipline/Behavior: <https://www.cdc.gov/parents/essentials/index.html> and 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

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

Alta Regional: <http://www.altaregional.org/>

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

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

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