



San Diego, California
Early Head Start/Head Start
Early Education & Support Division
"Committed to Excellence"

PARENT HANDBOOK 2016-2017

Neighborhood House Association
Children, Youth and Family Services
5660 Copley Drive
San Diego, CA 92111
(858) 715-2642
www.neighborhoodhouse.org



Table of Contents

Neighborhood House Association Mission Statement	2
Greetings from President/CEO and Executive Vice President, CYFS	3
NHA Directly Operated Delegate Agencies & Collaborative Partners	4-12
School Readiness Goals and Program Options	13
Quality, Comprehensive Services for Children and Families	14
Parent Pledge	15
What will your child learn in Head Start/Early Head Start/EESD?	16
Head Start/Early Head Start/Early Education and Support Division Class Activities	17
Working with the Community and Family Engagement	19
Nutrition	20
Medical and Dental Services	21
Mental Health and Family Support Services	22
Disabilities Services	23
Parent Engagement Opportunities	24-25
Community Care Licensing	25
Classroom Policies	26-30
Early Education & Support Division (EESD)	31-38
Tobacco-Free, Non-Discrimination, Harassment Policies	39
Community Complaint Procedure/Process	40-42
Community Complaint Form	43

Neighborhood House Association Mission Statement

Developing children, families, and future leaders of our communities through empowerment, education, and wellness from our house to yours.

Head Start

Head Start is a federally funded child development and social services program for children three to five years old and their families. Children receive comprehensive services at the Head Start centers or in their homes. Special intervention services are coordinated with the school districts and other community agencies. Family support services and employment and training opportunities are provided to lead the family to self-sufficiency.

Early Head Start

Early Head Start promotes healthy outcomes for pregnant women and families with infants and toddlers (zero to three years) by providing comprehensive child development and family support services. Families are assigned with a home visitor who also coordinates special services to the family when needed. Child care services are also available at selected Early Head Start sites.

Early Education & Support Division

EESD is an early childhood care and education program for infants, toddlers, preschoolers, and is funded by the CA Department of Education.

Children eligible for EESD services (preschool-aged children 3-4 years old and toddlers 18 months- 3 years of age) are enrolled in classrooms, and NHA "braids" EESD and Head Start/ Early Head Start funds to allow for a full-day (more than 6 hours daily) of comprehensive child development and family services.

Greetings from the President/CEO of The Neighborhood House Association and The Executive Vice-President, CYFS

Enrolled in a Head Start program when he was a young child in Southeast San Diego, President and CEO of Neighborhood House Association, Rudolph A. Johnson, III has a personal commitment to the children and families in Head Start.

I saw an opportunity to really give back to the community that had given me so much as a child. To come full circle as the CEO of an organization that helped jumpstart my life as a toddler is something very near and dear to me.

NHA is proud of the many vital programs and services we provide to San Diego County. We've accomplished many things and I look forward to continuing to make NHA strong for the children, seniors, individuals and families who depend on us. Together we can make a difference. Welcome to Head Start/Early Education and Support Division and the Neighborhood House Association, an agency committed to excellence.



Mr. Rudolph A. Johnson,
III
NHA President & CEO

Welcome to Head Start/Early Head Start/California Dept. of Education-Early Education & Support Division

Congratulations! You have just enrolled in the most comprehensive child development program in the country designed for you and your child. As a parent, you will find HS/EHS/EESD offers many opportunities for you to grow as an individual, as a parent and as a member of the San Diego community. To facilitate this growth and enhance your participation in the program, this [Parent Handbook](#) was developed so that you may better understand the Head Start program, in general, and San Diego County's program, in particular. It provides everything you'll need to begin your exciting Head Start experience.

HS/EHS/EESD is a family-oriented program. You and your child are the focus of all that we're about. Your child will be growing emotionally, developmentally and socially while participating in the program. However, your growth is equally as important, for you are the most important teacher your child will have. We teach them for a few years and provide them a head start to kindergarten; your teachings last a lifetime! Your child deserves no less than a concerned, involved parent. We provide the opportunity for you to participate as much as you would like in your child's pre-school experience. Please take advantage of this opportunity.

To begin, review the [Table of Contents](#) to get a quick glance of what's included in the Handbook. Staff members have attempted to provide you with clear and concise information. Take the time to read and understand the information. This Handbook was written for your use and is yours to keep. Feel free to take notes and write in it.

Remember that you have a right and responsibility to get involved in all phases of the program. The staff respects and welcomes your participation. We are here to assist you and your family to be all you can be. LET'S WORK AND GROW TOGETHER!!!



Mr. Damon Carson
NHA Executive
Vice President -
Children, Youth, and
Family Services

HEAD START SITE LOCATIONS
**NHA DIRECTLY OPERATED DELEGATE
AGENCIES COLLABORATIVE PARTNERS
2016/2017**

**Neighborhood House Association
Children, Youth and Family Services Division**

Howard H. Carey Administrative Center

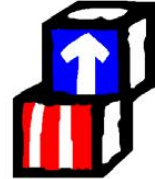
5660 Copley Drive

San Diego, CA 92111-7902

Phone: (858) 715-2642

Fax: (858) 715-2672

www.neighborhoodhouse.org



Area 1

Director: Lisa Grygera

2820 Camino Del Rio S. Suite 212

San Diego, CA 92108

Phone: (858) 244-0770

Fax: (619) 209-3629

All Kids Academy (AKA)

Director: Yolanda Perez

620 West Madison Ave.

El Cajon, CA 92020

Phone: (619) 444-0503

Fax: (619) 444-5668

Area 2

Director: Sofia Torres

841 South 41st Street

San Diego, CA 92113

Phone: (619) 527-3300

Fax: (619) 266-1587

Episcopal Community Services

(ECS)

Director: Elizabeth Boyer

401 Mile of Cars Way Suite 350

San Diego, CA 92105

Phone: (619) 228-2800

Fax: (619) 228-2851

Area 3

Director: Barbara Burt

2820 Camino Del Rio S. Suite 212

San Diego, CA 92108

Phone: (858) 244-0770

Fax: (619) 209-3629

National School District

Director: Charmaine Lawson

2401 East 24th Street

National City, CA 91950

Phone: (619) 336-8670

FAX: 619-336-8673

Area 4

San Diego Unified School District

Directors: Angelica Valadez &

Charlotte Ochiqui

841 South 41st Street

San Diego, CA 92113

Phone: (619) 263-7761

Fax: (858) 527-0270

Chicano Federation

Manager: Gabriela Cervantes

3180 University Avenue, Suite 317

San Diego, CA 92104

Phone: (619) 285-5600

Fax: (619) 285-5614

HOME BASE AND SERVICES TO PREGNANT WOMEN

HOME-BASED

Home-Based Supervisor: Zoraida Abear

286 Euclid Ave Suite 308
San Diego, CA 92114
Phone: 619-684-9060
Fax: 619-527-3301

**Services to Pregnant Women
(SPW)**

Senior Program Specialist: Saeng Khounborine

Services To Pregnant Women Supervisor
286 Euclid Ave Suite 308
San Diego, CA 92114
Phone: 619-684-9063
Fax: 619-527-3301

AREA 1

Alcott

4680 Hidalgo Avenue
San Diego, CA 92117
(858) 272-9641 x131

Balboa Lutheran

7250 Eckstrom Avenue
San Diego, CA 92111
(858) 357-9649

City College

1601 B Street
San Diego, CA 92102
(619) 388-3073

Clairemont Mesa

4271 Clairemont Mesa Blvd
San Diego, CA 92117
(858) 581-2194
EESD Site

Karen D. Love

2062 Drescher Street
San Diego, CA 92111
(858) 560-6034
EESD Site

Loma Portal

2905 Cadiz Street
San Diego, CA 92110
(619) 523-2510
EESD Site

Mesa College

7250 Mesa College Drive
San Diego, CA 92111
(619) 388-2486

Miller

4343 Shields Street
San Diego, CA 92124
(858) 278-0502

NHA STEM

808 W Cedar Street
San Diego, CA 92101
(619) 239-1988

Walker

9245 Hillery Drive
San Diego, CA 92126
(858) 653-3671

AREA 2

Barbara Y. Fielding ELA

841 South 41st Street
San Diego, CA 92113
(619) 263-7761 x143
EESD Site

Chollas View

918 N. 47th Street
San Diego, CA 92102
(619) 263-1780
EESD Site

Educational Cultural Center (ECC)

4344 Oceanview Blvd.
San Diego, CA 92113
(619) 388-4802
EESD Site

Euclid

210 S. Euclid Ave.
San Diego, CA 92113
(619) 264-3577
EESD Site

First Step

804 San Pasqual St.
San Diego, CA 92113
(619) 262-1905
EESD Site

Johnson

5760 Luber St.
San Diego, CA 92114
(619) 798-3330
EESD Site

Mercado

2001 Newton Ave.
San Diego, CA 92113
(619) 687-0322
EESD Site

New Life

766 28th Street
San Diego, CA 92102
(619) 702-0250
EESD Site

O'Farrell

6130 Skyline Drive
San Diego, CA 92114
(619) 266-9375
EESD Site

**AREA 2
(continued)**

Valencia Park
5885 Skyline Drive
San Diego, CA 92114
(619)262-1219
EESD Site

Webster
2930 Marcy Ave.
San Diego, CA 92113
(619) 232-4521
EESD Site



AREA 3

Altadena
3778 Altadena Avenue
San Diego, CA 92105
(619) 280-6951

Grossmont College
8800 Grossmont College Dr.
Building 32A
El Cajon, CA 92020
(619) 644-7715

Home Ave.
4111 Home Ave., Ste. #F
San Diego, CA 92105
(619) 262-8199
EESD Site

John Marshall
3550 Altadena Avenue
San Diego, CA 92105
(619) 624-2362
EESD Site

Lindsay
3295 Meade Ave
San Diego, CA 92102
(619) 363-3901

**McGill School of
Success**
3025 Fir Street
San Diego, CA 92102
(619) 239-0632
EESD Site

North Park
2717 University Avenue
San Diego, CA 92104
(619) 298-4500
EESD Site

Skill Center
6285 University Ave
San Diego, CA 92115
(619) 243-1607
EESD Site

Urban Village I
3795 Fairmont Ave Suite B
San Diego, CA 92105
(619) 283-2780
EESD Site

Urban Village II
4305 University Ave
San Diego, CA 92105
(619) 284-5644
EESD Site

**AREA 4 – SAN DIEGO UNIFIED SCHOOL DISTRICT
STATE PRESCHOOL PROGRAM**

Subject to change without notice

Balboa Elementary
1844 S. 40th St.
San Diego, CA 92113
(619) 362-4122

Burbank Elementary
2146 Julian Ave.
San Diego, CA 92113
(619) 652-4511

Chavez Elementary
1404 S.40th St.
San Diego, CA 92113
(619) 362-3200

**Cherokee Point
Elementary**
3735 38th St.
San Diego, CA 92105
(619) 282-2665

**Chollas Mead
Elementary**
401 N. 45th St.
San Diego, CA 92102
(619) 263-5800

Edison Elementary
4077 35th St.
San Diego, CA 92104
(619) 344-5400
Ext. 2533

**Emerson/Bandini
Elementary**
3510 Newton Ave.
San Diego, CA 92113
(619) 344-6200

Euclid Elementary
4166 Euclid Ave.
San Diego, CA 92105
(619) 344-5600
Ext. 2008

Fay Elementary
4080 52nd St.
San Diego, CA 92105
(619) 624-2600

Hamilton Elementary
2807 Fairmount Avenue
San Diego, CA 92105
(619)344-6800

Horton Elementary
3770 Utah St.
San Diego, CA 92105
(619) 264-0171

Ibarra Elementary
4877 Orange Ave
San Diego, CA 92115
(619) 641-5400

Jefferson Elementary
3770 Utah St.
San Diego, CA 92104
(619) 344-3300

**Kimbrough
Elementary**
321 Hoitt St.
San Diego, CA 92102
(619) 525-2010

**Linda Vista
Elementary**
277 Ulric St.
San Diego, CA 92111
(858) 800-5450

**Normal Heights
Elementary**
3750 Ward Rd
San Diego, CA 92116
(619)584-6000

Rodriguez Elementary
825 S. 31st Ave.
San Diego, CA 92113
(619) 699-4500

Rosa Parks Elementary
4510 Landis St.
San Diego, CA 92105
(619) 282-6803

Sherman Elementary
301 22nd St.
San Diego, CA 92102
(619) 615-7000

**Valencia Park
Elementary**
5880 Skyline Drive
San Diego, CA 92114
(619) 344-3500

**AREA 4 - SAN DIEGO UNIFIED SCHOOL DISTRICT
CHILD DEVELOPMENT CENTER PROGRAM**

Subject to change without notice

Bayview

2485 Felspar St.
San Diego, CA 92109
(858) 273-3933

Brooklyn

300 A Street
San Diego, CA 92102
(619) 255-6215

Col Salomon

1789 State St.
San Diego, CA 92101
(619) 344-6325

Dewey

3251 Rosecrans Street
San Diego, CA 92110
(619)222-6808

Euclid

4141 Menlo Avenue
San Diego, CA 92105
(619) 344-5631

Fletcher

7666 Bobolink Way
San Diego, CA 92123
(858)496-8104

Garfield

4460 Idaho Street
San Diego, CA 92116
(619)362-4500

Kennedy

4715 T St.
San Diego, CA 92113
(619) 262-7494

Logan

2875 Oceanview Blvd.
San Diego, CA 92113
(619) 344-6531

Montezuma

4950 Curry Dr.
San Diego, CA 92115
(619) 582-0690

Walker

9245 Hillery Dr.
San Diego, CA 92126
(858) 566-7370

Wegeforth

3383 Glencolum Dr.
San Diego, CA 92123
(858) 496-8270

ALL KIDS ACADEMY (AKA)

Casa De Oro

10235 Ramona Dr. #A
Spring Valley, CA 91977
(619) 660-9772

Darnall

6020 Hughes St.
San Diego, CA 92115
(619) 955-8730

Family Child Care (FCC)

638 W. Madison Ave
El Cajon, CA 92020
(619)749-2745

Farragut Circle

490 Farragut Cir
El Cajon, CA 92020
(619)593-8010

Granada

3920 North Granada Ave
Spring Valley, CA 91977
(619)670-6101

Grand

905 Grand Ave
Spring Valley, CA 91977
(619) 463-1093

La Mesa

7520 El Cajon Blvd.
La Mesa, CA 91941
(619)463-1093

Redwood

1145 Redwood Ave
El Cajon, CA 92019
(619)579-0366

Rolando

6620 Marlowe Dr
San Diego, CA 92115
(619)795-4650

San Martin

9119 Jamacha Rd
Spring Valley, CA
91977
(619-461-8200

San Miguel

7059 San Miguel Ave
Lemon Grove, CA 91945
(619)460-6611

Spring Street

3845 Spring Dr.
Spring Valley CA 91977
(619)719-2262

Vista La Mesa

3900 Violet St
La Mesa, CA 91941
(619)825-5600 x2360

EPISCOPAL COMMUNITY SERVICES (ECS)

4th & D

385 D Street
Chula Vista, CA 91910
(619) 591-9136

Boys & Girls HS

1430 D Ave
National City, CA 91911
(619) 292-2550

Castle Park

1375 3rd Ave.
Chula Vista, CA 91911
(619) 409-4200

EHS Home Base

267 East Oxford St.
Chula Vista, CA 91911
(619) 796-7895

COOK CVESD

875 Cuyamaca Ave
Chula Vista, CA 91911
(619) 422-8381

Family Child Care (FCC)

22 West 35th Street #250
National City, CA 91950
(619) 476-3930

Hammond

455 Palm Ave.
Imperial Beach, CA
91932
(619) 575-4448

Harbison

1540 S. Harbison Ave.
National City, CA 91950
(619) 475-1765

Harborside CVESD

681 Naples St.
Chula Vista, CA 91911
(619) 422-8369

Highland

2605 Highland Ave.
National City, CA
91950
(619) 477-8083

HS Home Base

1172 3rd Ave.
Chula Vista, CA 91932
(619) 798-3333

Montgomery

3240 Palm Ave.
San Diego, CA 92154
(619) 424-4027

Nestor

2399 Grove Ave.
San Diego, CA 92154
(619) 423-4986

Nicoloff SBUSD

1777 Howard Ave
San Ysidro, CA 91973
(619) 428-7000 ext 87084

Otay CVESD

1651 Albany Ave
Chula Vista, CA 91911
(619) 425-4311

Palomar Center

1320 4th Ave.
Chula Vista, CA 91911
(619) 427-6092

Plaza

1805 E. 17th St.
National City, CA 91950
(619) 474-3477

Reo

2602 Reo Drive
San Diego, CA 92139
(619) 434-3709

Rice CVESD

915 4th D Ave
Chula Vista, CA 91911
(619) 428-7080

San Ysidro

249 Willow Road
San Ysidro, CA 92173
(619) 428-6614

Victoria

1665 Precision Park Lane Ste.
A
San Ysidro, CA 92173
(619) 428-628-8690

VIP Village SBUSB

1001 Fern Ave
Imperial Beach, CA
91932
(619) 428-628-8690

Vista Square CVESD

540 G St.
Chula Vista, CA 91910
(619) 422-9210

Zamorano

7375 Tooma St.
San Diego, CA 92139
(619) 434-5780

National School District

Central Elementary

933 E. Ave
National City, CA
91950
(619) 336-8670

El Toyon Elementary

2000 E. Division St
National City, CA 91950
(619)336-8670

Kimball Elementary

302 W. 18th St
National City, CA 91950
(619)336-8670

Las Palmas

1900 E. 18th St
National City, CA
91950
(619)336-8670

Lincoln Acres Elementary

2200 Lanoitan Ave
National City, CA 91950
(619)336-8670

Olivewood Elementary

2505 F Avenue
National City, CA 91950
(619) 336-8670

Otis Elementary

621 East 8th Street
National City, CA
91950
(619) 336-8670

Palmer Way Elementary

2900 Palmer Street
National City, CA 91950
(619)336-8670

Chicano Federation

EHS & HS Home-based Program

3180 University Ave. 317
San Diego, CA 92104
(619) 285-5600

Barrio Child Development Center

2138 Logan Ave
San Diego, CA 92113
(619) 233-3460

School Readiness Goals

NHA School Readiness Goals 2016-2017	
Social and Emotional Development:	Children will demonstrate appropriate social skills to engage with adults and peers.
Language and Literacy:	Children will increase awareness of sounds, books, words, and print.
Approaches to Learning:	Children will demonstrate attention, persistence, engagement, curiosity and initiative.
Cognition:	Children will develop greater number sense, math operations and problem solving skills.
Perceptual, Motor and Physical Development:	Children will identify and demonstrate healthy and safe practices.

Program Options

Neighborhood House Association Head Start/Early Education and Support Division provide various program options to meet the needs of the families we serve:

Early Learning Centers

These sites provide either half-day or full day hours for children ages 6 weeks through 5 years. Teachers and family support staff at the sites are the primary providers of services. Some of these facilities are dually funded through Head Start and the State of California as Early Education and Support Division.

Home-based Program

This option provides children and families weekly home visits with a qualified teacher who provides comprehensive services in your home. Families in this program get together two times a month for socialization. This program serves families from prenatal through five years.

Quality, Comprehensive Services for Children and Families

Head Start/Early Education and Support Division Prepares Children for Kindergarten

NHA's Board of Directors, Policy Council and Staff support a comprehensive, integrated approach to promoting children's school readiness in the areas of language and cognitive development, early reading skills, science, mathematics, social skills and physical development. School-readiness support services are family-oriented, address children's developmental goals, and link families to community resources.

Staff Development

Strengthening our early childhood workforce is a priority of NHA Head Start/Early Education Support Division. Staff development includes a variety of learning opportunities including coaching and mentoring at sites, training workshops, conferences, formal course work, online early education courses, and peer learning groups. Professional development plans are created to guide each staff person's individual professional development.

Environmental Rating Scales

NHA's Head Start/Early Education Support Division provides high quality, safe and healthy, learning environments for infants, toddlers and preschool age children. Environmental rating scales assess space and furnishings, personal care routines, language, learning activities, interactions, program structure, parents and staff.

Desired Results Developmental Profile (DRDP)

Staff use the DRDP to assess children's growth and development. The DRDP informs staff of a child's progress and provides information for lesson planning of each child's individualized learning activities.

Monitoring For Quality

Due to NHA's commitment to quality services, staff have been dedicated to regularly visiting each class in the NHA-operated program and delegate agency sites to monitor each area of service. The unit is comprised of professionals knowledgeable in early childhood education, health, nutrition, social services, parent involvement and disabilities. This monitoring process generates reports that identifies the strengths and areas needing, as well as an overall picture of the entire NHA Head Start/Early Head Start/EESD program. With this efficient process, problems are readily addressed and quality operations are assured.

Parent Pledge

I am my child's first teacher! I will support my child to build the skills required for success in school and life. I will:

- 1. Bring my child to school every day.**
 - Attending school on a regular basis helps my child expand his/her knowledge and skills.
- 2. Stick to a daily routine.**
 - A predictable and consistent schedule helps my child to feel secure. Daily routines help my child understand what is expected of him/her and reduces the frequency of behavior challenges such as tantrums.
- 3. Provide my child with nutritious and healthy snacks.**
 - Healthy food helps children to grow and learn. I will allow my child to help plan, shop for, and prepare healthy meals. I will talk about the meals eaten at school and encourage my child to try new foods.
- 4. Keep my child physically active.**
 - Regular exercise helps my child build strong muscles and bones, prevents childhood obesity, and increases my child's self-esteem.
- 5. Read to my child each day.**
 - Reading to my child helps him or her to build vocabulary, recognize words in print and develop a love for reading. When I read to my child, I will encourage him/her to ask questions and discuss the story.
- 6. Listen and talk to my child and be curious about his or her discoveries.**
 - Simple conversations help build vocabulary and my child's ability to express his or her self. I will ask open-ended questions and listen to my child's responses.
- 7. Make sure that my child gets enough sleep each day.**
 - Toddlers need between 12-14 hours of sleep each day and preschoolers need between 11-13 hours of sleep, including nap times. Lack of sleep can affect my child's growth, impact motor skills and concentration and lead to poor performance in school.
- 8. Play Learning Games and Activities with my child.**
 - Playing supports my child's academic, physical, and social-emotional skill development. I will play games, explore, and try new activities with my child.
- 9. Take my child to the dentist and doctor for regular exams and complete any needed treatment.**
 - Regular visits ensure that my child's medical and dental needs are met and provide me the opportunity to ask questions about my child's behavior or development.
- 10. Volunteer in my child's classroom.**
 - When I am involved in my child's school, I learn more about what my child is learning and I have better communication with the school staff.

What will your child learn in Head Start/ Early Head Start/EESD?

Head Start/ Early Head Start/ EESD's philosophy is based on developmentally appropriate practices, multicultural and anti-bias principles, and recent research on children's brain development, Head Start Program Performance Standards, California Department of Education Title 5, and our many years of experience working with young children.

NHA Head Start/Early Head Start/EESD curriculum recognizes that:

- A child's culture and family provide the foundation upon which the child's social competence develops.
- Parents are the primary educators of their children and the experts on their child's development. Parents and teachers work together in partnership to address the needs and holistic growth of each child so that learning will be supported in the home and at school.
- All areas of children's development – physical, social, emotional and cognitive – are interconnected, that each child learns at his or her own pace, and that each child has individual strengths, interests, needs and learning styles.
- Children learn best by active involvement with materials, and with their social interaction with peers and adults. Children construct their own understanding of the world around them and play is child's "work."
- The role of teachers is to use knowledge of child development, individual children and cultural contexts to facilitate development and learning. Teachers interact with all children, provide concrete challenging activities and continually update and adapt the classroom environment.
- It is important to have a clear framework for the planning and practice of a developmentally appropriate program that address the following factors:
 - ✓ **Social Emotional** – Classrooms provide a safe emotional and social environment for children by respecting children's unique background, choices and individual development, while encouraging self-discipline and self-control.
 - ✓ **Equity and Inclusiveness** – Classrooms are equitable, diverse and inclusive, reflecting and honoring differences of gender, language, culture, disabilities, and special needs of children and their family environments.
 - ✓ **Cognitive and Physical Development** – Classrooms support the individuality of each child, generate creative and independent thinking, promote literacy and numeracy development, and provide appropriate physical stimulation for the development of young children.
 - ✓ **Parent Partnership** – Parents, staff and community partners work together in providing a safe and stimulating environment where each child has the opportunity and encouragement to achieve his/her greatest potential.

Head Start/Early Head Start/ Early Education and Support Division Class Activities

Large Group Activities

Children engage in activities that are done in a large group setting. These activities include their greeting time or circle time when they sing songs, play group games or read a story. Children learn how to follow directions, to wait for their turn and to enjoy the experience of being with other children in a relatively structured setting.

Small Group Activities

There are options for children to join a small group to do an activity closely supervised and monitored by an adult. This is another opportunity for a child to learn how to get along with others in doing a common project and to follow instructions.

Child-initiated Activities

There is a separate time period in the class schedule that allows children to choose a learning area to develop an art project, to build structures, to play with puzzles and games, to imagine and pretend.

The value of this time is it gives the child the opportunity to make plans, to be self-reliant, and to develop personal ways of interacting with other children.

Outdoor Play

In an outdoor setting equipped with safe and developmentally appropriate play structures, children engage in large motor activities closely supervised by adults. Children have a lot of fun running around, riding the bicycle or simply observing and tinkering objects of nature they find in the playground.



Working with the Community

NHA has developed partnerships with statewide and local agencies that have been helpful in providing services that meet the needs of families. We have collaborated with the California State Department of Education to provide full-day services to children in order to meet the needs of many working families. NHA also has a formal agreement with the San Diego County of Education (SDOE) and the local school districts to provide assessment and special education services to our enrolled children. In return, these agencies refer their special education children to our program for enrollment in full inclusion classrooms. Neighborhood House Association has formal and informal partnerships with community agencies and organizations with the intention of improving delivery of services to children and families. These agencies provide informational workshops at our parent meetings. Additionally, the agency is represented on a number of interagency and community planning organizations.

Family Engagement

Throughout the year, families are encouraged to engage with Early Head Start and Head Start staff through a variety of activities, including volunteering, monthly parent meetings, home visits and Parent-Teacher Conferences. Each family works together with staff to complete a strengths and needs assessment and develop family goals. As needed, staff provide referrals and resources to families to address their individualized needs, interests and goals. Staff follow up with the families to discuss progress and to determine if the referrals and services have met the family's needs. Strong partnerships between families and staff help to ensure the success of each child and family!



Nutrition

The Head Start program ensures that your child's nutritional needs are being met at school as well as support and resources for home.

Family Style Meals

Head Start sites are served meals from NHA's central kitchen. The preschool menu is nationally recognized for providing fresh, local foods and using made-from-scratch recipes to provide nutritious, whole and natural food

We use the "offer" method for meals, which means we allow children to serve themselves a portion of each item with guidance from staff.

Children learn to serve food and pour liquids. They can listen to their body to tell them when they are hungry and full, called "hunger cues" as well as develop fine and gross motor skills.

Give family style meals a try at your home. Your child will be excited to show you their new serving skills!

Menus are posted in the classroom and at www.neighborhoodhouse.org.



Child Care Food Program

We participate in the Child and Adult Care Food Program (CACFP). In accordance with federal law and the U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability.

In alignment with CACFP and Head Start regulations, no outside food is allowed in our classrooms.

Nutrition Support Can Include:

1

• Nutritional assessments (height and weight)

2

• Nutrition presentations at parent meetings

3

• Healthy meals and snacks at school

4

• One-on-one meetings with our Nutrition Coordinator who is a Registered Dietitian

Staff may refer you to our Nutrition Coordinator if your child is at nutritional risk or if you request a meeting. Nutritional risks can include special diets prescribed by your doctor, underweight or overweight, anemia, and feeding tubes. See the Head Start Health Handbook for more information on nutrition, physical activity, and healthy lifestyle tips.

Medical and Dental Services

Head Start/Early Head Start EESD in San Diego County provides a broad range of health services for children 0 to 5 years old. The program also provides resources that help link families to health care providers in the community.

Physical Exam

Due to state licensing regulations, a current physical exam or well-baby exam within the last 12 months will be required within the first 30 days of your child's attendance at all head Start or Early Head Start centers.

Contagious Illnesses

Please keep your child at home if your child has a contagious illness. If your child is vomiting, has a rash, live head lice, diarrhea, eye infection, sore throat, fever, or is just not feeling well, please keep them at home. Please call your Head Start Center to notify them that your child will be absent.

Medication

If your child needs medication at school, you and your child's doctor will need to sign an "Authorization to Administer Medication" at school. An Individualized Health Plan will be created with you and site staff at the Head Start/Early Head Start center that your child attends.

Dental Care

Beginning at age 2, children should have a dental exam at least once a year. NHA encourages parents to take their children to the dentist every six months to prevent cavities and promote good oral health habits. NHA offers resources and support to parents when dental treatment is needed due to cavities or other oral health problems. Children brush their teeth in the classroom with adult supervision at least once a day with fluoride toothpaste.



Mental Health and Family Support Services

Mental Health Services

The mental health services of the program seek to support the success of both the family and the site by increasing the capabilities of children, parents and staff to adapt to and manage stress. Services are directed at prevention, early identification and early intervention. Mental Health services are provided by qualified Mental Health professionals in collaboration with parents, caregivers, teaching staff, and outside service providers. Mental Health Professionals visit sites regularly to provide crisis intervention, consult with staff, children, and to work with identified children needing additional support and services.

At the sites, workshops on mental wellness and mental health issues are offered to parents. Topics include positive discipline techniques, stress-management, domestic violence, depression, separation, anxiety, and other relevant topics.

Family Support Services

At some point, all families need support! Families may need assistance when they are experiencing stress, health issues, unemployment, or difficulty paying bills. In situations like these, NHA staff are able to provide services and resources. Please speak with the Early Head Start/ Head Start staff for resources and referrals!

For free community resources, families can contact www.211sandiego.org or dial 2-1-1. 211 is available 24 hours a day, 7 days a week and provides assistance for food, employment, health, housing and transportation assistance as well as over-the-phone help in completing Medi-Cal, CalFresh and Prescription Assistance applications.



Disabilities Services



Our Commitment to Inclusion

NHA Early Head Start and Head Start programs support the participation of children and families with and without disabilities. We are committed to providing early childhood learning environments that:

- ♥ Engage children, families and the community.
- ♥ Recognize the importance of supporting diverse relationships.
- ♥ Acknowledge and celebrate the uniqueness of the individual.
- ♥ Promote the inclusion of all.

This commitment is fulfilled through active recruitment and enrollment of children with a wide variety of disabilities and special needs; individualizing curriculum and supporting access to specialized services; providing training, technical assistance and networking opportunities to parents and staff; and active participation in agency and community inclusion initiatives.

Disabilities Services

Head Start regulations require that at least 10 percent of children enrolled be children with identified disabilities. While it is recognized that there are a wide variety of disabilities, only children with active Individual Education Plans (IEP) or Individualized Family Service Plan (IFSP) document on file are counted towards this 10%. These plans mean that the child has been evaluated by San Diego Regional Center or the school district and is eligible for special education and/or related services.

- ♥ Special Education Services for children with disabilities and their families are provided in coordination with local early intervention and education agencies, community organizations, support services and school districts.
- ♥ Be sure to notify the program if your child is receiving any of these services.



- ♥ Head Start/Early Head Start/EESD staff works closely with families to assist in requesting and/or accessing services and resources for their children. Services may be provided on-site for children attending an Early Learning Center. Staff also supports child by attending IEP or IFSP meetings with parents, communicating with service providers, providing trainings, and meeting with parents regarding their child's unique needs. Staff that specialize in disabilities services are available for consultation as needed.

Parent Engagement Opportunities

Neighborhood House Association encourages parents to become involved in their children's education both in and out of the classroom. Involvement opportunities include: volunteering in the classroom, attending parent meeting, and/or serving on a committee. Some additional ways to support your child and the program are:

Parent Committees

Parent Committees are comprised exclusively of parents of children currently enrolled in the program. Parents meet at the site, with staff, to develop and implement local program policies, activities and services.

Parent Advisory Committee (PAC)

The Parent Advisory Committee is comprised of one representative from each grantee operated site. Parents and staff work together to help families become more involved in their children's education. Parents are invited to discuss the many ways they can be advocates and leaders in their programs and community.

Policy Council

The Policy Council is comprised of current parents and community members. The Policy Council is responsible for the direction of the program including program design and operations.

Male Engagement

NHA believes that fathers have a unique and invaluable contribution to the well-being of their children. A comprehensive fatherhood program is provided to help men enhance their parenting skills and fathering knowledge.

Health Services Advisory Committee

This advisory committee brings together staff, parents and local health providers. This committee engages parents in identifying and accessing health services and resources that are responsive to their interest and goals.

Open Door Policy

Head Start/EESD employs an "open door policy" for parents/guardians, who are welcome to come to the site to visit their child(ren) and the staff at any time during the program's operational hours.

Parent Engagement Field Days

Parent Engagement Field Days allow parents, children, and teachers to explore learning opportunities outside of the classroom setting. Parent Engagement Field Days are scheduled on days when traditional classroom sessions will not occur. Participation is optional, however, parents and children are strongly encouraged to attend.

In order for a child to attend a Parent Engagement Field Day, parent participation or the participation of the parent's designee of another responsible adult (over 18 years of age) is required. The agency provides for transportation and trip-related fees for one parent/adult per child.

Community Care Licensing

California Department of Social Services Community Care Licensing (CCL) Division licenses and oversees both day care and residential facilities for children and adults in the State of California. The Department has the authority to:

- Inspect, audit and copy child or child care center records upon demand during normal business hours. Records may be removed if necessary for copying.
- Interview children or staff without prior consent.

For additional information on Community Care Licensing, families may visit the CCL website at www.cclid.ca.gov



Classroom Policies

(For NHA Operated Programs- Head Start/Early Head Start/EESD)

Attendance

Daily attendance is important for young children to learn daily routines, make friends, learn and develop skills that will help them succeed in school and throughout their lives. Children who miss school miss out on an opportunity to learn, build friendships, and develop the skills and attitudes needed to become good citizens and valued employees.

We miss your child when he/she does not attend. Please bring your child to school each day he/she is well!

Excused Absences

1. Family Emergency (**maximum of 4 days per year July 1-June 30**)
2. Best Interest of the Child/Vacation (**maximum of 10 days per year July 1-June 30**)
3. Court Ordered Visitation
4. Health reasons, Illness or Quarantine

Family Emergency

A family emergency includes absences due to transportation on the way to school, death in the family, or domestic violence situation that prevents you (parent/guardian of the

enrolled child) from bringing the enrolled child to school. The program allows **four total days (4)** of absence due to family emergencies per fiscal year (July 1-June 30).

Best Interest of the Child

"Best Interest of the Child" absences include family vacation, non-court ordered time with parent, time with relatives, family friends, religious or cultural events or family celebrations. A best interest of the child absence is considered excused when the parent has notified the center in advance that the child will be absent. Vacation is included in the **ten total (10)** best interest days per year (July 1-June 30).

Court Ordered Visitation

Court ordered visitation is only excusable in the event that the court has issued a judgment/court order declaring when the child will visit the other parent. The court order must be on file. A mediation agreement is not a court order.

Health/Illness/Quarantine

Your child may be excused from school due to health, illness or quarantine of the enrolled child or parent. For example, if a sibling is sick, the enrolled child may not have an excused absence.

If your child is sick with the following symptoms, we ask that you please keep them home: fever of 100° degrees or more; nausea; vomiting or severe stomach pain; diarrhea; frequent, loose or watery stools; sore throat; acute cold or persistent cough; earache; red, inflamed or infected eye(s); swollen glands around the jaws, eyes or neck; live head or body lice; skin lesion in the weeping stage; and any other symptoms suggesting acute illness.

If your child's absence is due to communicable illness, written documentation from the child's doctor will be requested stating that the child may return to school.

Unexcused Absences

Any absence other than those described above as "excused absences" are considered unexcused. If a child has more than **eight (8) unexcused absences** in a year (July 1 – June 30), services will be terminated or transferred to a Home Base program option. ***For CCTR/EHS Fee Paying Families, fees will be charged for all unexcused absences.***

Birthdays

Birthday invitations are to be mailed unless you are inviting the entire class. This is simply to avoid hurt feelings that can occur at this young age. If you are in need of an address, please leave a note for that parent in his or her child's cubby, asking them to provide this information for you. Children are not to bring birthday treats to share in class.

Clothing

We feel that dirt, water, paint, or a combination of these things, are an important part in the learning process. The children leave school with the evidence of a good day! Please send them in clothing that is comfortable and practical.

Many activities involve climbing, kicking balls, riding bikes and running. Please protect your child's feet with rubber-soled shoes to avoid slipping on the equipment. Tennis shoes are the most appropriate. **NO THONGS OR JELLIES MAY BE WORN ANY DAY.**

Accidents do happen. Please keep a change of clothes that are weather-appropriate in your child's cubby AT ALL TIMES. Please mark all items with your child's name. When an accident occurs, please return a fresh change of clothes the following day so we do not have to call

parents to bring a change of clothes immediately for their children.

Cubbies

Each child has his/her own cubby to keep their belongings in. Please check their cubby each night for loose papers, notes or other items that may need to go home.

Discipline

Constructive methods will always be employed for maintaining group discipline and handling individual behaviors. Corporal punishment and other humiliating or frightening techniques will not be used.

We strive to help students continue to develop in self-control and self-regulation. We define the established limits so that our students know what is expected of them. Rules are lovingly, consistently and firmly enforced.

As much as possible, we allow logical consequences to determine the course of discipline. For example, if a child is playing in the block area and throws blocks, he/she will be removed from the block area. A student whose behavior is considered to be out of control may be separated from the rest of the students until self-control has been reestablished.

We use the following methods during the learning process:

1. Remind the child of the limits.
2. Redirect the child before he/she crosses the acceptable limits.
3. Reinforce positive behavior.
4. Remove the child from an activity.
5. A parent conference may occur in case of extreme or recurrent misbehavior.

Children are continually encouraged to problem-solve between themselves with as little interference as possible from teachers.

Lesson Plans

All lesson plans are posted in each classroom for parent review and input.

Lost and Found

From time to time mix-ups do occur during our going home and outside playtime. Occasionally one child goes home with someone else's jacket, toy or other item. If your child should take home something that does not belong to him/her, please return it as soon as possible. You should label all items. Coats, sweatshirts and sweaters all start to look the same,

Notices

All notices are sent home or posted on the door or next to the sign-in/sign-out clipboard. It is your responsibility to check your child's cubby daily.

Sign in and out Policies

Parents **must** sign their children in and out each day, using their legal signature. Sign in and out documents will be used by the State to monitor program compliance, and It is imperative that parents use their full legal signature and the correct time on the sign in and out sheets.

Your child **must** be picked up at the agreed upon time. Failure to be consistent in this practice will result in a refusal of center service.

Should an emergency arise, we ask that you take the following steps:

1. In accordance with the NHA Late Drop Off and Pick up Policy, if a parent is unable to pick up the child on time, the parent must make arrangements with an authorized adult who is on the emergency card to pick up the child.
2. If the authorized adult is not on the emergency card to pick up the child, the parent must first call and identify that alternate person's first and last name with a physical description of the adult picking up the child.

The parent may also fax written authorization to the center, which includes the full name and physical description of the person they are authorizing to pick up the child, the parent's signature and date.

3. The parent is to give the site a password that the alternate person will give to the center. The staff taking the call will write down the password the child's file. Each time the parent has an alternate person picking up the child a password must be given.
4. The alternate person must show identification, have the full name of the child and the child's classroom number, which will be compared to the Children's Log that is located in each Site Supervisor's office. The alternate person must also know the password.
5. Signatures must be legible or name must be printed if an illegible signature is used.



Drop Off and Pick Up Policy

Drop-Off

We expect your child to arrive at school on time every day, per your contract hours. It is important that you bring your child to school on time every day so that they can receive the full benefit of the school day. If a child is regularly being dropped off late the child may be transferred to a more appropriate program option (i.e. Home Base/Part Day).

Pick-Up:

It is important that children are picked up promptly when their contract hours end each day. Emergency contacts will be called for any child who is not picked up by the end of contract hours. If Staff are unable to reach an authorized adult, the police may be contacted to take custody of the child. If a child is regularly picked up late the child may be transferred to a more appropriate program option (i.e. Home Base/Part Day).

If there are any changes to your emergency contacts during the program year you must make changes in person with the site staff to update your emergency card information.

Child Abuse-Mandated Reporters

California law states that all employees of childcare centers are mandated reporters of child abuse. We are required by law to report any known or suspected instance of child abuse to a child protective agency immediately.

California law defines child abuse as: "A child is physically injured by other than accidental means. A child is subjected to willful cruelty or unjustifiable punishment. A child is neglected by a parent or caretaker who fails to provide food, clothing, shelter, medical care, or supervision."



Early Education & Support Division (EESD)

Program Types

General Child Care (CCTR)

This is our program for **toddlers** (18 through 36 months) and is a full-day, full year program designed to meet the needs of low income parents who are working, looking for a job, going to school and/or are in vocational training. (www.cde.ca.gov). Families in this program must meet **income eligibility** and establish a **need** for service.

NOTE: If your child is in our toddler program, please pay special attention to the **NEED** section located at the end of this section.

California State Preschool Program (CSPP)

This is our program for **preschoolers**. In this program, children ages 2-5 receive child development and education services from the EESD program for 3 hours a day. The remainder of their day is spent in the Head Start program. This arrangement allows us to provide a third teacher in the classroom in the morning and in some cases provide longer hours of care for parents who are working and or going to school. Age three is determined by the local school district as any child whose birthday occurs before September 1, 2013.

Program Policies Establishing

Eligibility

Enrollment eligibility is based upon income guidelines and priorities established by the State Department of Education/Early Education & Support Division, in accordance with California Education Code, Section 8200-8481 and California Administrative Code, Title 5, Section 18000-18305.

Families must also meet Head Start eligibility requirements, which are age and income. **Please note:** It is the parent's responsibility to provide all the information and documentation necessary for the agency to determine if the parent meets both eligibility and need qualifications. If the documentation provided by the parents is inadequate, the agency is required to ask the parent for more documentation.

Definition of Family

The **definition of family** used by the state department of education is: "the parents and the children for whom the parents are responsible, who comprise the household in which the child receiving services is living." A **parent** is defined as: "a biological parent, adoptive parent, stepparent, foster parent, caretaker relative, legal

guardian, and domestic partner of the parent or any other adult living with a child who has responsibility for the care and welfare of the child.”



The parent is required to provide supporting documentation regarding the number of children and parents in the family. The number of children can be documented by providing at least one of the following documents:

- A.) Birth certificates/adoption documents
- B.) Court orders regarding child custody
- C.) Records of foster care placement
- D.) School or medical records
- E.) County welfare department records

In addition, **all single parent families must provide proof of single parent status.** Examples of documentation that may be used to prove single status include, but are not limited to: rental agreements, bank statements, and utility bills. If due to the recent departure of a parent, families cannot provide proof of single parent status, a self-

declaration may be used for **6 months only**. If proof of single parent status is not provided within 6 months, your eligibility for child development services will be re-evaluated.

Eligibility According To Priority

Families are ranked on the waiting list according to priority, and are not ranked on a first come first serve basis. Priority is given to a family/child in the following order:

Priority 1A: Child has been referred by the County Welfare Child Protective Service Division (CPS), which stated that the child is under the protection of the court and the CPS plan specifics child development services as an integral part of the plan.

Priority 1B: A legally qualified professional has stated that the child is at risk of abuse, neglect, or exploitation and that child development services are necessary to reduce or eliminate the at risk situation. This legally qualified professional must also state that child development services are an integral part of the at-risk services plan.

Priority 2: The family has an income under 75% of the state median income. Enrollment priority is given to families with the lowest income based on an income priority chart develop by the Federal Poverty Guidelines.

Confidentiality

All information provided to the Head Start/ Early Head Start/EESD Program is considered confidential.

Establishing Eligibility

Determination of eligibility is partly accomplished by verification of payroll receipts (pay stubs), income verification from parents' employer, and/or public assistance forms (Notice of Action). In addition, child support, alimony and monetary support that is not court ordered are included in the total countable income. Eligibility documents must be dated within 30 days of certification and cover an entire month for General Childcare Programs and 120 days for California State Preschool Programs.

Additional eligibility requirements

1. **Residency:** You must live in the State of California.
2. **Family Size:** Proof of birth must be provided for all children counted in family size.
3. **Single Parent Status:** If you are single, separated, or widowed you must provide proof of single parent status. Failure to provide evidence of single parent status and/or the provision of fraudulent

4. information will result in the termination of EESD services.

****All income must be reported. If it is determined at a later date that all income was not reported your EESD childcare services will be given a NOA for termination****

Contract Hours

Contract hours are based upon the need for childcare services. Failure to adhere to contract hours may result in the termination of child development services.

Families who do not follow their contract hours will need to attend a case conference to discuss their non-compliance following the contract hours. If contract hours are not followed three or more times during the program year (July 1 – June 30th) childcare services will be automatically terminated.

When Can I change my Contract Hours?

If you need to change your contract hours, please see the Site Supervisor.

Limited Term Services Leave (LTSL)

A Limited Term Service Leave (LTSL) may be granted for families that temporarily do not have a need for child care and development services. Reasons for a LTSL include medical leave, family leave, break in employment, training /vocational break, a school break, and child's visit with the non-custodial parent that is not ordered by the court, or a family vacation in excess of 10 best interest days. Family leave includes: leave to care for a newborn child, adopted or foster child, or to care for the parent's child, spouse or parent who has a health condition. The LTSL is subjected to program approval and must be requested in writing PRIOR to the child's leave and may not exceed 12 weeks.

Due Process

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

1. Within ten (10) calendar days

following the agency's receipt of your appeal request, the agency will notify you of the time and place of the hearing. You or your authorized representative is required to attend the hearing. If you or your representative do not attend the hearing, you abandon your rights to an appeal, and the action of the agency will be implemented.

2. Within ten (10) calendar days following the hearing, the agency shall mail or deliver to you a written decision.
3. If you disagree with the written decision of the agency, you have 14 calendar days in which to appeal to the Early Education & Support Division (EESD). Your appeal to the EESD must include the following documents and information: (1) a written statement specifying the reasons you believe the agency's decision was incorrect, (2) a copy of the agency's decision letter, and (3) a copy of both sides of this notice.

4. **You may either fax your appeal to 916-323-6853, or mail your appeal to the following address:**

**California Department of
Education
Early Education & Support Division
1430 N Street Suite 3410
Sacramento, CA 95814
Attn: Appeals Coordinator
Phone: 916-322-6233**

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

6. **Uniform Complaint Procedures**
It is the intent of Neighborhood House Association (NHA) to fully comply with all applicable state and federal laws and regulations.

Individuals, agencies, organizations, students, and interested third parties have the right to file a complaint regarding NHA's alleged violation of federal and or state laws. This includes allegations of unlawful discrimination (Education Code

section 200 and 220 and Government Code section 11135) in any program or activity funded directly by the State or receiving federal or state financial assistance.

Complaints must be signed and filed in writing with the State Department of Education.

**Child Development Division
Complaint Coordinator
1430 N Street, Suite 3410
Sacramento, CA 95814**

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

A complainant filing a written complaint alleging violations of prohibited discrimination may also pursue civil law remedies, including, but not limited to, injunctions, restraining orders, or other remedies or orders.

Legal Reference: 5CCR, Chapter 5.1
Uniform Complaint Procedures

Special Section:
Requirements for Toddlers

Because toddlers in our centers are served by our General Child Care Program, the following requirements

must be met. The benefit of being in the General Child Care Program is that it is designed to provide full day, year round services to parents who meet eligibility requirements and demonstrate a need for child care.

Demonstration of Need

The need for service is based upon guidelines and priorities established by the California Department of Education/Early Education & Support Division, in accordance with California Education Code, Section 8200-8481 and California Administrative Code, Title 5, Sections 18000-18305.

In order to be considered for services, the child's family must meet both **eligibility** and **need** for service at all times.

Establishing a Need for Service

Families must demonstrate a need for services at all times, which means that you must provide documentation of a valid reason that you are requesting child care services.

The following reasons have been deemed as eligible categories of need; please note that all the below listed categories are subject to additional Program approval:

- Child Protective Services/ At Risk of Abuse & Neglect

- Employment
- Self-Employment
- Participating in a Job Training/Education Program
- Seeking Employment
- Seeking Permanent Housing

*****If you have a scheduled break from your training/education program and DO NOT meet another need for service you are not eligible for care during that time (i.e. Winter Break, Spring Break, and Summer Break) *****

Change in Circumstances:

Any change in address, phone number, income, TANF status, family size, employment, and/or training, must be reported within five (5) days to the Site Supervisor and/or EESD Program Specialist.

Written verification of these changes must be submitted within thirty (30) days of the change in family size, income, or training status. It is the parents' responsibility to notify the center of such changes.

*****Failure to notify the program of a change in any circumstances will result in the termination of services and/or transfer to a more appropriate program option*****

Re-certification

Re-certification will take place between nine to twelve (9 to 12) months after initial or prior year's certification. A file update occurs every six months, unless need or eligibility has changed before then. Parents must provide current information concerning income, family size, single parent status, employment, and/or job training to remain eligible for childcare.

- "At risk" referrals cannot be recertified after 3 months of service. Prior to the three month expiration of service, the need for service may be verified again as one of the following:
 - i. An open CWS case
 - ii. A CWS social worker, has deemed, childcare services are necessary for family stability
 - iii. Eligibility and need for service met
- CWS involved families will be recertified between 9-12 months, unless the duration of the CPS plan states a shorter period of time.
- Recertification of homeless families occurs every three (3) months.

A notice will be sent, either in the child's cubby or to the parents' home, when

recertification or a file update is due. Failure to recertify or provide file updates by the due date will result in termination of childcare services. The use or disclosure of financial information concerning enrollees and their families will be limited to purposes directly connected with the administration of the EESD program.

Terminations

We want to work with you in every way possible to prevent non-voluntary terminations. At times, however, we will be required to terminate a family from the Program. Some examples; though not limited to are:

1. Eligibility and need criteria are not met.
2. Delinquent Parent Fees.
3. NHA EESD is not notified of any status changes (in employment/school, or other need, etc.) within five (5) working days.
4. Program policies and procedures are not observed.
5. Contract hours are consistently not followed.
6. Recertification is not completed.
7. Fraudulent, false, or misleading information regarding family size, single parent status, employment, income, training/student status, or eligibility relating to medical

incapacitation is provided.

8. Disruptive, abrasive, or abusive behavior on the part of the parent or guardian is demonstrated. It is not our intent to prevent the parent from expressing his/her views, even the angry ones, but we must prevent scenes which frighten the children and disrupt our activities, or minimize the respect for and rapport between children, staff, and teachers.

Family Fees

Family fees are estimated based on family income and family size. State Guidelines require that fees be collected in advance. Fees must be paid no later than five (5) calendar days after the due date. If fees become delinquent, written notification (via Notice of Action) will be given or mailed to the parent stating that services will be terminated unless payment is received within two (2) weeks. If a parent receives a Notice of Delinquent Fees more than twice, services will be automatically terminated even if payment is received within the two-week timeframe.

Please keep in mind that it may take several weeks to process your payments made by check.

Parent Fees

- **Money Order or Personal Check**
- Must be made payable to the NHA - EESD PROGRAM and the child's name and dates of care must be specified.
- All payments can be dropped
- off at your site or mailed to the following address:

Neighborhood House Association

841 S. 41st St.

San Diego, CA 92113

(619) 263-7761 x 110

Cash

Please call before you bring in a cash payment. Cash payments will only be accepted at:

Neighborhood House Association
841 S. 41st St. San Diego, CA 92113
(619) 263-7761 x 110

A receipt will be mailed for each payment that is received. Parents may find it valuable to save receipts. If a parent pays a fee to other providers at any time during the service period, these "other fees" shall be deducted from the family fee paid to the site when proper documentation is presented. If a parent is unable to pay fees on the due date, please call EESD staff to make alternate payment arrangements. For further questions regarding parent fees; **please contact the CYFS Program Specialist at 858-715-2642 Ext. 271**

Tobacco-Free Policy

It is the policy of NHA Head Start/Early Head Start/EESD to provide a tobacco free environment for children and adults. This policy applies to the use of any tobacco product by employees and non-employee participants. All individuals on NHA childcare premises share in the responsibility of adhering to and enforcing this policy.

There will be no tobacco use on the premises of any NHA Head Start/Early Head Start/EESD sites or administrative offices, including classrooms, playgrounds, parking lots and parking spaces.

There will be no tobacco use at NHA Head Start administrative offices inside buildings. There will be no tobacco use by staff, parents or volunteers when children are present, including both indoor and outdoor activities, e.g., walks and other off-site activities. NHA Head Start/Early Head Start/EESD's tobacco free policy shall apply to all off-site activities and functions. During off-site outdoor functions, the designated smoking area will be out of sight of the children and at least 100 feet away from the activity area. The staff person in charge will be responsible for designating the tobacco use area and informing those in attendance.

Non-Discrimination Policy

Each Site is operated on a non-discriminatory basis. Equal treatment and access to services is given to every person who meets eligibility requirements without regard to sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, or mental or physical disability. Head Start/ Early Head Start/ EESD refrain from religious instruction or worship of any kind, in compliance with funding requirements.

We welcome children into our programs and encourage families of children with disabilities to apply. NHA complies with the requirements of the American Disabilities Act (ADA).

Harassment Policy

NHA prohibits harassment, of any type, in the work place. The term harassment includes sexual harassment of its employees, job applicants and contactors by any other employee, job applicant, contractor, vendor or customer. Any person who believes they have been unlawfully harassed, must immediately provide a written complaint to NHA's VP & General Counsel. Every reported complaint of harassment will be investigated thoroughly, in a timely manner and, to the extent possible, handled in a confidential manner.

Community Complaint Procedure

The purpose of this procedure is to establish a process whereby members of the community having concerns regarding the Head Start/Early Head Start/EESD program in San Diego County may have those concerns or complaints heard. One of the important functions of the Parent Policy Council consistent with Federal Regulations is to establish a procedure for the airing of community complaints. Moreover, it is the position of this agency that parent engagement in the resolution of community complaints is a fundamental key to the successful operation of the Head Start/Early Head Start/EESD program.

The procedures outlined in this document have as their goal the informal resolution of complaints. It is recognized that frequently complaints or concerns arise out of a failure of communication. Thus, many complaints or concerns can be resolved when the interested parties meet informally to discuss the concerns. To that end, a complainant must demonstrate that he/she has attempted to solve his/her concern prior to filing a complaint under this procedure.

Neighborhood House Association's Head Start program is required by

government regulation to establish and maintain procedures for working with community (which includes families and individuals) complaints about the program.

It is the intent of NHA to foster positive community relations with agency partners and Head Start/Early Head Start/EESD parents. In order to promote fair and constructive communication and identify appropriate levels of communication every effort will be made to resolve complaints in a timely manner.

The following are applicable to this complaint resolution procedure:

1. A formal hearing is not authorized at any step of the procedure. While a complainant shall be afforded a full opportunity to air his/her concerns, there does not exist the unlimited right to call witnesses. This procedure does not authorize the issuance of subpoenas to compel the attendance of witnesses. There shall be no right to cross-examination. Formal rules of evidence will not be followed at any step of the process.

2. This procedure does not apply to the complaint from any person employed in any fashion in any Head Start program in San Diego County. Grievances of employees shall be handled consistent with applicable personnel policies.
3. This procedure does not apply to the complaints of any contractor of the Head Start program.
4. All complaints must be set forth in writing, outlining, in reasonable detail, the nature of the complaint and the remedy sought. Agency staff will be designated by the Vice President, Children, Youth and Family Services, to assist complainants in

preparing a written complaint utilizing the NHA Head Start Complaint Form.

5. Petitions will not be accepted.
6. The complainant will receive a call back within **three working days**.
7. Complaints must be filed with the Head Start Vice President, Children, Youth and Family Services, NHA, 5660 Copley Drive, San Diego, CA 92111.
8. Please see page 36-37 for complaints regarding CDE/EESD division.



Community Complaint Process:

Step One: Center Level

- Bring your written complaint to your Site Supervisor
- Site Supervisor will review the complaint within one working day of receipt.
- Site Supervisor will facilitate resolution, document steps towards resolution, and forward documentation to Area Directors within 24 hours of review date.
- If complaint is not resolved at this step, continue to step two.

Step Two: Area Level

- Bring or forward your written complaint to your Area Director.
- Area Director conducts a face-to-face meeting with the complainant within two working days of receipt.
- Area Directors will facilitate resolution, document steps towards resolution, and forward documentation to the CYFS Associate Vice President within 24 hours of review date.
- If complaint is not resolved at this step, continue to step three.

Step Three: Administrative Operations Level

- Bring or forward your written complaint to the CYFS Associate Vice President.
- The CYFS Associate Vice President will review the written complaint within one working day of receipt.
- The CYFS Associate Vice President will negotiate resolution, document steps towards resolution, and forward documentation to the CYFS Executive Vice President within 24 hours of review date.
- If complaint is not resolved at this step, continue to step four.

Step Four: CYFS Executive Vice President

- The CYFS Executive Vice President will present and recommend a course of action to the President and CEO of NHA for approval.
- The President and CEO will send a summary letter of resolution to the appropriate parties.



Community Complaint Form



Date of Incident: _____ Time: _____

Your Name: _____

Address: _____

Phone Number: _____ Alternate Number: _____

Best time to call you back: _____

Early Head Start/Head Start Child (name): _____

Early Head Start/Head Start Site: _____

Describe your complaint in detail (if needed, use back of paper):

Signature _____ Date: _____