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AS/CSUN CHILDREN'S CENTER
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Welcome to the Associated Students/California State University Northridge Children's Center. We are pleased that you have chosen AS/CSUN Children's Center to be an integral part of your child's growth and development. We look forward to working together with you and your child as you work toward the completion of your Bachelor's, Masters, or credential degree.

The "Operating Policies and Procedures" booklet has been developed to answer some of the questions you may have concerning our policies and programs at the AS/CSUN Children's Center. Please take the time to read and keep it in a convenient location for future reference.

The Associated Students/California State University Northridge Children's Center enrolls children from toddlers through pre-kindergarten at our site at 18343 Plummer St., Northridge. A Family Childcare Network sponsored by the center is also available for children of low-income student families who are 3 months to twelve years of age in private, family childcare homes in the San Fernando Valley. The Family Childcare Network includes homes providing care in the evenings and on weekends.

In order for your child to benefit from the experience of attending the AS/CSUN Children's Center, we require minimum attendance of two days per week for at least three hours per day. (See application for available drop off and pick up times.)

Children other than those officially admitted and/or who have not completed the enrollment process requirements (below) may not attend the AS/CSUN Children's Center at any time.

This center prohibits discrimination on the basis of race, color, sex, age, disability, religion, or national origin.

We hope the information in this booklet will be helpful in answering any questions that you may have. If for any reason a question may arise that could not be found here, please do not hesitate to contact your child's master teacher or an office staff. We hope your child's time at our facility will be an educational and enjoyable one. Again, welcome to the AS/CSUN Children's Center.

Sincerely,

AS/CSUN Children's Center Staff



MISSION STATEMENT

The mission of the Associated Students/CSUN Children's Center is to provide affordable quality childcare with the goal of enabling student parents to complete their education as well as to provide a program that will foster each child's cognitive, social, emotional, and physical development.

HISTORY

Associated Students/California State University Children's Center was first established in 1972. The center was sponsored by Associated Students and served 78 full time (FTE) children ages 2 to 5 years. Over the years the center received grants from the California Department of Education to provide funds (subsidy) for low-income student families, so that childcare would be free or very low cost for approximately 45% of our children. In 1998 the center received a Dept. of Education grant which funded infants and toddlers of CSUN students in family childcare homes in the community. In 2001 our new center opened with additional classrooms and now serves toddler through preschool age children. In 2002-2006 the center received a federal grant to provide childcare for children who are over three in family childcare homes and in 2009 again received this federal funding to increase service to families with infants and school age children in our Family Child Care Network.

GOALS

The Children's Center is devoted to serving a diverse population of families and children of California State University Northridge so that our student parents can complete their education.

I. Our primary goal is to provide a program that delivers consistent, high-quality early childhood education and childcare services.

Our Center follows a developmental approach that focuses on the whole child: social, emotional, physical, and cognitive. We provide a safe, healthy, nurturing environment for the children to grow, explore, experience challenges, and enjoy learning with their friends and teachers.

II. Our second goal is to nurture our families and form a partnership through open communication, family involvement, and education.

Establishing a partnership begins at enrollment where we learn about your family, your expectations and hopes for your child while he or she is part of our program. This is also the time where we share with you the components and goals of our program.

We continue to work with you to build a partnership through your time here and even after you graduate by maintaining open communication, inviting and encouraging your involvement in our classroom, offering special programs and activities, providing workshop opportunities, and encouraging your participation in our parent group and our Advisory Board.



III. Our third goal is to promote the professional growth of our staff and the members of the CSUN community.

We strive to operate a program which consistently demonstrates what current research recommends as the best practices for the care and education for young children. We use the following standards of quality for our programs: the Desired Results of the CA Dept. of Education, the National Association for the Education of Young Children, and Harmes, Clifford, and Cryer's Early Childhood Environmental Rating Scales. Our staff members are committed to lifelong learning for themselves and to fostering the development of the student assistants and interns from various academic departments who participate in training activities at the center.

IV. Our final goal is to model quality multicultural early childhood education.

Diversity is a characteristic of the staff and families at the Children's Center. We are committed to modeling a program that respects diversity and empowers children to be the best they can be regardless of their race, gender, disabilities, age and/or culture.

DATES AND HOURS OF OPERATION

The Children's Center program follows the University semester calendar for classes and final exams. The Center is open CSUN fall and spring semesters as well as during CSUN summer sessions. Typical hours of operation are Monday through Friday 7:30 a.m. to 5:30 p.m.

Non-Instructional Hours of Operation

The Center will open during non-instructional times such as CSUN spring break week and between academic semesters and sessions based on funding, enrollment needs, and mandates from California State University, Northridge and Associated Students. Classroom hours and age grouping is determined for each session.

Closures (Closures occur on the date observed by the University)

New Year's Day

Martin Luther King, Jr. Holiday

Cesar Chavez Day

Memorial Day

July 4th

Labor Day

Veteran's Day

Thursday-Friday of Thanksgiving

Usually the week before fall semester

December 24-January 31

Dates and hours of operation are subject to change. Refer to your contract for further information.



STAFF



The Administrative staff of the Children’s Center includes the director and the assistant director who have master’s degrees in early childhood education as well as California Department of Education Child Development Program Director permits, a family childcare network coordinator, and office clerks.

The master teachers have at least a Bachelor’s degree and at least 24 units of early childhood education. The master teachers and teachers have California Department of Education Child Development teacher, master teacher or site supervisor permits. We also have paid student assistants, many with teacher level qualifications. Interns from academic departments, such as, Child Development and Kinesiology, are also found in the classrooms, but are not considered as part of the required state ratios.

Teachers as Facilitators



Our teachers create an environment based on current research of what is appropriate for young children, as well as individual interests and needs of their particular group of children. Teachers build on children’s strengths, focusing on what the children can do as opposed to what they cannot do. They extend current levels of ability through the use of challenging activities and encourage creative thinking and problem solving.

CURRICULUM

Our program uses The Creative Curriculum for Preschool and The Creative Curriculum for Infants and Toddlers by Diane Trister Dodge, Laura Colker, and Cate Heroman as a framework from which we develop our classroom curriculum. Additionally we utilize the California Preschool Learning Foundations and Curriculum Framework and the California Infant/Toddler Learning and Development Foundations as well as the Desired Results Developmental Profile to help us determine our environment and curriculum content. An individualized curriculum is created based on children’s development as assessed through observation at home and at school, children’s interests, families, and our environment. Content areas related to physical, cognitive, emotional and social development are all given equal attention when preparing a curriculum to fit the needs of each child. Each child’s self expression, positive self image, creativity, and analytical thinking are developed through play.

Importance of Play



Children learn the best through play; it is their work. Every time they interact with materials and children and adults they are developing their basic skills and expanding their knowledge. During play the focus is on the “whole child”, not just cognitive development, but also social relations, emotional, language, and creative development.

Within the setting of social interactions among children, staff encourages children to develop an understanding of themselves and others that is characterized by warmth, mutual



respect, and sensitivity to each individual. Our staff facilitates interaction among children that encourages self-esteem, social competence, language development and intellectual growth.

CLASSROOM PROGRAM DESCRIPTIONS

TODDLERS and TWO'S PROGRAM

Our toddler and two's program serves children from 18 months through 2 years. In the toddler and young two year old rooms there are up to 12 children, in the older two year old room there are up to 16 children. The ratio in all toddler and two year old rooms is 1 caregiver to 4 children. Supervision of children is by sight and sound at all times.

Parents are an essential part of the toddler and two's program. Our staff works closely with parents to form a partnership for better understanding of the care of their young children. The curriculum focuses on the individual needs of each child and family. Care giving routines take up a large amount of time throughout the day. We try to offer primary care giving within the confines of our type of program (flexible scheduling for children and student staff.) That means that we try to have an individual caregiver responsible for specific children and their routines, such as diapering, feeding, and napping. The interaction and personalized care are important for fostering the child's trust in adults and a positive self-concept.

Our daily schedule is flexible and adapts to the individual needs of each child. Caregivers take cues from the individual children and have set up a classroom environment that is safe to explore and master providing interesting sensory toys and materials for exploration. Warmth, sensitivity, and responsiveness are just a few of the qualities we see in these rooms.

The toddler and two's curriculum is also flexible and takes into account the emerging needs, moods, and behaviors of the children as it emphasizes cognitive, language, social emotional, fine motor, gross motor, and self-help skills. The children learn through participation in planned developmentally appropriate activities. There is a schedule of meals, nap, and inside and outside activities, so that the children have the security of consistency. Within these routines they can explore freely and learn how to get along with each other with the gentle guidance of the caregivers around them.

Children usually transition to a new classroom in August. The Center staff will work with parents to facilitate this transition by talking with children about the change as well as having children visit their new classroom throughout the summer. New classroom orientation occurs at the beginning of the school year and is an opportunity to visit the new classroom together. The teaching staff communicates with each other, sharing information about each child as well as the child's portfolio.

PRESCHOOL PROGRAM

Our preschool program for children 2.9-5 years of age offers a rich learning environment, providing various experiences to help the children develop socially, intellectually, physically,



and emotionally. To participate in the preschool program, children must be three (3) years old on or before December 2nd of the school year. The teacher-child ratio is 1 to 8 and children are supervised by sight and sound. We have three preschool classrooms, each with a teaching team consisting of a Master Teacher, a Teacher, and student assistant teachers. Our teachers work with the parents to increase their knowledge and understanding of their child's growth and development. Our daily program emphasizes language development, literacy, math, science, self- help activities, social skills, music, diversity, large and small muscle activities, individual problem solving, and peaceful conflict resolution.

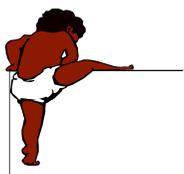
The classrooms and playground are comprised of activity areas, which include dramatic play, science/math, literacy and language, blocks, small and large motor skills, and art. Teachers strive to create a balance between active and quiet play, individual, small and large group, and child initiated/teacher directed activities. Weather permitting, time is spent outdoors each day. When outdoor time is not an option (due to rain, smoke from fires, etc.) the teaching staff adjusts curriculum to provide opportunities for indoor play that includes gross motor development activities. The role of the teachers is to plan and facilitate learning experiences within a challenging environment.

Preschool children usually transition to a new classroom (or to kindergarten) in August. The Center staff will work with parents to facilitate this transition by talking with children about the change as well as having children visit their new preschool classroom throughout the summer. New classroom orientation occurs at the beginning of the school year and is an opportunity to visit the new classroom together. The teaching staff communicates with each other, sharing information about each child as well as the child's portfolio.

Sharing as a Social Skill

Sharing is appropriate only when children are cognitively and emotionally ready to understand the social benefits of this interaction. For the most part, toddlers and young preschoolers are still very egocentric and cannot grasp the concept of sharing something that they want. This is normal, and they should not be forced to do so. We try to respect children's needs to have private space, individual time with materials and some control over their play situations. We try to provide several alternative toys and activities. We help children verbalize their feelings and desires by introducing simple language that children can eventually use in future situation. Sharing happens most naturally when children begin to understand the social benefit of doing so.

Philosophy and Rules of Discipline



Social skills are not innate; they must be learned. The philosophy of the program is to view discipline as “the art of teaching acceptable behavior,” which is part of the child's learning process. Our long-range goals are that children develop internal controls and problem solving skills. The center does not use corporal punishment or engage in psychological abuse or coercion. Food is never withheld as a form of discipline. Limits are stated clearly, firmly, and positively. Positive statements (telling the child what is expected), helping them “learn to use their words,”



providing choices and positive redirection, breaking directions into manageable steps, and planning for transitions are preventative techniques utilized by the teachers.

When a conflict or inappropriate behavior occurs, teachers involve the child or children in peaceful conflict resolution:

- Determining what the children wanted to do.
- Letting them know why their methods were unacceptable (natural and logical consequences).
- Helping them generate alternate and acceptable ways to handle the situation.
- Supporting the children in using one of the acceptable methods to resolve the situation.
- Repeating this process consistently.

Younger children receive a clear message about acceptable and unacceptable behavior through redirection with words to explain the adult's actions.

Labeling Behavior-Not the Child

Using objective words rather than judgmental words to describe children's behavior allows them to focus on their behavior rather than their values as persons. For example, "*Johnny, you put away those blocks quickly*", instead of "What a good boy for putting away the blocks." When leaving your child, instead of saying, "Be a good boy today," simply say, "*I love you, and I'll see you this afternoon.*" This type of statement reassures the child of the parent's unconditional love, acceptance and promised return.

Biting

No behavior elicits as much parental concern as biting because the experience is both frightening and painful for the child involved. Helping a child work through this behavior is a challenge for parents, staff, and other children. The center staff always attempts to evaluate causes and develop appropriate solutions. Here are some developmental insights of the problem:

- Biting is a common behavior among infants and toddlers.
- Biting may be due to internal and physical factors such as hunger, being tired, or teething
- Biting may be due to environmental factors such as over-stimulation, boredom, need for personal space, separation issues, or attachment issues.
- Very young children lack the verbal ability to express strong feelings.
- If children are frustrated and their vocabulary has not developed, they feel that they may bite the object or person they think is the source of their frustration.



- We attempt to stop bites before they happen: the teacher may say, “You are really mad and want that toy, but I’m not going to let you bite a friend.”
- Young children’s egocentric view of the world prevents them from understanding that it hurts the same for others to be bitten.
- There is no magic solution, however once we identify the problem we can make a plan together to bring it to an end.
- By preschool, children should no longer be biting, but using verbal communication to express feelings; if biting does occur in preschool, parents should meet with their child’s master teacher to discuss ways to help the child.

Policy on Challenging Behaviors

The Associated Students/CSUN Children’s Center has a well-defined and deliberate policy on challenging behaviors. This policy was developed by a group of center parents, CSUN faculty, and center staff. Below is the abbreviated version of the policy. If you would like a copy of the full policy please see the office staff.

The Children’s Center has operationally defined *Challenging Behavior* as any repeated pattern of behavior that interferes with or which may potentially interfere with children’s optimal learning or engagement in pro-social interactions with peers and adults.¹ Some common examples of *challenging behaviors* include but are not limited to aggression, tantrums, self-injury, property destruction, social withdrawal, or multiple behaviors. For most children exhibiting challenging behaviors, the teachers are able to address the child’s needs by collaborating with his or her parents and through other various strategies. However, some children do not respond to these efforts. These children continue to exhibit challenging behaviors despite well-designed classroom environments and the use of developmentally appropriate teaching and child guidance practices. When this occurs we take the following steps:

Step 1. Formal teacher and parent conference

A conference is held between the teacher and the child’s parent to discuss concerns and share information.

Step 2. Center/staff review

During this meeting, the center staff, including administrators, will review all information in the child/family file, including medical history, enrollment and background information, and reports from teachers and identify needed and available resources and alternatives.

Step 3. Formal conference with the child’s parent, center administrators, and child’s teacher

¹ The Center’s definition of *challenging behavior* is adapted from both the Center on the Social and Emotional Foundations for Early Learning at the University of Illinois, Urbana-Champaign (<http://csefel.uiuc.edu>) and the Center for Evidence-Based Practice: Young Children with Challenging Behavior at the University of South Florida (<http://challengingbehavior.org>).



At this conference, a plan of action will be developed that addresses the child's behavior, the environment, and the plan for adult response to the concerns.

Step 4. Formal review by center and parent (team)

At times designated by the plan, the teacher, parent, and center administrators (and other team members, if any, such as providers of therapy or behavioral services to the child or consultants) will meet to review progress being made. Modifications may be made as needed to assist the child and staff to address any new or continuing behaviors. If it is determined by the team that the plan has not been effective, and the challenging behaviors have not decreased or have increased, and that the center therefore cannot meet the individual needs of the child, the center director will issue a Notice of Action (state funded) or written notice of termination of enrollment (non-state funded), and may assist the family to find a more appropriate program for the child. If the parent disagrees with the decision of the change in programs the parent may appeal the decision. To appeal see "Grievance Procedures" in the Parent Handbook or the back of your Notice of Action.

Arrival and Separation



- **ALL CHILDREN MUST BE SIGNED IN BEFORE YOU PROCEED TO THE CLASSROOM.** When you sign in you will be given a card with your child's name on it to present to the teacher's to verify that you have signed in.
- Upon arrival to your child's classroom please wash your hands and assist your child in washing his or her hands. It is desirable to spend some time with your child in the classroom during drop-off and pick-up times. When you are ready to leave, **always say good-bye to your child**, even if it causes anxiety for the child. Saying good-bye builds security and trust between the parent and the child.
- Arrival and departure are excellent opportunities to connect with your child's teacher. At arrival the teachers would like to know how your child's night went, how the morning is going, and any other information you would like to share. This is an important time to share any special needs your child may have with the teacher. At pick up time the teachers would like to share information with you about your child's day as well as information about the following day or special events and activities.
- **Please do not draw out your good-bye.** Once you have said your good-byes, you need to leave. Prolonging departures only makes separation more difficult. If you still need reassurance of your child's emotional state, you may call the center and we will be more than willing to check on your child and see how he/she is doing.
- Each child handles separation differently. It is normal and healthy for some children to adjust in a few days and others in a few months. We believe children work through their adjustment to a new program or classroom, if they are given the time and support to do so. The teacher will assist you, if help is needed.



ARRIVALS AND DEPARTURES

Children can be brought to school and/or released only to those authorized persons (at least 18 years old) designated on the Child Release Authorization form completed by the enrolling parent(s). It is a licensing requirement that children must be signed in and out at the time of arrival and departure of the AS/CSUN Children's Center by an authorized adult using a full signature. Children MUST be signed in or out BEFORE you proceed to the classroom. Photo ID must be provided to Children's Center staff whenever requested prior to signing children in or out. After the child has been signed in or out, you will receive a card with your child's name on it to give to the teacher to verify that you have signed your child in/out. If an emergency arises and you must authorize someone not on your designated pick up list to pick up your child, you must call the center PRIOR to your child's departure time to give us this information AND text, fax or email us the person's information along with a statement giving us permission to release your child to the named individual.

Please notify the AS/CSUN Children's Center, if your child is going to arrive late or depart early. **Drop off is not permitted between 9:30 a.m. & 2:00 p.m. Children who arrive after 9:30 a.m. will not be accepted for care that morning.** Under extraordinary circumstances, exceptions can be requested from the Director/Assistant Director on a case by case basis.

A child's parent/guardian/authorized adult must enter the center at or before the contracted departure time. **THERE IS NO GRACE PERIOD FOR DEPARTURE.** Parents/guardians arriving after their contracted departure time, but prior to 5:30 p.m. will be charged regular overtime rates. This will be considered unapproved overtime. Two or more unapproved overtimes per session will incur an additional **\$20.00** fee per occurrence and could result in termination from the program. Office staff will call all persons identified on the emergency card for any child who is at the center past his/her contracted departure time. If the parent or other authorized person cannot be reached within 30 minutes, the Director or designee is required to notify the University Department of Police Services.

We do not allow children to remain after closing hours. If an emergency occurs please call the AS/CSUN Children's Center as soon as possible and notify us of the arrangements you have made. If a child is present after closing time (5:30 p.m.), we will call your emergency phone numbers for others to pick up your child in the event we have not been able to contact you. You will be charged a fine payable immediately to the closing teacher. If we cannot locate anyone on your emergency list *thirty minutes (30)* after the scheduled closing time, we are required to notify the campus police. By prior agreement with University Department of Police Services a police vehicle will be dispatched to the center and for safety reasons both the director or her designee and the child will return to the University Department of Police Services Office with the officer. A note will be left in a prominent location at the AS/CSUN Children's Center indicating where the child has been taken. The director or designee and the officer in charge are authorized to contact Child Protective Services.



REST TIME

All children are given an opportunity to rest after lunch. Each child has his or her own personal mat or cot and individual bedding. Children who do not need to sleep are not required to do so, although we encourage rest for those who need it. We expect the children who arrive before lunch and stay past 12:30 to lie down and try to rest. If a child falls asleep, we will not awaken them; regulations do not allow us to interfere with natural bodily functions.

CLOTHING, TOYS, etc



While at the AS/CSUN Children's Center, the children are encouraged to participate in a variety of activities both inside and out. These classroom activities include running, jumping, painting, and water or sand play. Children should wear comfortable, washable play clothes that are appropriate for the weather. Garments should be easy for the child to take off for toilet training. A complete change of clothing should be available for each child each day.

All garments, including outer garments, should be labeled with the child's name

- Each child has a cubby to store personal belongings; all items need to fit inside.
- Wet or soiled clothing should be taken home each day. Check with your child's teacher about toys from home. Transitional objects (such as stuffed toys, pictures of the family, etc.) to ease separation are always allowed, as well as books; however, any other toys, gum, candy, money, bottles, etc. should be left at home. Children who rest or nap may bring a blanket or cuddle toy to use at rest time, as needed. Please no large pillows. All items from home should be labeled with your child's name. When in doubt about an item from home, please check with your child's teachers.
- To prevent accidents we recommend footwear that ties or fastens instead of thongs or slides which can trip children or get caught in pedals or climbing equipment.

LOST ITEMS

Label all of your child's belongings. A lost and found box is provided in each classroom to facilitate locating unidentified clothing. The center is not responsible for lost clothing, toys, or other personal items.

DIAPERS



Parents whose children wear diapers are asked to provide paper diapers and diaper wipes. The AS/CSUN Children's Center does not use **cloth diapers or pull-ups.**



FIELD TRIPS

Occasionally our preschool classrooms take walking field trips on campus as it relates to the classroom curriculum and children's interests. Parents are asked to give written permission at enrollment to allow their children to participate. The classroom teachers will notify you in advance of the day, time, and destination of the field trip. Parent volunteers are needed to help supervise during these trips. First aid supplies and cell phones are taken by teachers on all trips.

BIRTHDAYS

Children's birthdays can be recognized in classroom curriculum activities at the AS/CSUN Children's Center. Children will participate in preparing and cooking a special snack to be eaten together to celebrate. Special birthday hats/crowns/sashes may also be made for the birthday child to wear. They will be given the opportunity to be the classroom helper of the day. Parents are welcome to join in the festivities by helping with the cooking activity and/or creation of the hat/crown/sash. **Birthday treats, decorations and presents may not be brought to school.** We will supply everything needed to make the day festive and fun for the birthday child.

Invitations for personal/family birthday parties must be mailed, they may not be distributed at the center.

A class roster may be obtained in the front office. If a child's address is not listed on the class roster, parents may bring the invitation with a stamped envelope and the child's name to be addressed and sent to the family by office staff.

HOLIDAYS



The AS/CSUN Children's Center may observe national and other holidays if we feel they are relevant and developmentally appropriate for the children. We wish to learn about what all our families celebrate in their homes and welcome you to share your familial and cultural/ethnic traditions in your child's classroom. We avoid celebrating holidays that are specific to a religion and those that may frighten or overwhelm children. For example at Halloween, we do songs, arts & crafts, and cooking, but we **DO NOT ALLOW HALLOWEEN COSTUMES OR MASKS.** Please ask your child's master teacher or the office, if you have any questions or concerns.

ASSESSMENT

At the Children's Center assessment is an integral part of our program. We have a multi-level assessment system that includes child assessment and program assessment. We utilize several systems and tools including family surveys, teaching staff surveys, the Desired Results model (which includes both child and program assessment components), the Environmental Rating Scales, and Ages and Stages Questionnaire. Both program assessment and child assessment are continuous; however, we have a specific timeline for several components of this program aspect.



Program staff has specific training regarding the assessment tools and the use of the assessment results.

Program Assessment

Annually families are asked to participate in program assessment by completing our Parent Survey. The survey is conducted in a way that allows for anonymity. Additionally we conduct environmental assessments annually in every classroom. The feedback and information we collect from both help us to better meet family needs, develop program goals, make program improvements, and is reported the California Department of Education, Child Development Division (CDE/CDD).

Child Assessment

Parents are asked to complete an Ages and Stages Questionnaire to help teachers learn about the development of the children and to plan curriculum and set up an environment that reflects this information. Teachers complete a Desired Results Developmental Profile (DRDP) for every child in our program within 60 days of the child's start. This is followed by continued observation and assessment of the child's progress. At the end of each semester the teachers summarize the information they have collected and share it with the family at conferences in the form of a Developmental Summary. This is also a formal time for parents to share observations, concerns and questions as well as suggestions regarding their child's development, progress, and goals. The DRDP is completed again every six months of enrollment. All information is kept confidential in the child's file. In addition to the Parent-Teacher conferences at the end of each semester, additional conferences may be requested by the teacher or the parent anytime during the year. Please give several days notice for your request in order to accommodate scheduling classroom coverage.

In addition to working with parents to develop individual goals for children the teaching staff will also work with other resources and service agencies to meet a child's needs. This includes the use of Individualized Education Plans, Individualized Family Service Plans, and others. Written permission must be given by a parent or legal guardian prior to sharing any information about the enrolled child and family.

PARENT/STAFF COMMUNICATION AND CONFERENCES



- The master teachers, assistant director, and director are available and open to your comments, concerns, and suggestions. They are here for you and your child, so please do not hesitate to communicate with them frequently.
- **Please go to your child's master teacher, not the student assistant teachers, when you have questions or concerns.**
- We also request your consideration when speaking with teachers who are working in the classroom due to the fact that they must be aware of all the children and can only speak to you briefly. If you need more than a brief moment to speak, please request an appointment



with the master teacher. We would gladly schedule the meeting around your work and/or school commitments.

- Parents may request a conference at any time as long as it is requested to the master teacher in advance so that proper staffing arrangements may be made.
- We do expect parents to sign up for conference appointments once each semester. We designate two weeks during the semester for parent/teacher conferences. At this time parents may review their child's developmental records and progress for that semester. This is also a time when the teacher may set specific goals for your child's development.

CONFIDENTIALITY POLICY

The use or disclosure of all information pertaining to the child and his/her family shall be restricted to purposes directly connected with the administration of the program. Confidential information about families and children is kept in secured files and is not released without parent/legal guardian written permission.

HEALTH AND SAFETY



- Health regulations are designed to protect the well being of all the children and staff.
- A health evaluation form completed by your child's physician is required to be on file upon admission. All immunizations must be up to date upon entry and noted on the form from the physician. Please contact us if you need information on health center and immunization clinics that provide low-cost services. A recent TB test may also be required.
- A health record is reviewed annually for purposes of updating age appropriate immunizations as well as follow up health care recommended by a physician. We can assist by providing referrals or other resources.
- When resources are available to us, we offer screenings, such as vision, hearing and/or speech. Parents are notified in advance of any screening and may choose to have their child participate.
- ***Each day before a child may be accepted in the AS/CSUN Children's Center, the person bringing the child is to take the child to the teacher in charge. After the child has been determined to be without obvious signs of illness and has been accepted, the child may be left in our care. Please help your child wash his or her hands upon arrival each day.***

ALL CHILDREN IN ATTENDANCE MUST BE IN HEALTHY CONDITION TO PARTICIPATE IN THE CHILDREN CENTER'S DAILY ACTIVITIES...



- Your child should be kept at home with any signs of illness, including fever, heavy cough & chest congestion, vomiting, diarrhea, undiagnosed rash, excessive tiredness and of course anything contagious. **The child must be clear of symptoms (including fever) for 24 hours before he/she can be re-admitted to the AS/CSUN Children's Center.** In certain cases a doctor's release will be required: i.e., an undiagnosed rash, extended illness; return after an injury such as a broken bone and other such cases deemed necessary to safeguard the health of the child or other children. Please check with the office before you visit the doctor, so you can request a doctor's release at your appointment.
- If your child becomes ill during the course of the day with a fever, heavy cough & chest congestion, vomiting, diarrhea, or undiagnosed rash we will contact a parent or guardian to pick up. While your child waits she will be kept comfortable with a teacher with whom she is familiar. Please make arrangements to pick up immediately.
- If children are exposed to a communicable disease, a notice will be posted in your parent pocket and/or the classroom.

ACCIDENT PROCEDURE

For an injury that requires minor first aid:



- Staff notifies the master teacher. Appropriate first aid is given in accordance with the CA State Education Code (i.e. ice pack applied to bumps, broken skin cleansed, Band-Aid applied, etc.), and the child is comforted. The caregiver stays with the child until the child can return to the classroom routine. The caregiver completes an "Ouch" report stating the nature of the injury, care given and the date of the incident.
- The parent and director each receive a copy of the "Ouch" report.
- The parent's copy is placed in the parent pocket.
- The following are examples of injuries that require an "Ouch" report:
 - Breaks in the skin
 - Punctures
 - Any injury on the face (marks, scratches, cuts, bruises)
 - Bumps on the head (bumps on the head are reported directly to the director.)

For an Injury that Requires Medical Attention:



- Staff immediately notifies the director or supervisor on site who then determines the appropriate response.
- Immediate first aid is rendered. The child's physician may be called for advice about the next steps that should be taken.
- The Student Health Center may be consulted regarding procedures.



- At the same time office staff will immediately contact the parent(s) on campus and call emergency numbers in the child's file. If the child is not in immediate danger, the staff can wait for the parents to arrive to determine the next step.
- In a life threatening situation we will call 911 (Campus police intercepts). In less serious situations, campus police can be called to assist.
- The parent is responsible for reporting within 12 hours or as soon thereafter as the center is open any medical treatment received as a result of a school injury. The director reports the injury and treatment to licensing and records it for the Associated Students Inc. insurance carrier. The AS/CSUN Children's Center carries a "secondary" medical policy on all the children. This covers amounts not covered by your insurance carrier, such as the deductible.

MEDICATIONS



If a child needs to take prescription medication during hours of attendance at the AS/CSUN Children's Center, we are allowed to administer it, if all of the following conditions are met:

- The prescription medication must be in the original, labeled prescription container.
- The proper medication authorization form supplied by the center is thoroughly completed and signed by the enrolling parent giving instructions and information regarding the medication.
- Medication is stored in locked cabinets in your child's classroom or in the classroom refrigerator.
- A daily record of medication administered for your child by the AS/CSUN Children's Center personnel is kept in the classroom. **Non prescription medication may not be administered by the center staff unless you provide a written authorization from your child's physician requesting us to do so and giving specific information.** Please do not ask for exceptions.
- A separate procedure is required by licensing for inhaled or injectable medications. Please see the Director or Assistant Director for instructions and forms.

If your child needs to take prescription medication while at school please see the front office for the necessary forms and instructions.

Center personnel will not administer eye medication. Also, the director reserves the right to refuse to administer medication even at parent's request.

NUTRITION AND CHILD AND ADULT CARE FOOD PROGRAM



All children enrolled in the AS/CSUN Children's Center may enroll in the Child and Adult Care Food Program (CACFP) to receive a light breakfast, nutritious lunch, and afternoon snack at no cost to their families. We receive reimbursement from the child nutrition program of the United States Department of Agriculture through the



CACFP according to the income levels of families participating in the food program. The food program is available to all children regardless of race, color, national origin, sex, age, or disability. Children must be scheduled to be in attendance and present at the time the meal is served in order to receive that meal/snack.

Meal/Snack	Consist of:
Morning	fruit or juice, grain (such as cereal or bread), milk
Lunch	meat or meat alternate, milk, two foods from Vegetable/fruit group, and a grain
Afternoon	Foods from two of the four components: (vegetable/fruit/juice; meat/meat alternate; Grain; milk)

- We strive to prepare nutritious, healthy foods and promote whole grains, fresh vegetables and fruits as much as resources allow.
- Weekly menus are posted in the classrooms and on the door of the kitchen. Menu substitutions may occur depending on season/availability.
- Meal times are listed on each classroom’s daily schedule.
- Meals and snacks will contain, at a minimum, food components and quantities required by the USDA/CACFP.
- Family style meal service is an integral part of our nutrition program. Staff sits with children during meal service and engages in conversation. Children are encouraged to try all foods, but are not forced to eat. Children are encouraged to feed themselves and, when developmentally ready, to help set up for and clean up their place after meals.
- **No food from home may be sent for meals or snacks for children participating in the Child and Adult Care Food Program**
- Children who require food substitutions or modifications for medical reasons or due to a disability will be accommodated based on the Medical Statement completed by the child’s physician. This form must be completed at the beginning of each school year and updated as changes in the child’s allergies or medical needs occur.
- The AS/CSUN Children’s Center offers the following non-medical substitution choices to families: no beef; no pork or pork products; no chicken/turkey; (for these, another meat or meat alternate will be the substitute); and for families who observe kosher dietary practices, we are allowed to serve milk after the table has been cleared when meat is part of the meal. These substitutions/modifications may be requested in writing by the parent at the beginning of each school year and must be approved by the center administrator in charge of the food program. They must be renewed annually and revised when the child’s dietary practices change.



- Families of children of any age may decline participation in the food program and provide all of their child's food. Again, the appropriate decline form must be completed and submitted as per above. If families choose to decline the food program we encourage families to provide well-balanced nutritious meals from home. Families choosing to provide food are asked to bring nutritionally equivalent types of food. Sodas, sweets, fast food "happy" meals are never appropriate and will not be served.
- All food from home to be consumed at meal or snack time for those children whose families have declined the food program must be: transported to the center at a safe temperature, prepared and ready to serve, and stored in a lunch box with an ice pack if perishable. Containers for each food must be labeled with the child's first and last name and the date. Center staff will not prepare or heat food from home.

- **We are a peanut and tree nut free environment, so foods containing peanuts, tree nuts, or their oils or products may not be brought into the center.** This policy provides a safe environment for young children with life-threatening peanut/tree nut allergies.

EMERGENCY AND PARENTAL LOCATION INFORMATION



- Critical to your child(ren)'s safety is our ability to locate you or your designee in case of any emergency, accident, illness or unforeseen circumstance. **It is your responsibility to provide the center with accurate and complete information to allow us to locate you (class schedule with locations for study or work time), and/or contact an alternate person should you not be found.** Be sure to notify the office immediately of any change in your class/work schedule or other emergency information.
- In case of major disasters we cooperate with the University Disaster Plan. Unless otherwise directed by the officials charged with campus safety, we shall stay on site. In the event of an evacuation, signs will be clearly posted at the center giving the destination of evacuated children. There will be a specific area for claiming and signing out your child. The center has a supply of bedding, food, and first aid items on hand. Please keep yourself aware and informed when your child is attending our center; be sure that we have alternate emergency contacts for your child.
- Emergency drills are conducted monthly and include a fire drill, an earthquake drill, and a shelter in place drill. For specific information regarding your child's classroom procedure please see your child's Master Teacher.
- In Southern California it is necessary to monitor air quality when there is smog or smoke. The Children's Center checks the South Coast Air Quality Management District (SCAQMD website), which is updated daily. It maps the air quality and posts warnings for those at risk. If it recommends that children stay indoors, we follow that recommendation. If the recommendation is to close the Center, we follow that recommendation. We receive daily email alerts from SCAQMD. Additionally the Center utilizes the campus Environmental Health and Safety (EHS) Department for more information during fires/smoke situations.



ENROLLMENT PROCEDURES AND FORMS



In order to apply for enrollment, families submit an AS/CSUN Children's Center Waiting List Application or Eligibility List Registration Form to the Children's Center office. This places your child(ren) on the waiting list or eligibility list appropriate to their category of eligibility. Submission of this application does not guarantee acceptance in to the program. Additional information may be found in the Admission Policy and Waiting List Priority attachment.

The following procedures must be completed before your child may attend the AS/CSUN Children's Center:

Procedures

- You will receive official notification by the AS/CSUN Children's Center to family of availability of space for your child either by mail or phone. At this time you will be asked to complete a registration form and return it along with a non-refundable registration fee of \$100.00 to the center (full cost only). **OR**
- Families who have qualified for and been approved for a funded space will proceed to the enrollment process that follows. These families have previously received the Center's Funding Assistance Policies booklet.
- Once the registration fee is received or you have been approved for a funded space, you will set up a mandatory enrollment interview (parent(s) and child(ren) meet with the director or designee regarding the center's program and your child(ren)'s development, needs, and schedule). Please come to the center to receive your enrollment packet and to make this appointment.
- At the enrollment appointment your child's first two weeks of tuition will be due. This payment is non-refundable and will be applied to the first two weeks of the tuition period (full cost or funded families with a family fee).
- If a space is offered for any part or the fall or spring semesters and you decline you may stay on the waitlist for a non-refundable fee of \$50.00 or submit a new waitlist application with the new date you would like your child to attend (non CSUN students).
- If you are a student you must submit verification of student parent status at CSUN (official acceptance into the Bachelor's, Masters degree or credential programs and enrollment in 6 or more units).
- Verification of your child's age must be submitted
- Attendance at an orientation for the child and parent(s) prior to the first day of attendance is required. Prior to the start of fall and spring semesters, orientations are scheduled for all new children and families, so they can spend time in the classroom. Parents also attend a brief new-parent orientation. During the summer session, or for those who enter in mid-session, individual orientation appointments are scheduled for the child and parent to visit the classroom prior to the child's first day of attendance.



- The following forms must be completed (for all families) and on file before your child is allowed to attend:

Forms



- A copy of the Parents/Legal Guardians government issued photo ID card
- Emergency and identification information
- Child Release Authorization Form
- Copies of any court issued orders (ie: custody, divorce or restraining orders)
- Family History
- Liability/Consent
- Physician's Health Evaluation, current TB test, if required, and immunization requirements by age
- Registration form (and Eligibility form for State Subsidy)
- Class and/or work (parent's location) schedule
- Food Program Enrollment form
- Parents goals
- Parent Participation Questionnaire
- Release and Receipt Statements, and Parent & Personal Rights
- Verification of age and other forms that may be required by licensing agencies, funding agencies, the California Department of Education, or the CSU Chancellor's Office.

SCHEDULES AND CONTRACTS



Full Year Full Time Contracts (FYFT)

- FYFT Contracts are for one full year and include care during the winter intersession, spring break, extended weeks, and summer sessions. The only exception is if your child's classroom is not open during those times due to low enrollment, in which case you would be reimbursed for paid tuition.
- FYFT Contracts are for full time, Monday –Friday from 7:30 a.m.-5:30 p.m.
- If you enter into this contract you are responsible for payment for the entire contracted period. Withdrawals and contract changes are not an option until the following year, after the original contract period is completed.



Non Full Year Full Time Contracts

- A family's contract with the AS/CSUN Children's Center is in accordance with the university academic calendar throughout the year: spring, fall, winter, and summer. The need is based both on the parent's class schedule, allowing for study and work time, and on the child's developmental needs. Schedule changes are allowed during the drop/add period as long as space in the classroom allows for this. After that time, schedules should remain fixed. Contracts begin on the first day of the semester, (or of attendance in cases of late enrollments), and end on the last day of finals of each semester. Additional contracts are required for summer and interim sessions. *Families are responsible for payments throughout the contract period for all hours covered by the contract as well as any hours of childcare provided by the center, which are in addition to those covered by the contracted days and times.*
- In order to terminate a contract in advance, families must submit a two-week written notice to the director. If a family terminates any time during the semester, priority is lost for re-enrollment for the next semester. In order to be re-enrolled, the family must submit a new application and go back on the waiting list as of the date of the new application. Parents cannot reduce their contract hours after the fourth week of any semester.

Permanent Contract Change (gold request slip)

- In case of a problem meeting the schedule of the contract, parents should make an appointment to talk with the director, assistant director or designee. Schedules should be realistic and other than for excused absences, such as illness, the child should attend at the scheduled hours. Prior approval is required for any schedule changes; only the director or her designee may approve contract (schedule) changes. Your request for a permanent schedule change must be made in writing by Friday at 9 a.m. and will be effective the following Monday. Two contract changes are allowed per academic semester, each additional contract change will have a \$10 fee (full cost only). Families using funded spaces may request changes but must also qualify for their schedule (see Center Funding Assistance Policy).
- If a parent drops out of school during the semester, the child will be allowed to complete his/her preschool education at the AS/CSUN Children's Center at the community rate.
- Enrollment priority is as follows:
 - CSUN Students
 - A.S. Staff
 - CSUN Staff & Faculty
 - Community

PAYMENT AND BILLING



Upon initial enrollment a family pays a registration fee (not applicable to state subsidized families).

- **Tuition for the semester is due every four weeks as stated in your signed contract. There will be no billing; you are expected to know the due dates of tuition as**



the dates are printed on your contract. Tuition is due on the Monday before the payment period begins (see contract for dates). Tuition will be considered late after 5:30 p.m. on that Friday. Children will not be admitted to school without the advance payment. Family fees are due on the same schedule; advance payment is also required.

- If the tuition payment is late, the full amount due per the contract (whether the child attended or not) plus a \$25.00 late fee is due before the child can be re-admitted for the current session or be accepted/re-enrolled or on the waiting list for future sessions.
- Parents are responsible for all hours contracted with the center (**regardless of attendance**) and for any time used beyond the contracted hours.
- Families experiencing financial difficulties should make an appointment to speak with the director regarding this matter. Reasonable payment plans may be accepted on a temporary **one-time** basis.
- Parents who leave the center with an unpaid account must pay any outstanding fees before they can reapply to the center by submitting a new application for that child or any other child. They may also be subject to applicable university policies and sanctions regarding outstanding fees.
- During interim and summer sessions, families pay the full amount in advance of the session for which they have contracted or according to the payment schedule on the contract for that session. It is the responsibility of the family to come to the office to make these session payments.
- State subsidized families must report changes in eligibility within five (5) days to the AS/CSUN Children's Center office staff and must turn in grade reports with ten (10) days of grade posting (See Center Funding Assistance Policies).

Tuition Box



All family tuition *checks or money orders* should be placed in the black tuition box in the main office*

- All vacation, two week notices, changes in addresses, emergency information and any other documentation that needs to be turned in, should be given directly to an office staff or placed in the designated “in box” basket located in the front office.

***Cash will not be accepted in payment of fees or tuition by the AS/CSUN Children's Center office staff.**

-It must be taken to the Associated Students Accounting Office in Associated Students main office in the University Student Union.

-It is the parent(s) responsibility to bring a receipt/copy of your cash payment to AS/CSUN Children’s Center as proof of payment.



CONTINUING REGISTRATION

- Once you have been accepted into our center for the fall or spring semesters, you may re-enroll for subsequent semesters of childcare as long as you and your child remain eligible to use the services of the AS/CSUN Children's Center. Re-enrollment forms/packets will be available in your child's sign-in pocket in the office about the time the university class schedules are available for that semester. You must turn in the appropriate forms by the posted due date to reserve a space for the next session.
- Re-enrollment is a shorter process than initial enrollment; **however, please be prepared to complete the required forms and make advance payments to secure your child(ren)'s space.** You will be informed of all requirements for re-enrollment by letter.
- Please notify the AS/CSUN Children's Center *promptly*, if you will not use the services of the AS/CSUN Children's Center in order that we may give the space to a family on the waiting list.

OVERTIME

The child's regular hourly rate will apply plus \$1.00 per hour extra (full cost only).

Pre-approved Overtime (white overtime request slip)

There will be no charge for pre-approved overtime (other than the regular full cost hourly rate plus \$1.00 per hour extra or the applicable family fee), if the request is filled out in writing and approved by the director or her designee at least 24 hours in advance.

Emergency Overtime – Less than 24 Hours Notice (pink overtime request slip)

Full Cost:

\$10 additional charge per occurrence	Three or more emergency overtimes per billing period. *
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Unapproved Overtime-Late Pick Up

Full Cost:

Parents/guardians arriving after their contracted departure time, but prior to 5:30 p.m. will be charged regular overtime rates. This will be considered unapproved overtime. Two or more unapproved overtimes per session will incur an additional \$20.00 fee per occurrence and could result in termination from the program.

*The parent must meet with the director or her designee regarding the overtimes and the possible need for a contract change.

****The AS/CSUN Children's Center Advisory Board has determined that three late pick-ups (unapproved overtimes after contracted schedule) could be grounds for termination of services by the center to the family.***



FURTHER INFORMATION

Parking



Parents may park for pick up and drop off at the 15-minute parking located in the front parking lot entrance of the AS/CSUN Children's Center. These are designated parking spaces for this purpose only. University Parking Services may ticket at any time after your 15-minute time limit is up. If a ticket is given, you must call Parking Services 677-2157 and handle the matter with them; it is out of our jurisdiction to prevent tickets, as it is university policy. **You may not leave your car engine running or child(ren) unattended in the car when picking up or dropping off your child(ren).**

Smoking Policy



As per University Administrative Policy on smoking on campus, smoking is prohibited at the AS/CSUN Children's Center. The prohibition includes all indoor and outdoor areas. The center's yards are used by children for developmental program activities and play, as well as by CSUN staff and fieldwork students and as such, fall under the University Policy.

Support Services

Families who would like to know about counseling, parenting, or other individual or family resources should check with the director or her designee for current referral information. Families may also check the website (www.csunas.org/childrenscenter) and the parent resource area for monthly listings of community resources. Please talk with your child's teacher, the assistant director, or the director, if you feel your child or family would benefit from some additional services concerning your child(ren)'s development.

Visits

We invite and encourage you to visit your child's classroom regularly. However, to visit and then leave is not recommended for young toddlers for they do not understand. If a parent's coming and going causes overwhelming distress for the child, visits will need to be reassessed and a plan made. You may call to check on your child at any time. Family and friends of the children may not visit the center without prior arrangements/permission of the parent(s) and director. Non-enrolled siblings may never visit without a parent or for more than a half-hour.

Clarification Regarding Non-Enrolled Children

While parents are volunteering or observing at the center during regular hours of operation, siblings of the enrolled child may not stay in the classroom or yard areas (with or without the parent). In the case of a parent group meeting or parent-teacher conference, the sibling may remain in the meeting room with his/her parent. In cases where the parent group provides childcare for a center activity, (such as parent workday), parents shall be informed of the option and shall sign up in advance.



Volunteer Time



- All families are requested to participate in the program one hour per week. Family contributions are vital to the quality and effectiveness of the center. Parents are invited to join the Parent Group. The Parent Group organizes fundraisers, potlucks, parent workdays, parent education programs and other special family involvement activities.
- A representative group of parents will be invited to serve on a volunteer basis as voting members of the AS/CSUN Children's Center Advisory Board. The purpose of the Advisory Board is to develop policy recommendations for and act in an advisory capacity to the director of the AS/CSUN Children's Center. Its responsibility is to oversee the operations, facilities, programs, personnel, and budgetary as well as financial matters of the AS/CSUN Children's Center. It is accomplished in a manner consonant with the interest and campus needs of students of the university and in keeping with policies set forth by the trustees of the CSU and by CSUN. The board also includes Associated Students representatives and two faculty representatives as voting members.

Parent Information Areas

Menus, program information, schedules and general announcements are posted on the information board located on the wall next to the front office or on the counter. Information can also be found on the parent board in your child's classroom. Be sure to check daily for important notices.

Observation, Interviews, & Photographs

The AS/CSUN Children's Center serves CSUN college students in fields of study that require observation of young children.

- All projects and student visitors are screened by the assistant director and do not disrupt the children or the program.
- No child is taken from the classroom for testing unless a parent has given prior consent.
- Photographing a child by another parent, center personnel, or visitor is not permitted without prior consent.
- All visitors are required to check in at the front desk and present a valid identification card.

PROGRAM COMPLAINT PROCESS

AS/CSUN Children's Center complies with all applicable federal and state laws/regulations as found in the following: Title V of the California Department of Education Code; Child and Adult Care Food Program regulations; and Title 22 Community Care Licensing regulations.

Complaints will be handled with the utmost confidentiality of persons and facts. The complainant's standing at the center will not be affected by the complaint.



If a family has a complaint, they may address it with a master teacher or program administrator. If the teacher receives a complaint which is not successfully resolved between teacher and parent, the teacher must notify the program administrator by the following business day.

The program director will investigate the situation and talk with all parties involved and within ten business days of receiving the complaint, issue his/her findings and proposed resolution.

If the parties involved are not satisfied with the proposed resolution, a joint meeting may be held to continue to work on an acceptable resolution.

Please refer to “Grievance Procedures” for the process to follow if the complaint is not resolved to the family’s satisfaction.

CIVIL RIGHTS DISCRIMINATION COMPLAINTS

A civil rights discrimination complaint involves discrimination on the basis of race, color, national origin, sex, age, or disability. A civil rights discrimination complaint may be made by the individual claiming discrimination or by a third party who has substantial proof but was not the subject. The complainant may remain anonymous. The complaint may be filed with a master teacher or program administrator. If a master teacher receives a civil rights complaint, he/she must present the complaint to the program director by the following business day. The program director will conduct an investigation of the complaint, including talking to all parties involved. Within 60 calendar days of receipt of the complaint the director will prepare and send to the complainant a written agency decision. The decision shall contain the findings and rationale for such and disposition of the complaint, corrective actions—if any, and a notice of the complainant’s right to appeal the agency decision with the procedures to follow to initiate an appeal. CACFP civil rights discrimination complaints are appealed to the CDE. Subsidized childcare civil rights discrimination complaints are appealed to the Child Development Division of the CDE. All others civil rights discrimination complaints are appealed to the Associated Students/CSUN General Manager.

GROUND FOR TERMINATION OF SERVICES

The following conditions may be grounds for termination of enrollment. The decision to terminate services is made by the director after other alternatives to resolve the situation have been attempted and may include but are not limited to conferences with the family and written notices to the family outlining the area to be rectified and the timeline.

- Failure to make fee payments as specified in the family’s contract with the Center and in the section of this booklet entitled, “Payment and Billing.”
- Failure to provide or falsify necessary paperwork and records (see the sections of this booklet entitled “Enrollment Forms and Procedures” and “Continuing Registration” for requirements). For example, we cannot supervise children safely if we do not have accurate information about their health history and parent’s schedules.
- Failure to keep contract hours three times in a school year without prior approval.



- Failure to pick up children at contracted time without prior approval of the director or her designee. The AS/CSUN Children Center needs to maintain specific adult/child ratios at all times; the safety of other children could be jeopardized by parents who fail to pick up children at contracted hours.
- Failure to follow all other operational policies of the AS/CSUN Children's Center as outlined in the Policies and Procedures Booklet.
- Disruption to the center program by a parent or exhibition of inappropriate behavior by a parent in the classroom is unacceptable. The director will set up a conference with the offending parent and outline acceptable standards of behavior.
- Continuation of the unacceptable behavior is grounds for termination of services to the child and family.
- In the event that a particular child may not be benefiting from the program, the director may request that the child is placed in a different type of program, and she will assist the parent in locating another setting for the child.

GRIEVANCE PROCEDURES AND RIGHTS TO FAIR HEARING



In some cases of termination the parent may appeal the director's decision. The following circumstances can be appealed to the Associated Students General Manager:

- Failure to provide or falsification of necessary paperwork.
- Failure to follow the operating policies and procedures outlined in the "Operating Policies and Procedures" booklet.
- Disruptive behavior by a parent in the classroom.

Cases that are not allowed to be appealed are:

- Failure to pay tuition and/or fees
- Failure to keep contract hours
- A child's inability to benefit from the program

MANDATED REPORTING RESPONSIBILITIES

Childcare providers are required by law (11166 of the State Penal Code) to report suspected child abuse or neglect to the Department of Children's Services. In the event of reasonable suspicion, both the DCS and the parent will be notified and an investigation will be made. The primary intent of the report is to protect the child and help the parent. Permanent staff is provided with training to recognize the signs of abuse, so that they may function as responsible reporters and as a support system to the child and family during and after the investigation.

DCS has the authority to "observe and/or interview children or staff and to inspect and audit child or facility records without prior consent." The Department of Social Services,



Community Care Licensing shall have the authority to observe the physical condition of the client, including conditions which could indicate abuse, neglect, or inappropriate placement and to have a licensed medical professional physically examine the client. Appropriate identification from the licensing agency will be obtained prior to the interview.