

**MISSION CHILD CARE CONSORTIUM  
PARENT HANDBOOK**



**4750 Mission Street  
San Francisco, California 94112  
Phone (415) 586-6139  
Fax (415) 586-2339**

Dear Parent:

I want to take this opportunity to welcome you and your child to the Mission Child Care Consortium, Inc. Program. The staff works very hard to offer your child an environment that will provide him/her an opportunity to be creative, happy, loved and safe while in our center. I want to encourage you to be as involved in your child's daily life as you can. You are always welcome at the center to observe your child and/or assist the teaching staff on a voluntary basis. The staff here work very hard to make it possible for your child to get preschool education in preparation for Kindergarten.

I also want to take this opportunity to remind you to abide by the Mission Child Care Consortium, Inc. Parent Handbook that has been established for both parent/guardians and staff, so that all interactions between parent/guardians, staff and children will be carried out accordingly.

- Be involved at Parent Meetings
- Follow Communication Procedures for Executive Director to respond in 48 hours
- Every child deserved to have a good education that provides comprehensive services such as child development, health, nutrition, social services and parent involvement.
- Parents are the primary educators of their children.
- Everyone deserves to be treated with dignity and respect.

Enjoy our program and feel free to make an appointment to see me anytime during the time your child is enrolled in the program.

Respectfully,

Melanie R. Santana  
Executive Director

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## NON-DISCRIMINATION STATEMENT

The Mission Child Care Consortium, Inc. practices a policy of non-discrimination and affirmative action in employment and does not discriminate to qualified persons because of sex, sexual orientation, gender, ethnic group, identification, race, ancestry, national origin, religion, color, or mental or physical disability. MCCC refrains from religious instruction and worship.

### ADMINISTRATION

MELANIE SANTANA \_\_\_\_\_ Executive Director

IVY HOM \_\_\_\_\_ Associate Director

PATRICIA HAMILTON \_\_\_\_\_ Program Director

ROMY SORIANO LAU \_\_\_\_\_ Administrative Eligibility Manager

DAVID LEE \_\_\_\_\_ Financial Manager

### MANAGEMENT

RAIANA MEDINA \_\_\_\_\_ Enrollment & Eligibility Specialist

WENDY WU \_\_\_\_\_ Enrollment & Eligibility Specialist

## STATEMENT OF THE ORGANIZATION'S PURPOSE

### THE MISSION STATEMENT:

The Mission Child Care Consortium, Inc. was established in 1971 to provide a network of comprehensive daycare services to residents of the Mission District in San Francisco and to provide an educational pre-school program that will prepare the children for formal schooling once they complete Preschool Education from the Mission Child Care Consortium's program and move on to Kindergarten.

Mission Child Care Consortium, Inc. seeks to provide educational experiences that support children and families who are in the process of English language acquisition, in addition to language development in their home language(s).

There are total of nine classrooms on-site, which provide a full-day, breakfast, lunch and snack provided by our Child Care Food Program (CCFP) for 224 children ages 2.11 to 5 years old. Mission Child Care Consortium Inc.'s student population reflects San Francisco's rich ethnic, cultural and linguistic diversity and is proud to serve such a high need and demand for working families in the community and in San Francisco.

Thus, the three primary purposes of the Mission Child Care Consortium, Inc. are:

1. The Mission Child Care Consortium, Inc. seeks to provide high quality care to children educational environments, which promote optimal development in the areas of: community, cultural and linguistic diversity, creativity, literacy, numeracy and science.
2. To provide high quality care and education for low-income families who are working towards economic sustainability through work, school, or on the job training programs.
3. To provide high quality work and education experiences for staff that are interested in understanding and facilitating developmentally appropriate practices in early childhood education. We provide payment for ECE Courses and Clipper Card transportation.

**M.C.C.C. PROGRAM GOALS**

- I. GOAL: To increase the educational growth and development of children according to their age and stage of development, (In a bilingual and multicultural environment).
- II. GOAL: To provide child care development services to single, low income, working parents, going to school or in job training programs.
- III. GOAL: To provide career opportunities to residents of the City of San Francisco.
- IV. GOAL: To provide a nutrition program funded by Child and Adult Care Food Program offering a daily balanced food program.
- V. GOAL: To provide a Parent Involvement program which allows the program to assist the family in their development with health needs, referrals, and other related information.

**I. GENERAL BACKGROUND INFORMATION**

The Mission Child Care Consortium, Inc. came into existence as a result of a determined community effort guided by the Mission Coalition Organization in 1969-1970. Model cities monies were used as the initial seed money to undertake the ambitious project of providing comprehensive childcare for the residents of the Mission District.

The Project is a dual nature: To provide all day care, quality development care for pre-school children in a bilingual/bi-cultural setting. Also, to create the opportunities for employment and advancement in the field of Early Childhood Child Development Education.

For more information regarding the Mission Child Care Consortium, please call (415) 586-6139. There is a total of 224 children enrollment slots. The Mission Child Care Consortium is operated on a completely non-discriminatory basis, in both hiring of staff and the selection of families that receive services.

**II. FUNDING SOURCES**

The Mission Child Care Consortium, Inc. is funded by the California Department of Education, Early Education and Support Division, California Department of Education Nutrition Services Division Child and Adult Care Food Program, Office of Early Care and Education (OECE Early Learning Scholarship), San Francisco County Subsidy Pilot Program, and certified program of First 5 San Francisco.

Mission Child Care Consortium Inc. is a Preschool for All (PFA) Site and a San Francisco County Subsidy Pilot Program.

**II. CENTER HOURS OF OPERATION**

|                        |                        |
|------------------------|------------------------|
| Office Hours .....     | 8:00 A.M. to 5:00 P.M. |
| Preschool Center ..... | 7:00 A.M. to 5:30 P.M. |
| Central Kitchen .....  | 6:00 A.M. to 3:00 P.M. |

## ELIGIBILITY

The Mission Child Care Consortium, Inc. is governed by CA State Department of Education; Early Education and Support Division, Office of Early Care and Education, and follows San Francisco/San Mateo County Subsidy Program Title 5 regulations for determining eligibility and need criteria. All families must meet the eligibility and need requirements to receive child care services.

### FAMILIES MEET ELIGIBILITY NEEDS REQUIREMENTS BY:

1. CPS or At-Risk Written Referrals
2. Verification that parent(s)/guardian(s) must meet any of the following requirements:
  - a. Completely fully toilet-trained
  - b. Employed – Eligibility based on income
  - c. Seeking employment (limited to 12 months)
  - d. Participating in vocational training leading directly to a recognizable trade, para-profession or profession vocational goal
  - e. Homelessness and seeking permanent housing for family stability
  - f. Birth Certificates of all siblings and child to be enrolled or any documents that shows the relationship of the child to the parent(s)/guardian(s).[Child Custody Court Order, Adoption Documentation, Foster Care Placement Records, School and Medical, County Welfare Documentation, etc.]
3. Incapacitation, as determined by legally qualified professional
4. The child has a medical or psychiatric special need or exceptional needs that cannot be met without provision of services and that it verified by a legally qualified professional.

Eligibility is verified through check stubs (one month), employment verification, documentation of vocational training, registration of classes, written referrals from CalWORKs, CPS and SSI. Age of children at the time of 2.11 to 5 years of age.

## **FAMILY FEES**

Mission Child Care Consortium Inc. uses the Family Fee Schedule provided by the California State Department of Education and Alameda, San Francisco, San Mateo, and Santa Clara County Pilot Family Fee Schedule released every new fiscal year.

Fees are determined by the family gross monthly income and family size. Deductions for other child care costs (OCC) are made if verification is provided, such as babysitter receipts or after-school program. Cleared checks or money orders payable to a babysitter or after-school program on a monthly basis must be provided. Paying parents will receive monthly statement in advance and the payment must be received by 10<sup>th</sup> day of every month. There will be no reduction for absences and BIC.

If a parent does not pay his/her family fee, the 1st time failure to pay family fee the parent will receive a delinquent notice. The 2nd time the family becomes late again within the Fiscal Year, a Notice of Action of Termination Due to Delinquent Fees will be issued to the parent. Payment must be received by the 10<sup>th</sup> of the month. If the 10<sup>th</sup> of the month is on the weekend or a holiday, payment is due before the weekend or the holiday. Family fees are delinquent and late after the 17<sup>th</sup> of the month.

## **PAYMENT METHODS**

Only checks, money orders or cashier's check are accepted for payments of family fees. Checks, money orders or cashier's checks are payable to Mission Child Care Consortium Inc. No cash, credit or debit card will be accepted as payment for family fees. The first time a parent has a returned check due to insufficient funds you will be required to only use money orders or cashier's checks and pay the extra fees being charged by the bank to the agency. Receipts of your family fee payments from the previous month will be given to you the following month with your invoice of that month (this month's payment).

All Family Fees inquiries, and concerns will be handled by our Administrative Eligibility Manager. She is the only authorized staff to prepare and receive all Family Fees.

- Administrative Eligibility Manager will distribute family fee every 28<sup>th</sup> of each month or thereafter. If the 28<sup>th</sup> falls on a Saturday or Sunday, then it would be on the Friday or the day prior to the holiday.
- Parents are to submit their payments between the hours 7:00 a.m. – 5:30 p.m. in a Lockbox next to the Front Office located in the Front Lobby area.
- All Family Fees must be collected before or by the 10<sup>th</sup> of each month. If the 10<sup>th</sup> of the month falls on a Saturday or Sunday, then it would be on the Friday or the day prior to the holiday. After the 17<sup>th</sup> it would be considered **LATE** and the parents will receive a written notice.
  - ❖ 1<sup>st</sup> time notice – A delinquency fee letter of failure to pay will be issued.
  - ❖ 2<sup>nd</sup> time notice – Notice of Action of Termination to delinquent fee.

## REGISTRATION

Mission Child Care Consortium Inc. Pre-Registration applications are given at the central main office. Parents are to fill out this application and return it to our Enrollment & Eligibility Department office located on the top floor Room 100. MCCC applications must be complete with copy of child's birth certificate if parent does not have birth certificate (other forms can be accepted), complete physical examination, verification of immunizations, paystubs from employer, Employment verification form, and proof of residency. Incomplete applications will not be accepted.

## ADMISSIONS

Mission Child Care Consortium Inc. utilizes The Early Learning SF is the San Francisco child care centralized eligibility list which is a web-based system designed to assist families seeking subsidized childcare. Children's Council of San Francisco is located at 445 Church street; (415) 343-3348. When a child care opening becomes available MCCC will access Early Learning SF to find the most eligible family based on factors such as age and income. Enrollment for CSPP Priorities are:

- 1) The first priority for services will be given to 4-year-old or 3-year-old neglected or abused children who are recipients of child protective services or recipients who are at risk of being neglected or abused, upon written referral from a legal, medical or social service agency without regard to income.
- 2) The second priority will be given to eligible 4-year-old children in the following order:
  - a.) Children enrolled in the state Preschool Program as a 3-year-old without regard to income ranking.
  - b.) Children whose families have the lowest income ranking based on the most recent income ranking schedule adopted by the State Superintendent of Public Instruction at the time of enrollment.
- 3) When 2 or more families have the same income ranking according to the most recent income ranking schedule the child with exceptional needs shall be admitted first.
- 4) If there are no families with children exceptional needs, then the following priorities are:
  - a.) Children who are identified as limited English or non-English Proficient
  - b.) Children from families whose special circumstances may diminish the children's opportunities for normal development
  - c.) After all, 4-year-old children are enrolled, the 3-year-old children may be enrolled based on the priorities states above.

Due to the Hands-Free Policy, a child must be completely toilet-trained to be enrolled at the Mission Child Care Consortium Inc. A child needs to be able to assist him/herself in taking care of their toileting needs.

## ENROLLMENT

Once a family is notified that they are eligible, and their child is going to be enrolled, an appointment date is set for the parent. The Enrollment & Eligibility Department will gather all necessary documentation to establish family eligibility and reason for needing services.

### **The 4 categories for eligibility are:**

- |                                       |                     |
|---------------------------------------|---------------------|
| (1) Protective Services (CPS/At Risk) | (3) Income Eligible |
| (2) Current Aide Recipient            | (4) Homeless        |

### **The 6 categories for need are:**

- |                          |                               |
|--------------------------|-------------------------------|
| (1) CPS/At Risk          | (4) Education/Training        |
| (2) Parent Incapacitated | (5) Seeking Employment        |
| (3) Working              | (6) Seeking Permanent Housing |

Parents are to bring verification of employment, school or training, child's birth certificate, proof of residency, and health forms if these were not previously included in the registration forms.

Once we receive all the documentation an initial enrollment intake will be scheduled, and you will receive your Notice of Action approving or denying child care services and the CD 9600 application will be completed.

The agency has 30 days to approve or deny your child care services. All MCCC forms such as Admission Agreement, Initial enrollment/Termination Procedures, OECE Family Agreement, OECE Data Acknowledgement, DSS Personal Rights, DSS Notification or Parents Rights, and all other forms will be completed at initial enrollment Intake.

## RECERTIFICATION

Once the family is in the program depending on the family's eligibility status, recertifications are done once every 12 or 24 months. Eligibility is for no less than 24 months.

Children under Protective Services or At-Risk are recertified every 24 months. Parents that are seeking employment will be updated by the 12-month period of obtaining an employment.

Failure to meet the recertification or to supply the necessary information will be issued an Incomplete Packet Form and/or a Notice of Action of Termination of child care services.

Mission Child Care Consortium, Inc. request Parents authorization to request verification from the employer. Updates will be given as necessary per request only by parent to comply with California Department of Education; EESD and San Francisco County Pilot Subsidy Program Title 5 Regulations.

**The Document below is by The San Francisco County Pilot Program Agreement:**

The San Francisco County Child Subsidy Project (the Pilot) was designed to meet the needs and goals of our local community. The goal of the Pilot is to increase stability of care for families by allowing extended certification periods and allows families to be accepted or remain in the program with higher gross monthly income.

**I. DURATION OF ELIGIBILITY AND NEED [This amends CD 9600 Section V (7)]**

Once services have been approved by means of a Notice of Action (NOA), duration of certification are as followed, but not limited to:

- Families Seeking Employment, 12 months from certification.
- All other qualifications may be 24 months from certification or end of fiscal year.
- Duration may be affected by space limitation for children transitioning from one program to another (i.e. toddler to preschool, preschool to school-age).

**II. NOTIFICATION REQUIREMENTS**

Families shall, **within thirty (30) calendar days** notify the enrollment office:

- If the family’s gross monthly (pre-tax) income exceeds the maximum allowable, outlined below.

|                |         |         |        |         |        |         |         |         |         |         |         |
|----------------|---------|---------|--------|---------|--------|---------|---------|---------|---------|---------|---------|
| Family Size    | 1 or 2  | 3       | 4      | 5       | 6      | 7       | 8       | 9       | 10      | 11      | 12      |
| Monthly Income | \$5,540 | \$6,157 | \$7069 | \$8,199 | \$9330 | \$9,542 | \$9,755 | \$9,755 | \$9,755 | \$9,755 | \$9,755 |

**III. FAMILY’S RIGHT TO VOLUNTARILY REPORT CHANGES [Title 5 section 18084.2]**

Families have a right to voluntarily report changes if:

- It reduces the Family Fee.
- It increases the family’s services.
- It extends the period of eligibility.

**IV. PARENT SIGNATURE**

I declare, under penalty of perjury, that I will adhere to the requirements outlined above and that all information provided is true and accurate. I understand that I have not been officially approved for services until I receive my Notice of Action (NOA).

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date

**ADA – POLICY**

Make reasonable accommodations for children and families with disabilities.

## **ATTENDANCE**

Person authorized by parents and/or guardians to pick up a child must be 18 years of age or older. **NO CHILD WILL BE RELEASED FROM THE CHILD CARE CENTER WITHOUT PROPER IDENTIFICATION THAT SHOWS THEIR AGE AND PICTURE.** Parents must inform the agency of a person that is not listed to the Emergency Form that will pick-up the child. Proper identification that shows a picture and age of the person must be presented and copied for future reference. **ANYONE UNDER THE INFLUENCE OF ALCOHOL OR SUBSTANCE ABUSE WILL NOT BE ALLOWED TO DROP-OFF OR PICK-UP A CHILD.**

Mission Child Care Consortium, Inc. has implemented Sign In/Sign Out Procedures. Children arrivals and departures must be printed the hour he/she arrives and leaves on the sign in/out sheets. The person must print his/her complete first name and last name that matches cd9600 application. Should you not sign you will be called at your place of employment, training, or school for you to come back to the agency and sign properly within 2 hours. Failure to come to the agency to sign within 2 hours the MCCC Staff will call someone else on your emergency card to pick up your child. You may not send someone else to sign in. The person that dropped off or picked up the child must sign in or out the child. **IF THE AGENCY IS CITED AND FINED \$200.00 due to parent's not signing in, you will be called for a Parent Conference with the Agency Representative.**

If a child is absent without reasonable excuse for more than TEN consecutive days, they will be dropped from the program. No Leave of Absence is granted. If you voluntarily drop your child from the program, **please give the agency a courtesy of 2 weeks' notice prior of the last day of child care services.** You must sign a Parent Release Consent Form and write when the last date of enrollment is at the agency for the child.

## **PLEASE BRING YOUR CHILD ON TIME**

Every minute of classroom time has an important purpose in the program we offer you and your child.

**WHEN CHILDREN ARRIVE LATE...** They miss "Greeting Time". This is a special time when one of the teaching staff welcomes you and your child to school that day and directs you to the activities that are taking place.

**WHEN CHILDREN ARRIVE LATE...** It is difficult for them to join the group. It seems that everyone else is already involved in something and everyone is already playing with someone.

**WHEN CHILDREN ARRIVE LATE...** They get into pattern that will not be accepted later when they enter kindergarten in public school or private.

## **CONTRACT HOURS**

The Mission Child Care Consortium Inc. set policy for parents to abide to the following:

- 1) Parents must sign in and sign out the EXACT time they drop-off and pick-up their child.
- 2) Parents must print their complete first name and last name daily on the Sign In/Out Sheets that matches the full name on the signature section of the CD9600 application. Should you not sign you will be called at your place of employment, training or school for you to come back to the agency and sign properly.

- 3) Failure to comply with the CDE State Regulations and DSS Community Care licensing regarding signing legible complete first name and last name that matches CD9600 application will lead to a Parent Conference Meeting and will be documented of not following this procedure.

**BEST INTEREST OF THE CHILD DAYS (BIC) –10 days during the fiscal year July 1 through June 30**

1. Children spending time off with family members.
  - a. Grandparents
  - b. Parent (especially if divorced)
  - c. Godparent/Aunts/Uncles/Cousins
  - d. Chinese New Year Celebration/Easter Week
  - e. Christmas Time Off
  - f. Other School Holidays that Mission Child Care Consortium, Inc. does not celebrate, and parent is off from work.
  - g. Mom giving birth and transitioning child to new baby/additional member of the family.

**EXCUSED ABSENCES**

1. Sick – Flu, Vomiting, diarrhea, headache, URTI, toothaches, fractures of any bones, sprain (ankle etc.), fever, colds, cough, allergy, pink eye and/or sore throat. Lice Rx, chicken pox, mumps, operations, COVID-19 or related Covid-19 Symptoms, and/or constipation.
2. Physical Exam including: Blood test, immunizations/reaction from shots.
3. Doctor's/Medical Appointments -Doctor note must be provided child was seen at doctor's office with date after 5 days
4. Dentist's Appointments- Dentist note must be provided child was seen at dentist's office with date
5. WIC Appointments
6. Kindergarten Exam
7. Therapy Sessions
8. Court Appointed Decision regarding child with guardianship
9. Family Emergency -Written Proof of Emergency
10. Illness or hospitalization of the parent/guardian - Must show Doctor Note

**UNEXCUSED ABSENCES more than 10 Business days**

1. Any day taken after the 10 days allowable BIC
2. Excessive Unexcused Absences will lead to termination of your child care services.
3. Unexcused absences are any absences that are not identified under Excused Absences. These absences are not reimbursed by the California Department of Education.

4. Repeated absences showing a pattern of same day. Example: Every Monday etc...

**FAMILY EMERGENCY** more than 14 Business Days – Documentation from parent required - Agency will notify you the documentation required for Family Emergency

1. Death in the family (Funeral)
2. Car accident
3. Flat tire
4. Injury/accident
5. Parent arrested
6. Natural disasters

### **LATE PICK-UP**

Should a serious emergency cause you to be late, it is the parents/guardian's responsibility to make previous arrangements for a person listed on the emergency card to pick up the child.

If the child is NOT picked up from the center by 5:30 P.M., and we have not been contacted by the parent/guardian, the staff will make all efforts to contact one of the authorized persons on the emergency card and have them pick-up the child. If no one can be reached, the staff as the last resort will contact S.F. Police Department.

Parent will be charged \$5.00 late fee when parent is late after 5:30 pm. Pick up of children must take place within 30 minutes after 5:30 pm. Otherwise, Mission Child Care Consortium Inc. will call the San Francisco Police Department/ Ingleside Police Station to turn over the late pick up child for authorities to deal with. Late Pick ups for tardiness are allowed up to 5 times within a fiscal year before termination of child care services. However, late pick up after 6:00 pm more than 3 times will be terminated on the 3rd time late. (Notice of Action of Termination will be given)

### **IT IS THE PARENT'S RESPONSIBILITY TO KEEP TELEPHONE NUMBERS AND EMERGENCY INFORMATION ON CARDS UP-TO-DATE**

- The center keeps an emergency card on file for every child. This card lists the current addresses and phone numbers of family members and other authorized persons who may be called in an emergency when the parents cannot be reached. The emergency card is to be updated periodically for current information.

### **CLOTHING**

All children should have a complete change of clothing at the center at all times. (These are for emergency purposes only). All clothing should be labeled with the child's name. Soiled clothing should be picked up daily and returned clean the next day. Send you child to school in appropriate clothes. Comfortable shoes are important. Sandals are not considered safe and they do not allow the child to participate fully in many activities. Pants are best for girls because of their comfort in outdoor play.

### **NAP TIME**

Every day after lunch, the children are put down to rest for nap. Parents are to bring a small blanket. The blanket should be taken home on Fridays to be washed and should be returned clean on Mondays. (Blanket should be on a plastic vinyl bag that zips up and is marked with

child's name). MCCC provides Vinyl Bag. MCCC washes and dry's children's sheets on a weekly basis.

## HEALTH CARE

Your child must be kept at home when ill or sick. This includes any child that cannot participate in a **FULL DAY** indoor and outdoor activity. If your child is ill (ex, diarrhea, vomiting, fever and unidentifiable rash...) and is not able to participate in the day activities; your child will not be accepted that day and the parent will need to make other child care arrangements. If your child is sent home during the day with (ex. diarrhea, vomiting, fever, and unidentifiable rash...) they cannot return to the center until 24 hours after the illness has ended. Upon arrival to the center, a staff member will do a health check for every child and look for signs of illness. Parents are to report to staff if child has a present health issue or injury in the morning. This is to determine if child should be accepted for the day to participate in school activities. A daily health check of the children is to ensure that the child is well enough to attend school to help ensure that we maintain a healthy environment for all the children and staff. (PLEASE NOTE due to COVID-19 Pandemic the agency has a Health and Safety Plan in place for the Health and Safety of children, families and staff following CCLD, SFDPH and CDC guidelines. MCCC Health and Safety Plan will be posted in the Front Lobby of the agency. MCCC Health and Safety procedures, Risk Acknowledgment By Parent/Legal Guardian, MCCC Drop Off and Pick up Procedures, MCCC Morning Health Check Questions, COVID-19 Home IQ Guideline and Directives, for parents will be explained and provided to families upon enrollment and/or returning to receive child care services by the EES Team.

- No sick child should be brought to school when there are signs of communicable illness or if the child is too sick or uncomfortable to participate in regular center activities. Below is a guideline for you to follow when checking for symptoms. Guidelines are based on what is best for the individual child, protecting other children, and what an individual provider can realistically manage. The center also maintains information in the form of hand-outs pamphlets on common childhood illness. Parents are to call and inform the Center that their child will be absent more than five days. Parents must make other arrangements for someone else to pick up the child(ren) on time according to your contract hours. Medications will not be administered to your child when he/she is sick. Please notify the Enrollment & Eligibility Specialist if your child has any physical/health disabilities or food allergies. A form must be completed by your child's physician.

If a child develops any of the following symptoms, he/she will be isolated from the other children and parents will be contacted and asked to pick-up their child within 1 hour No Exception:

1. Suspected signs communicable illness Lice, Streptococcal Infection (Strep Throat), Chickenpox, Conjunctivitis (Pink Eye), Hands, Foot, and Mouth Disease, Measles, Scabies, Salmonella, Ringworm, COVID-19 positive test result and/or symptoms of COVID-19, or contact with someone with COVID-19 ; COVID-19 Symptoms are headaches, muscle aches, feeling unusually weak and fatigue, fever, chills, repeated shaking or shivering, shortness of breath, difficulty breathing, cough, runny nose/congestion, nausea, vomiting, sore throat, loss of taste or smell. (Any diagnosed communicable illness must be reported to the agency)

2. Diarrhea, nausea and vomiting
3. Discharge from eyes or ears, inflamed tissue around eyes or ears
4. Any rash or skin sore that appears communicable and/or unidentifiable
5. Temperature of more than 100.4° F
6. Specific health complaints such as severe headaches, asthma, or wheezing, sore throat or ears.
7. Any condition or general malaise that prevents the child from participating fully in the Indoor/outdoor activities.

Keep the child at home if:

2. Fever (child may return to school after being 24-hours free from fever without medication)
3. Diarrhea – especially with other symptoms (child may return to school after being 24-hours free from Diarrhea)
4. Vomiting – especially with other symptoms (child may return to school after being 24-hours free from Vomiting)
5. Unidentifiable Rash – until diagnosed by a doctor- Medical Note Required
6. Symptoms of pink eye – until diagnosed and treated -Medical Note Required
7. Too ill to participate
8. Common illnesses – for example, Flu, Cold,
9. Serious illnesses – hepatitis, meningitis pneumonia, salmonella, COVID-19 symptoms, positive test result of COVID-19, and/or contact/exposure with someone with COVID-19 -Medical Note Required; COVID-19 Symptoms are headaches, muscle aches, feeling unusually weak and fatigue, fever, chills, repeated shaking or shivering, shortness of breath, difficulty breathing, cough, runny nose/congestion, nausea, vomiting, sore throat, loss of taste or smell.
10. Head Lice and Nits – must provide proof of treatment

**MORNING PROCEDURE WHEN DROPPING OFF YOUR CHILD**

Parents Please follow this procedure in this order:

- 1) Parents are to take their child to the bathroom and both should wash their hands together before entering the classroom.
- 2) Parents are to put child's items in the cubbies before the children are signed in on the sign in/out sheet.
- 3) Parent are to greet the teacher and hand over the child to a Teacher in the classroom before leaving the classroom. Eye to Eye contact must take place.
- 4) Parents are to report to a teacher if child has a present health issue or injury in the morning. This is to determine if child should be accepted for the day to participate in school activities. A daily health check of the children is to ensure that the child is well enough to attend school to help ensure that we maintain a healthy environment for all the children and staff.
- 5) Parents must close the door behind them when entering and exiting the classroom at all times; not just morning drop off, but also pick up.

These procedures are in place due to health and safety of the children and staff. Staff are also to greet parents, do a health check of all children when entering the classroom, and making

sure parents are Printing their full name on the Sign in and Sign out sheets that matches cd9600. We must all work together as a team to ensure health and safety of all children.

- ✓ Morning health checks takes place for communicable disease for the discretion of the family. Example: if your child is sent to go home due to a communicable disease such as lice and nits. We require the treatment to be given to your child and your home. The day your child return to school the parent is to see the Site Manager and/or Program Director. Please do not have your child hair braided for we will need to undue the braids and the process of a head check takes longer. We will request for you to show us the proof of medication and treatment used on your child. This Procedure is to take place for the discretion of the family and child. Please understand that lice and nits are common in all schools and the agency policy and procedure is to make sure the we maintain a health and safe environment, and this will lessen the exposure to the children in the classroom. We ask you not to sign in your child or go to the classroom until you stop at the Site Manager's Office for a health check of communicable disease.

#### **NO LICE AND NO NITS PROCEDURE AND POLICY - Mission Child Care Consortium Inc**

The agency is informing all parents of the No Lice and No Nits Policy and Procedures. The agency will be implementing lice rid and preventive actions, so the lice situation is always contained.

When it has been reported a child has lice and/or nits the following will take place:

- 1) Parent will be called right away to come pick up child. Please see Center Rules and Regulation on Contagious Disease. If child has a **Contagious Disease** such as Lice, Streptococcal Infection (Strep Throat), Chickenpox, Conjunctivitis (Pink Eye), Hands, Foot, and Mouth Disease, Measles, Scabies, Salmonella, Ringworm etc. child will be sent home from school and a doctor's note is required for child to return. However, if child has lice and/or nits, child will be sent home and agency will require for you to do a completed home and over the counter treatment for child. Unless the child requires a prescription from their pediatrician (Refer to the Health Information Bulletin). Please present the lice medication that was used to Site Manager and/or Program Director. The agency will follow San Francisco Department of Public Health requirements for contagious diseases. You have 1hour to pick up your child or send someone from your emergency card to pick up your child.
- 2) Parent is to sign they received on the day of pick up or drop off the Health Information Bulletin, Health and Safety Notice and Parent Guide to Head Lice before taking child home. Please see the attached Parent Brochure of "A Parent's Guide to Head Lice." Teacher is to give the parent the blanket to wash and then parent is to bring to school the clean blanket when child returns. All parents are asked to check their children's heads for lice and nits. Please disinfect your home Environment and child's car seat for lice by using lice sprays on your furniture, stuff animals, pillows, hats, hair ties and bands, beddings etc. items that you are unable to wash in the washer.
- 3) When child returns to school the next day child is to go with parent to Site Manager and/or Program Director's office to have a head check. This is for the discretion for the family and child. Parent is to present the medication used to Site Manager. Child hair should be down and not be braided for this slows down the process. Parent is to park vehicle and not park in white zone for this takes more than 5 minutes.
- 4) Lice shampoo and medication can be resistant therefore in some cases a prescription from doctor will be recommended or required if your child has had lice and or nits more than 3 times. This Procedures is being given to you, so you can give your child the home treatment until child has no lice and no nits, and to accept your child to school the next day. Your child will not be accepted to school and you will be required to take

your child home when you child has lice and or nits. Parents are to use over the counter lice shampoo, comb, and medication. Your child may need to be seen by his pediatrician for a prescription if your child has become immune to the over-the-counter lice medication.

The Agency will:

- 1) Disinfect, sanitize, wash all classrooms' furniture, cots, pillows, dramatic area clothes and hats will be cleaned and disinfected to provide a healthy environment by using Organic and Green Non-Toxic Lice sprays.
- 2) Organic and Green Non-Toxic Lice Sprays will be applied to carpets and tricycle helmets.
- 3) If a staff member sees child scratching his/her head and suspects lice and or nits then child shall be brought to the Site Manager and/or Program Director and she will assign a staff member with experience on how to do a proper head check to do the head check in her office for discretions of the child and family.
- 4) After head check, if child does have Lice and/or nits the agency will implement the No Lice and No Nits Procedure and Policy, and family will be called to pick up child in an hour. (Please see No Lice and No Nits Procedures and Policy).

Please help your home and school environment by doing your part to be free of lice and nits and to provide a safe and healthy environment for the child care center.

## **OPEN DOOR POLICY**

Parents/Legal Guardians are welcome to visit the center at any time during the day. Please be respectful of children's routines and programs.

Access may be denied to any adult whose behavior presents a risk to children. Denial of visitation and release of child must have the court-order present in Family File.

## **REPORTING CHILD ABUSE**

- ❖ All child care providers are mandated reporters of suspected child abuse and neglect. If you use corporal punishment, via hitting on your child here at the center, or child reports any form of abuse you will be reported to Children Protective Services and Department of Social Services Community Care Licensing.
- ❖ Daily visual health check is provided as children arrive at the center. Any consistent, unexplained, undetermined injuries and bruises will be reported immediately.
- ❖ Additional information for families seeking wrap-around services such as Mental Health, Domestic Violence, Nutrition, Shelter, Family Therapy and Legal Services are available.

## HOLIDAYS

1. New Year's Day
2. Martin Luther King Jr. Birthday
3. President's Day
4. Memorial Day
5. America's Independence Day (4<sup>th</sup> of July)
6. Labor Day
7. Thanksgiving Day
8. Thanksgiving Friday
9. Christmas Day

## PARENT INVOLVEMENT AND PARTICIPATION

Mission Child Care Consortium, Inc. includes parent participation in the program. Parents are elected to the Board of Directors who have policy making responsibilities.

### I. PARENT PARTICIPATION

- a.) Parents are encouraged to attend parent meetings. Parents are encouraged to participate as officers of the parent group and to bring ideas or center concerns for discussion at such meetings. Parents are encouraged to make up committees such as fund raising, Christmas activities, picnics, etc.
- b.) Help organize the social events or special events
- c.) Acting as parent group representative to the Mission Child Care Consortium, Inc. governing Board of Directors. The Board of Directors has a President, Vice President, Secretary, and Treasurer.
- d.) All parents elected to the Board of Directors must attend the Board of Directors meeting.
- e.) A Parent Advisory Committee is part of the parent involvement program working with the Board of Directors.
- f.) Parent are encouraged to help in the classroom and field trips.

### II. PARENT/GUARDIAN CODE OF CONDUCT POLICY

- a.) If you have a concern or complaint regarding any parent or staff in the center, please follow the Communications Procedures. The Executive Director will respond within 48 hours.
- b.) Please don't ask the staff information regarding any other parent, or other children's special needs: they cannot reveal this confidential information to you.
- c.) Please do not inquire about confidential personnel issues or changes.

- d.) Treat all children in the center in the positive manner.
- e.) Please do not argue with anyone in front of the children, or while visiting the center.
- f.) Parents/Guardians and staff will address each other in a polite and respectful manner.
- g.) Do not come to the classroom under the influence of drugs or alcohol. We have Zero Tolerance Policy.
- h.) Please do not enter and respect areas designated for the staff's private use such as staff lounge.
- i.) Please do not sell any merchandise in the Mission Child Care Consortium, Inc. center.
- j.) Parents abusive conduct towards other parents, staff, and children, will be immediately terminated. The agency will consider having someone else pick up or drop off child from the emergency card and the person whose conduct was inappropriate would not be allowed for pick up or drop off and be on the premises of Mission Child Care Consortium Inc. (Notice of Action of Termination may be given).
- k.) Due to past experiences parents stealing from the center will be immediately terminated from the agency. (Notice of Action of Termination will be given). Please note if the child takes MCCC classroom supplies, or other child belongings this would not be considered stealing. We ask the parent of child to please return the item to the agency. If by mistake you or your child takes a belonging that is not yours, we ask you to please to return it within 24 hours.

## **BOARD OF DIRECTORS**

The Board of Directors holds scheduled meetings. The Executive Director and Financial Manager provide monthly reports to the Board of Directors. The meetings are open to the parents and staff to attend. Food and child care is provided.

Any parent that is elected to serve on the Board of Directors as a parent representative will have the following responsibilities:

1. You are expected to attend all regular and special meetings of the Board of Directors.
2. You will encourage and elicit input from the parent group around issues affecting both center and Mission Child Care Consortium, Inc. policies and decisions.
3. You will act as one of the officers of the Board of Directors.
4. You will adhere to the Mission Child Care Consortium, Inc. Articles of Incorporation, By-Laws and Personnel Employee Handbook.

5. The Board of Directors elects yearly President, Vice President, Secretary, Treasurer to the Board of Directors.
6. The Board of Directors holds Closed Sessions when necessary.

## **SUPPORT SERVICES**

Health services and referrals are given to parents. Information regarding physical check-ups, follow ups is provided to the parents so that appropriate action can be taken for the best health protection of the child. Families in need of professional counseling or assistance are referred to the respective agencies dealing with the specific issue of the family. Follow up visits and information will be provided by communication between parent, MCCC and referral agency.

The program has currently established coordination for referral services with the following agencies:

1. Child Protective Services (CPS) children referrals. Follow-up provided.
2. Pre-K Intake Unit – S.F. Unified School District Academic and developmental testing and screening of children with problems or delays in educational development. Follow-up provided.
3. Children’s Council of San Francisco and Early Learning SF.
4. San Francisco Inclusions Networks and Support for Families are available to Mission Child Care Consortium, Inc. families.
5. Child Abuse Council-service and information dealing with abuse of children. Follow-up provided.
6. Child Care Health Project, Department of Public Health (Child Care Health Screening such as Vision, Dental and Hearing).
7. Casa de Las Madres referrals and crisis line to ensure healthy relationships.

## **PARENT EDUCATION PLAN**

The following are topics represented to the parent groups at meetings and workshops.

- 1. Health and Safety Education**
  - a. Health information and materials accessible to parents.
  - b. Information on low-cost health care.
  - c. Alcohol and drug information and referrals.
  - d. Guest speakers/workshops
  - e. Child abuse information
  - f. Fire Safety at home
- 2. Nutrition**
  - a. Referrals of supplement foods:

## WIC (Woman-Infant-Child)

- b. Child Care Health Project, Department of Public Health (Child Care Health Screening such as Vision, Dental and Hearing).
- c. San Francisco and Marin Food Bank

### 3. Housing

- a. Guest Speakers
- b. Information Referrals – Low Income Housing – Rent Control
- c. Landlord/tenant problems – Evictions

### 4. San Francisco Unified School District

- a. Pre-registration for Kindergarten information in the public schools.
- b. Information for parents regarding Transitional Kindergarten and After-School Programs.

### 5. Other workshops that are related to the education, health, well-being of the education of parent and child.

## EDUCATION

### Curriculum and Learning

Mission Child Care Consortium utilize the Amanecer Curriculum Model in a revision format and the Creative Curriculum. The Amanecer Curriculum model was selected for the ability to incorporate the language of people, their cultures, their values and their contribution to their children's learning. Amanecer combine the appropriate element of the theories of Piaget, Montessori and Maslow with a process for gathering information about children and their community and merges the two into a blend of theory and action. Creative Curriculum is a research-based curriculum that help teacher honor the creativity of every child by providing hand-on/project-based activities that leads to exploration and discovery.

Our curriculum provides children with a developmentally appropriate program that support learning and promote progress in all developmental areas, and a process where the teacher can personalize/individualize instruction, create a safe and healthy learning environment that support multiculturalism and develop their critical thinking skills.

### Learning Environment

Mission Child Care Consortium promote self-esteem and encourage children to work and play together. Our rich learning environment and curriculum are developmentally appropriate to the specific ages in each classroom. We strongly believe that learning happens through hand-on play-based practice. The classrooms are set up so that children can explore the environment in a well-organized clearly defined interest area with materials that are easily accessible. Children learn best when they can construct their own knowledge and figure things out for themselves. Our teaching staff facilitates this learning by planning developmentally appropriate activities that are based on the need and interest of the children, providing an interesting and engaging environment, extending on what children are doing and asking open-ended questions that allow children to think and reflect on their activities, which allow children to become critical thinker.

- Our program is design to encourage openness and learning about diverse cultures promoting respect for all people. We utilize books, music, games and a wide range of activities to teach our children respect for our world and diversity. The children and families are represented in our environment through children’s artwork, pictures of children and families, and materials in the classroom.

The teaching staff support the children learning by developing Lesson plan that are based on a monthly theme/study that is develop in weekly lesson plans that support the developmental goals and interest of the children. The lesson plans are posted in the classroom for your review to see what the teachers and children are working on for the week.

We believe that children need a daily routine that is predictable. The daily schedule is an indication for the children on how the day is scheduled for routines with a balance of teacher directed activities and children directed activities. A daily schedule in posted in each classroom.

The following is one of our classroom daily schedule as a sample

**MISSION CHILD CARE CONSORTIUM, INC.**

**DAILY CHILDREN’S SCHEDULE**

|   |                             |
|---|-----------------------------|
| 7:00 A.M. to 8:30 A.M. ....                                     | Arrival, Free Play          |
| 8:30 A.M. to 9:00 A.M. ....<br>Breakfast Offered                | Hand-Washing,               |
| 9:00 A.M. to 9:15 A.M. ....                                     | Circle Time                 |
| 9:15 A.M. to 11:00 A.M. ....<br>Offered                         | Free Play, Table Activities |
| 11:00 A.M. to 12:00 Noon .....                                  | Outdoor Play                |
| 12:00 Noon to 12:45 P.M. ....<br>Washing, Lunch                 | Bathroom, Hand-             |
| 12:45 P.M. to 1:00 P.M. ....<br>Time                            | Nap Transition/Story        |
| 1:00 P.M. to 3:00 P.M. ....                                     | Nap Time                    |
| 3:00 P.M. to 3:15 P.M. ....<br>Hand-Washing,<br>Afternoon Snack | Wake Up, Bathroom,          |

|                             |                                     |
|-----------------------------|-------------------------------------|
| 3:15 P.M. to 4:30 P.M. .... | Free Play                           |
| 4:30 P.M. to 5:00 P.M. .... | Outdoor Play                        |
| 5:00 P.M. to 5:30 P.M. .... | Hand-Washing, Quiet<br>Inside Play, |
|                             | Departure                           |

**Please check Daily Class Schedule in your child’s Classroom.**

**This is only a sample**

**Please check the daily classroom schedule in your child’s classroom**

### **Developmental Screening and Assessment**

As part of effort to provide the best support to the children growth and development we complete ongoing screening and assessment on each child as a means for planning to deliver the best individualized instruction for each child. The first step we take to get to know your child’s developmental strength is to have you as the parent complete the ASQ-SE 2 and ASQ-3 which is given to parent during enrollment and asked to complete with-in 45 days of enrollment. ASQ-SE 2 is the Social Emotional Part and ASQ-3 is an Ages Stages Questionnaire that address 5 development areas

1. Communication: language skill both what the child understands what he/she can say
2. Gross motor: how he/she uses his large muscles
3. Fine motor: hand and finger movement and coordination
4. Problem solving: how he/she plays with toys and solve problems
5. Personal-social: self-help skills and interactions with others

The teaching staff gather on-going observation for each child, starting the first week the child start school. The observations and work sample that are collected by the teaching staff are used to complete our DRDP, which is Desired Results Developmental Profile, which is used to assess the learning a child receives through the curriculum activities in achievement of their developmental level and evaluating progress so we can modify/adjust what we are doing in the classroom so as to deliver the best individualized instruction. The Desired Results Development Profile encompasses the four developmental domains: Cognitive, Socio-Emotional, language and Physical development for children

- The first DRDP is completed within 60 days of enrollment and the then every 6 months, (twice a year).
- The information from the screening and assessment is shared with the parent at the parent/teacher conferences which happen twice a year, unless the outcome requires more meetings.

The California Department of education (CDE), Early Education Support Division (EESD) had adopted the Desired Results System in evaluating the child care and development services it provides to the children and families served through the child development services provided by the CDE/EESD.

## **Inclusion**

We believe that children of all ability levels are entitled to the same opportunities for participation, acceptance and belonging in child care. We will make every reasonable accommodation to encourage full active participation of all children in our program based on his/her individual capabilities and needs provided the center has the necessary resources and skills to ensure the proper care and development of the child.

## **Challenging Behaviors**

Mission Child Care Consortium Inc. committed to each child's success in learning within a caring, responsive, and safe environment. Thoughtful direction and planning are used to prevent problems and encourage appropriate behavior. Children are guided to treat each other and adults with respect. Each child in our program has the right to: learn in a safe and friendly environment, to be treated with respect, to receive the help and support of caring adult and the feeling like they as well as other belong here. Our behavior policy begins with positive reinforcement of classroom rule and expectations, redirection negative behavior and promoting pro-social behavior through individual interaction and activities and having clear classroom rules and expectations. Our approach to helping children with challenging behavior is to show them how to solve problems using appropriate interactions. When discipline is necessary, it is clear, consistent and understandable to the child. The goal of discipline is to help children develop self-control and staff use developmentally appropriate methods of interaction with children, using techniques such as setting limits, introducing the children to natural and logical consequences, redirection, problem solving are a few.

Community Care Licensing, the statewide agency which regulates all licensed childcare programs, mandates that using corporal punishment, harsh or profane words, rough or hasty handling of children and unnecessary physical restraints by teachers are never permitted.

Teaching staff will keep proper documentation of the behavior and communication with the parent to understand the child's individual needs and challenges. If a child behaves inappropriately after repeated assistance of teachers and staff, a meeting will be scheduled with the parent to discuss the problem and possible solutions. Because the goal of the program is to work with all children to assist them in reaching their optimal development, Mission Child Care Consortium Inc. uses the services of the San Francisco Inclusion Networks/Support for Families who assist in the development of appropriate intervention plan for children with behavioral concerns in the context of our program.

- Any child who intentionally physically injures another child, adult through aggressive behavior be cited by the classroom teacher and may be excluded from the program. Staff will always attempt to intervene with appropriate services prior to any child being removed from Mission Child Care Consortium.

We do maintain the right to discontinue service to any child at any time, when the child's behavior warrants the need to find a more suitable setting for care. Example of such instances include:

- A child appears to be a danger to self and others, demonstrates aggressive or abusive behavior towards peers and/or adults.

Any child who poses high risk behavior to another child will be terminated after Parent/Child Conference have been held, child observations have been documented by the teaching staff, and reviewed by the Executive Director. Management Bulletin 18-06 will be implemented before terminating child care services. (Notice of Action of Termination will be given). I still have the

right to request for an appeal, however, my child's last day of enrollment will be effective the day the Notice of action of Termination was issued pursuant to Health and Safety Licensing regulation. MCCC will provide resources and referrals to families to support child's behavior or developmental challenges. Parents are responsible to follow through with resources and referrals given to them to support their child in the program.

### **Food Nutrition Program**

Mission Child Care Consortium provides a quality nutrition program for the children as directed by the guidelines of the State Department of Education, Child and Adult Care Food Program.

- Our goal is to provide a nutrition program which provides a balance menu of group recommended by the U.S Department of Agriculture to meet the child's nutritional needs.

Breakfast, Lunch and afternoon Snack are served to the children every day. If your child had food allergies, you must provide us with documentation from your child's physician/health care provider informing us of the specific foods which your child cannot eat so we can make appropriate substitutions.

Teacher sit at the table with the children, and the children are encouraged to try all the food offered. Teacher utilize meal time as teachable moment just like any daily activity. The objective of our nutrition program is to provide the children the opportunities and the experiences of leaning about food, origins, food group, cooking experiences, how food affects our body and growth, and learning about foods of diverse cultures.

**“In accordance with Federal Law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating based on race, color, national origin, sex, age or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW Washington, D.C. 20250-9410 or call (202) 720-5964 (Voice and TDD). USDA is an equal opportunity provider and employer.”**

**MISSION CHILD CARE CONSORTIUM, INC.**  
**PARENTS APPEAL HEARING PROCESS**

The Parent has a right to an Appeal Hearing:

- When the parent receives a Notice of Action Form CD 7617 the reason for termination of Child Development Services must be clearly written in Section 7 Reason for Action.
- The Notice of Action must be explained in English language is interpreted by someone 18 years and over and should be interpreted in the language of the Parent. The Parent must sign and date the Notice of Action.

**APPEAL INFORMATION**

The Parent has the right to complete the Appeal for:

- STEP 1:** Is to request local hearing
- STEP 2:** Can be mailed or deliver your local Hearing request within 14 days of receipt of Notice of Action to the Agency and Name of Agency Contact.
- STEP 3:** Within ten (10) calendar days following the agency's receipts of your appeal request, the agency will notify you at the time and place of the hearing. You and your authorized representative is required to attend the hearing, you abandon your right to appeal, and the action of the agency will be implemented.
- STEP 4:** Within ten (10) calendar days following the hearing, the agency shall mail or deliver to you a written decision.
- STEP 5:** If you disagree with the written decision of the agency, you have 14 calendar days in which to appeal to the Early Education and Support Division (EESD). Your appeal to the EESD must include the following documents and information: (1) A Written statement specifying the reasons you believe the agency's decision was incorrect, (2) a copy of the agency's decision letter, and (3) a copy of both sides of this notice.

You may either fax your appeal to (916) 323-6853, or mail your appeal to the following address:

**California Department of Education**  
**Early Education and Support Division**  
1430 N Street, Suite 3410  
Sacramento, CA 95814  
Attn: Appeal Coordinator  
Phone: (916) 322-6233  
FAX: (916) 323-6853

- STEP 6:** Within 30 calendar days after 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 EESD's decision letter.

## **APPEAL INFORMATION**

The Parent must be given the opportunity to explain why he/she believe the Action is incorrect according to Section 5 CCR 18120.

The Parents have a right to have an Authorized Representative to attend the hearing on behalf of or with the Parent.

The Notice of Action should include information on who and how to inform Mission Child Care Consortium, Inc. Any written or verbal authorized person by the Parent should be sufficient.

The Agency shall keep minutes on record for the Appeal Hearing. The Parent may request audio recorded session.

All Appeal Hearings are held at:

Mission Child Care Consortium, Inc.,  
4750 Mission Street, San Francisco, CA 94112.

Time and dates are set in advance written letter and must be mailed. The agency will hold Hearing Appeals in the evenings to allow Parent to be able to attend.

The Board of Directors has an Appeal hearing process approved by the Mission Child Care Consortium, Inc. Board of Directors. Three or Four Board Members will hear the Appeal to make the decision regarding the Termination of Child Development Services and to assure there is a FAIR HEARING PROCESS.



Cari Marquez  
President, Board of Directors  
Melanie R.Santana  
Executive Director

**MISSION CHILD CARE CONSORTIUM, INC.  
PARENT HANDBOOK ACKNOWLEDGEMENT**

Date: \_\_\_\_\_

I \_\_\_\_\_ have received Mission Child Care Consortium Inc. Parent Handbook in  
Parent's/Guardian's First and last Name

regards to my child \_\_\_\_\_ whom is enrolled at Mission Child Care Consortium, Inc.  
Childs First and last Name

program. My signature above certifies that I understand and agree to comply with the Parent Handbook as written with all requirements of Mission Child Care Consortium, Inc. policy, regulations, and procedures.

We want you to know all about our program, and we want you to feel free to ask any questions and raise any concerns you may have. Please see the Front Office Agency Representative to guide you to the correct Administrator or management person to answer your questions and concerns.

**MCCC PARENT HANDBOOK August 3, 2020**