



Helping Families Grow Healthy Children.

PARENT HANDBOOK

Center/Family Child Care Provider

Staple Business Card Here

***BOARD OF DIRECTORS APPROVED
AUGUST 8, 2008***

**ALSO KNOWN AS B. J. JORDAN CHILD CARE PROGRAMS, INC.
A CALIFORNIA NON-PROFIT**

PARENT HANDBOOK TABLE OF CONTENTS

PART A. FUNDED AND NON-FUNDED PROGRAMS (EXCEPT AS NOTED)

<u>PAGE</u>	<u>TOPIC</u>
A. 1	WELCOME
A. 2	HOW TO CONTACT BEANSTALK MISSION STATEMENT GOALS AND OBJECTIVES
A. 3	PROGRAM PHILOSOPHY AND CURRICULUM
A. 4	PARENT INVOLVEMENT AND EDUCATION INSPECTION AUTHORITY OPEN DOOR POLICY
A. 5	RELIGIOUS INSTRUCTION AND WORSHIP CONFIDENTIALITY OF RECORDS ADMISSION AND FEES MANDATED REPORTERS
A. 6	DAILY SIGN IN AND SIGN OUT POLICY ABSENCE POLICY HOLIDAY AND STAFF DEVELOPMENT DAY CLOSURES CONDUCT POLICY
A. 7	NON-DISCRIMINATION POLICY DISCIPLINE POLICY
A. 8	EMERGENCY CLOSURE POLICY EMERGENCY TREATMENT POLICY QUIET REST OR NAP TIME POLICY
A. 9	HEALTH POLICY HEAD LICE AND "NIT" FREE POLICY
A. 10	CENTER LATE PICK-UP POLICY
A. 11	CLOTHING AND FOOTWEAR POLICY TOILETING POLICY MEDICATION POLICY
A. 12	NUTRITION AND FOOD SERVICE POLICY
A. 13	OFF SITE ACTIVITES (FIELD TRIP) POLICY SCHOOL SUSPENSION AND/OR EXPULSION POLICY CHILD SUSPENSION POLICY

- A. 14 RESOLUTION OF PROBLEMS AND DISPUTES POLICY
- A. 15 VAN TRANSPORTATION POLICY
- A. 16 VAN TRANSPORTATION RULES
- A. 17 CELLULAR OR MOBILE PHONE USE
TERMINATION OF SERVICE POLICY
CHILD CARE FEE REFUND POLICY
- A. 18 RE-ENROLLMENT POLICY
- A. 19 UNIFORM COMPLAINT PRODEDURES

PART A.

**NON-FUNDED AND FUNDED PROGRAMS
(EXCEPT AS NOTED)**

POLICIES AND PROCEDURES

A.

WELCOME TO B. J. JORDAN CHILD CARE PROGRAMS INC. DBA BEANSTALK

B. J. Jordan Child Care Programs, Inc. DBA Beanstalk is a private, non-profit, 501(c)(3) corporation incorporated in 1977. Beanstalk was originally started in 1973 as a project under the Foundation of California State University, Sacramento and was at that time known as Community Child Care Programs, Inc. The founding Executive Director was B. J. (Betty Jane) Jordan. As a tax-exempt corporation, Beanstalk is eligible to receive gifts, bequests, endowments, and public grants to furthering our activities.

Beanstalk receives funds from the California Department of Education, United States Department of Education and United States Department of Health and Human Services, United States Department of Agriculture (USDA), fees for services and private and corporate donations and the United Way California Capital Region. Child care and development services are provided in centers and through independent contractors who are enrolled in the family child care home education network. Nutrition services that follow USDA regulations are an important component of our agency.

This handbook informs parents/guardians about Beanstalk and is designed to answer some the questions that you may have concerning the agency, as well as policies and procedures. This handbook cannot anticipate every situation or answer every question that participants may have. Should you desire further clarification regarding any matter pertaining to policies and procedures, please consult the center's site supervisor, your coordinator or a program manager.

As a Tax Exempt 501(c)(3) Corporation, Beanstalk has in place a voluntary policymaking Board of Directors. Members represent the community at large and bring a wealth of experience and knowledge to Beanstalk. Members do not receive any monetary compensation for time or services provided. The Board of Directors has the responsibility of the general oversight of our agency.

Parents/Guardians are valued as the child's first teacher. Beanstalk believes that the parent/guardian and agency partnership provides a strong basis for future learning. Opportunities for participants include: part day and full day school readiness (preschool); full year - before and after school, academic enrichment and recreation (school-age); and individualized, small group, continuous care in family child care homes for infants/toddlers, preschoolers and school age children.

Staff looks forward to building a partnership with you and your child(ren). Thank you for choosing Beanstalk.

The policies and procedures in this handbook apply to Beanstalk participants. All previous policies, procedures and Parent Handbooks are superseded. The Beanstalk Board of Directors adopted this handbook as of August 8, 2008.

HOW TO CONTACT BEANSTALK

MAIN OFFICE: BEANSTALK
3325 MYRTLE AVENUE
NORTH HIGHLANDS, CA 95660
(916) 344-6259
(916) 344-2736, Fax
www.beanstalk.ws

Monday – Friday, 8:00 am to 5:00 pm
Closed Weekends and Designated Holidays

MISSION STATEMENT (Revised and Board of Directors Approved 6/2/06)

Beanstalk's mission is to provide children and families with enriching child development and nutritional programs in centers and family child care homes that are safe, affordable, research based and culturally sensitive, supported by community partnerships and coordinated services.

GOALS AND OBJECTIVES

Services: To provide child development and care, nutrition, health, social and educational opportunities for the family

Variety: To provide a variety of programs, both centers and family child care homes. To provide services during day, evenings, overnight and weekends. To provide activities that reflect "best practices" for children and families.

Parent Involvement And Education: To provide parenting education as well as to model appropriate practices. To involve parents in the Parent Advisory Committee, program evaluation, special events and as volunteers.

Individualization: To provide individual assessment and planning for children.

Community Service: To respond to community needs, promote child advocacy and to provide representation at community events.

PROGRAM PHILOSOPHY AND CURRICULUM

Beanstalk programs are designed to meet the individual, developmental needs of children. Programs provide experiences that support and enrich each child's cognitive, linguistic, social-emotional, physical and creative abilities.

Daily schedules offer opportunities for children to create, explore the environment, learn concepts, problem solve, have personal interaction and develop self-help skills, work on small and large muscle development, and acquire independence through active experiences with materials and people relevant to their own experiences.

Positive self-esteem is fostered through planned activities and adult interactions that are responsive to individual differences in ability and interest. Opportunities are provided for spontaneous and structured situations, solitary play as well as group activities and indoor/outdoor play. Adaptations are made to accommodate for different learning modalities.

Curriculum is developed to help children value and respect diversity. Cultural celebrations and/or traditions that reflect the enrolled participants are shared with the children. Parents/Guardians have the right to ask that children not be included in activities due to personal beliefs. Staff will make every effort to accommodate families. If accommodations cannot be made families will be advised and alternative arrangements may be necessary.

Curriculum that is age appropriate and reflects the developmental level of the child is on going. School readiness is emphasized for preschool age children. Kindergarten transition activities are provided for children and parents/guardians that allow families to move from preschool to formal academic setting of elementary school. For the school-age child every attempt is made to connect with school personnel to develop a before and after school program that places an emphasis on both academic enrichment and recreational activities.

Staff serves as facilitators and positive role models. They provide programs that are supportive, nurturing, warm and responsive to the individual needs of children. Parent/Guardians are respected and the primary and most important provider of care for their children. Parents/Guardians and staff work together to establish partnerships based on mutual trust and respect.

PARENT INVOLVEMENT AND EDUCATION

Each year we strive to improve the various programs offered by Beanstalk through careful evaluation of what we do, and by listening to in-put from parents/guardians, staff, community members and school personnel. Parents/guardians are encouraged to drop in and visit sites. We value families and the diverse interest and qualities that each brings to the program.

Parents/Guardians are encouraged to participate by attending parent conferences, taking part in parent educational meetings, volunteering for activities, sharing something special about their family's culture, completing and returning the Annual Parent Survey and/or as member of the Parent Advisory Council (PAC).

Parent Advisory Council (PAC) members: 1) represent the interest of parents/guardians, 2) advise and/or make recommendations on issues related to families and children, 3) provide ideas on topics for parent workshops, and 4) build and support parent involvement. To become involved in the PAC, contact the center's site supervisor or the Beanstalk Child Development Specialist in the central office.

INSPECTION AUTHORITY

(State of California, Health and Human Services Agency, Department of Social Services, Community Care Licensing Division)

Section 101200 of Title 22, Division 12, and Chapter 1 Manual of Policies and Procedures for Centers and Section 102391 of Title 22, Division 12, Chapter 3 Manual of Policies and Procedures for Family Child Care Homes states:

- Any duly authorized officer, employee or agent of the department, upon presentation of proper identification, may enter and inspect any place providing personal care, supervision, and services
 - a) at anytime (centers)
 - b) during the homes normal business or any time that services are being provided (family child care homes)with or without advanced notice, to secure compliance with, or to prevent violation of this act, or the regulations adopted by the department.

The Department has the authorization to interview children or staff, and to inspect and audit child or child care center records, without prior consent. The Department has the authority to observe the physical condition of the children, including conditions that could indicate abuse, neglect or inappropriate placement. Refusal to adhere to these sections is in direct violation of Title 22.

OPEN DOOR POLICY

Centers and Family Child Care Homes follow an open door policy. Each enrolled parent/guardian has access to their child(ren) at all times.

RELIGIOUS INSTRUCTION AND WORSHIP

Programs shall not include religious instruction or worship.

CONFIDENTIALITY OF RECORDS

The use or disclosure of all information pertaining to the child and his/her family (except as required by law) shall be restricted to purposes directly connected to the administration of Beanstalk. No information about children or families shall be given out by anyone in the program without first obtaining the written approval of the enrolling or certified parent or guardian. Exceptions require the approval of the Executive Director or in his/her absence a designee.

Beanstalk allows the review of the basic data file by the child's parent/guardian, upon request and at a reasonable time and place.

ADMISSION AND FEES

Beanstalk admits and provides services to California Department of Education funded and non-funded families. Funded families are eligible for center based programs and family child care home based programs. Non-funded families may participate in center programs. Prior to the first day of attendance, all required paperwork must be completed by the parent/guardian and approved by a designee of Beanstalk.

Funded families (free and sliding fee based) are enrolled from the Sacramento County Centralized Eligibility List (CEL) according to very specific California Department of Education guidelines and requirements. Families must meet all criteria for participation including documentation of eligibility. Documentation of need is also required for all programs except for state preschool. Infants, toddlers, preschool and school age children Kindergarten through the age of 12 years may participate. Funding strands include CCTR (Centers & FCC homes), CPRE (state preschool) and CLTK (Latchkey - Centers only).

Non-funded families are enrolled from each center's on site waiting list. Preschoolers, who are at least 3 years old, and elementary school age children Kindergarten through the age of 12 years may be enrolled. Non-funded programs operate on a fee for service basis. A 5% discount of the total monthly fee is given to families who have two or more children enrolled Beanstalk programs.

Fees funded and non-funded (including the enrollment fee for non-funded services) are billed in advance and must be paid in full and in advance.

MANDATED REPORTERS

Child development and care staff and family child care providers are required by law to report any known or suspected child abuse or neglect to the appropriate authorities.

DAILY SIGN IN AND SIGN OUT POLICY

The parent/guardian (or other authorized adult*) has the responsibility of escorting children into and out of the child care site. The parent (or another authorized adult) shall, on a daily basis, for each child use a full legal signature to signed in upon arrival and out upon departure. The parent (or another designated adult) shall, on a daily basis, record the actual time of arrival and departure. (Reference: Title 22: Division 12, Chapter 1, Sign In and Sign Out 101229.1)

The completion of the daily sign in and sign out process serves as a record of transfer of responsibility for the child. A child who is not signed in by the parent or other authorized adult shall not be admitted and shall not attend the program. Staff will contact the parent or other authorized adult to either come and pick up the child or return to the center and sign the child in.

* All other authorized adults must be at least 18 years old. Staff will check the photo identification (driver's license, state ID, military ID) of unknown adults who arrive to sign children out. Children cannot be released to individuals who have not been designated to do so by the enrolled or certified parent/guardian.

ABSENCE POLICY

Parents/Guardians are required to notify the center or provider on a daily basis when the child will be absent and to give a reason for the absence.

HOLIDAY AND STAFF DEVELOPMENT DAY CLOSURES

Specific holidays or alternative days and staff development days are approved by the Board of Directors and announced annually for each new fiscal year (July 1 – June 30) by May 1st of the current year.

CONDUCT POLICY

Everyone has the right to be in a safe and healthy environment, one in which individuals are treated with courtesy and respect. Parents/Guardians and their designated representatives, providers, staff, volunteers, guest/visitors and children are expected to conduct themselves in an appropriate manner. Conduct, real or perceived, that threatens personal safety, welfare, security and/or program operations is prohibited. Pursuant to misconduct there will be an investigation and a resolution thereof. Any such conduct will not be tolerated and will result in the termination of child care and development services, employment or contractor agreement.

NON-DISCRIMINATION POLICY

Beanstalk meets all applicable state, federal and local guidelines and laws. No person shall on the basis of ethnic group identification, religion, age, gender, sexual orientation, color, race, ancestry, national origin, mental or physical disability be unlawfully denied the benefit of or be unlawfully subjected to discrimination under any program or activity.

Beanstalk strives to provide services to children with exceptional needs when reasonable accommodations do not create an undue burden. The parent/guardian has an obligation to provide Beanstalk with information such as Individual Education Plan (IEP) and Individual Family Service Plan (IFSP) about the exceptional needs of the child.

DISCIPLINE POLICY

Discipline is based upon the idea of “guidance” and on building positive self-concepts for children, using non-violent methods. The main reasons for intervention are to keep children from hurting themselves, hurting others or destroying property and to educate children on alternative methods of handling conflict and/or understanding rules.

Children are encouraged to use problem solving methods in order to resolve their own problems before adults intervene. School age children are given specific instruction on conflict management and peaceful resolution skills. Preschoolers are given guided instruction using conflict management techniques. Guidance is given through: modeling, role-playing, scenarios and stories as well as cooperative exercises and games.

When intervention is necessary it first involves: 1) reminding children of the rules and reasons why behavior is inappropriate, 2) redirection, 3) a discussion of possible alternate solutions and 4) a discussion of consequences of their actions. If these methods are not successful, children may be restricted from participating in an activity related to the broken rule or given other appropriate consequences. Corporal punishment or any punitive measures that present a personal rights violation to children are never used.

If positive methods do not produce an improvement in the children’s behavior, the parent/guardian will be informed and asked to work with staff in the best interest of the children. When a child’s behavior present a danger to him or herself or other children or adults, or continued behavior takes more time than staff is able to provide, Beanstalk will terminate the enrollment of the child.

EMERGENCY CLOSURE POLICY

It is the policy of Beanstalk to close center facilities when the school district or an individual school site for which it provides child development and care services is closed due to emergency conditions, weather, flooding, long term power loss, hazardous spills, etc. Parents/Guardians or other authorized adults will be contacted or notified with a posted notice or a message on the centers telephone if an emergency closure occurs.

In the case of an emergency that requires the evacuation of the premises each center has a designated evacuation location. Contact the Center Director or Site Supervisor for this information.

EMERGENCY MEDICAL AND DENTAL TREATMENT POLICY

Upon registration, parents/guardians sign a form stating that in the case of a medical or dental emergency or accident, when the parent/guardian is unavailable, authorization is given to a Beanstalk representative for emergency medical/dental care including necessary transportation. Under such circumstances, the physician or medical practitioner named on the emergency form is authorized to undertake necessary care and treatment of the child. In the event that the named physician or medical practitioner is not available, authorization for care and treatment is given to any licensed physician and/or surgeon. Parents/Guardians also have the option of designating an alternative emergency medical care provider.

When there is a serious injury, staff will call 911. Note: Designated staff is CPR and First Aid certified.

QUIET REST OR NAP TIME POLICY

Full day preschoolers and kindergarten age children are provided the opportunity to rest quietly or nap during the middle of the day. Individual mats and sheets are provided. Children may bring a small blanket from home (the size of a beach towel is appropriate). Parent/Guardian is required to wash nap blanket on a weekly basis or more often when it becomes soiled.

All preschool and kindergarten children are encouraged to rest quietly or to look at a book for 15 to 20 minutes. Some children do not require a nap. Children will not be forced to remain on a mat when they are awake after 15 to 20 minutes. These children are allowed to choose quiet activities while the other children sleep.

HEALTH POLICY

Children must be well and healthy in order to fully participate in and benefit from an active child development and care program. When children have symptoms of illness, which include, but are not limited to fever, vomiting, diarrhea, rash, pain, discolored discharge from nose, eyes, ears or throat/chest, listlessness, etc. they must be kept home. Home rest prevents the spread of illness to other children and adults and helps children regain their health.

Parent/Guardian or other authorized adult will be contacted to pick-up a child who becomes ill within 1 hour of being contacted by staff. Centers are not licensed to provide appropriate services for ill children. When children become ill, they will be temporarily isolated until the parent/guardian or authorized other adult arrives to take them home. Children may return to care after they have been well for 12 hours. A medical provider may need to be consulted and a written release may be necessary to re-admit children after a highly communicable or prolonged illness.

It is the responsibility of the parent/guardian to notify the center when the child has a contagious illness or disease. Other participants will be notified in writing of any occurrence of communicable or serious illness. Confidentiality will be maintained.

In order to help reduce the spread of illness, children, staff and volunteers are reminded to wash hands frequently.

HEAD LICE AND “NIT” FREE POLICY

Although not an illness or a disease, head lice are not uncommon and can be a highly contagious pest in a group setting. After treatment and upon proof that children are lice and “nit” free, children may return to the program. Children will be excluded until they are lice and “nit” free. Note: Upon return to the center staff will inspect the child’s hair to determine that there are no lice and are “nit” free. The parent other authorized adult must wait until the inspection has been completed.

When lice infestation is chronic, the parent/guardian will be required to seek professional assistance and provide written verification of the professional assistance. Children with chronic lice and nit infestation will be excluded from the program until they are free of lice and nits. Exclusion from the program for repeated and chronic lice or “nit” infestation will result in the termination of services.

CENTER LATE PICK-UP POLICY
(Board of Director Approved: August 5, 2005)

It is important that children be picked up at the end of the session (part day) or according to their contract (full day). When children are picked up late either after the session ends or after the center closes the parent/guardian will be charged a late fee.

After 30 minutes of attempting to contact the parent/guardian and other authorized adults on the emergency list, which shall be documented by center staff, and there is no response, the sheriff/police will be notified. Typically, pursuant to sheriff/police policy, the sheriff/police may take the children to their home address first. If no adult is at the home, the child(ren) will be taken to the:

Children's Receiving Home
3555 Auburn Blvd
Sacramento, CA 95821
(916) 482-2370 – 24 hours

Staff will be posted a notice on the center's door when children are released to the sheriff/police.

For Centers: The late fee is \$1.00 per minute per family. Late fees are due in full no later than 7 calendar days after the late arrival date. Late fee payments must be made payable to Beanstalk and *must* be left at the center. Staff will send the late fee payment to the central office for processing.

Termination of services will occur when:

- 1) Children are picked up late 4 times during the contract year (July 1 – June 30).
- 2) The late fee payment has not been paid within the required 7 days of the occurrence of the late pick-up.

CLOTHING AND FOOTWEAR POLICY

Clothing and footwear should be appropriate for inside and outside play throughout the year. Children should wear washable play clothes. Daily activities can get 'messy'. Watercolor paints, crayons, water, sand, tempera paints, glue, play dough, etc. are available to the children throughout the week. Children who are under the age of six years, are required to have an extra set of clothing just in case there is a need to change clothes.

Foot wear should allow for active and safe play – running, peddling, climbing, jumping, dribbling, kicking, sliding, etc. Athletic shoes are great for this purpose. Sandals with back straps are acceptable during the hot weather. Slip-ons and flip-flop type shoes may be worn during water activities only.

Be sure to write the child's name on all of his/her belongings.

CENTER TOILETING POLICY

Beanstalk center based programs are not equipped or staffed to change wet/soiled diapers or pull-ups on a regular basis. The parent/guardian will be notified when frequent toileting accidents become a health or safety concern. A change of clothing is required for children who are under the age of six years.

MEDICATION POLICY

Beanstalk centers will dispense prescribed medication to children under the following provisions:

1. Medication must be prescribed for the child and must be in the current pharmacy container.
2. Parent/Guardian must give written approval before medication can be administered.
3. Prescribed medication will be stored in a locked box (inaccessible by children) while on the centers premises
4. Prescribed medication will be administered according to the directions on the container. Each time that a child is given medication by center staff, it will be documented.
5. Parent/Guardian will inform the supervisor when medication is no longer necessary.
6. Expired and/or empty containers will be returned to the parent/guardian for disposal.
7. Over the counter medication also require a written doctor's note.

Note: Some medications or procedures require the documentation of specialized training for staff (i.e. Nebulizer, inhaled medication, Epi-pen, diabetes monitoring).

NUTRITION AND FOOD SERVICE POLICY

Beanstalk is a sponsor of the USDA, Child Care Food Program. Foods and meals provided meet USDA requirements for meal components and age appropriate serving sizes. Learning about nutrition, the importance of physical activity, as well as forming positive eating habits is important to each child's healthy growth and development.

A variety of nutritious foods are provided during meals. Children are encouraged to take part in mealtime and food preparation activities. They are also encouraged to try all foods that are offered (excluding food that cause allergies). Children are never forced to eat. Beanstalk does not promote the use of food as a form of reward or punishment.

Parents/Guardians are discouraged from sending high sugar foods and/or high fat content foods to the center and/or family child care home. Gum and candy are not appropriate and should not be sent with children. Such items will be returned to the parent/guardian.

Information about food allergies, cultural restrictions and strong food dislikes as well as suggestions for substitute foods should be given to the center supervisor or the provider. Note: USDA requires a written statement from a medical practitioner for children with allergies to milk or milk products.

Throughout the day, children have unlimited access to drinking water.

Center menus and meal time schedules are posted in advance for parent review. Beanstalk center programs provide the following meals:

Funded Centers

Part Day – Snack

Full Day – Breakfast, lunch and afternoon snack

Non-funded Centers

Snack

For School-age Programs – Breakfast and afternoon snack

Note: In non-funded and Latchkey programs, a nutritious, well-balanced lunch is the responsibility of the parent/guardian. USDA recommends that lunch for children include the following foods: whole grain, protein, fruit and/or vegetable and milk. Beanstalk centers provide milk during lunch.

Lunches provided by the parent shall not require heating by staff. To keep foods cool until lunch, it is recommended that cold packs be used. In order to prevent possible cross contamination and/or food allergy reactions, Beanstalk does not provide refrigerator space for children's lunches. Parents of preschoolers are reminded to provide meals in child size portions with cut and/or sliced foods. Food containers must be non-breakable (no glass) for easy and safe eating. To avoid lunchtime confusion, label lunch boxes and bags with the child's name.

OFF-SITE ACTIVITIES (FIELD TRIP) POLICY

Off site activities are an integral part of child development and care experience. Off site activities serve to enhance curriculum and introduce children to the community in which they live.

Anytime children have an opportunity to participate in an off-site activity the parent/guardian will be notified in advance and must give written permission for their child to participate. Off site activities may be a walk to the library, a walk around the block, a tour of the neighborhood grocery store, walking to the mailbox, touring the fire station or a trip to a community park. For centers: Other off site activities may require a trip by vehicle agency vans, parent vehicles, public transportation or the renting of a bus.

Families may be charged up to \$5.00 per activity (no more that \$25.00 per contract year) for children to participate in field trip events. For funded families – children will not be denied participation in a field trip activity due to the inability to pay.

Parent/Guardian volunteers are reminded of the importance of following the rules for field trip participation.

SCHOOL SUSPENSION AND/OR EXPULSION POLICY

If a school age child is suspended or expelled from public or private school for any part of the school day, he/she will not be permitted to attend Beanstalk centers during the days of suspension.

If the public or private school child receives an in-house, on campus suspension, the child may attend the center according to the regular before and after school contract.

CHILD SUSPENSION POLICY

Unusually disruptive behavior or behavior that poses a danger to the child, other children and/or adults in the environment shall result in a call to the parent/guardian to come and get the child within an hour (1 hour) of being contacted. Beanstalk reserves the right to suspend a child for up to five (5) consecutive business days when inappropriate behavior warrants such action. Suspension of participation requires the approval of a program manager.

Prior to the child's return to the program, the parent/guardian will be required to meet with the site supervisor and teacher to develop a mutually agreed upon corrective action plan that will support the child's success in the program. During the mutually agreed upon corrective action plan's timeframe, staff will periodically inform parent of child's progress with the corrective action plan.

If the mutually agreed upon corrective action plan does not produce an improvement, the enrollment of the child shall be terminated. Beanstalk will provide alternative care resources when termination of enrollment occurs.

RESOLUTION OF PROBLEMS AND DISPUTES POLICY

Beanstalk desires to give parents/guardians fair and impartial treatment. Parents/Guardians have the right to present problems without interference, discrimination or reprisal. Questions and problems will be given fair consideration.

Parents/Guardians who feel he/she has been improperly treated or feel that a policy or procedure has been improperly interpreted or applied to him/her should use the Resolution of Problems and Disputes Procedure in order to bring about a resolution.

Resolution of Problems and Disputes Procedure

First Step – Site Supervisor or Center Director

Parent/Guardian should schedule an appointment to meet with the supervisor or director of the site to discuss the issue or problem. An appointment will be scheduled within 5 days. There will be an investigation and an attempt will be made to resolve the issue or problem. Parent/Guardian will receive follow-up information within 15 days of the scheduled appointment with the supervisor or director of the site.

Second Step – Manager

If the parent/guardian does not receive a satisfactory answer or resolution, upon the receipt of the supervisor or center director's decision, he/she may appeal to the preschool or the school age program manager. Within 5 days of the receipt of the Supervisor or director's decision, the manager will schedule an appointment with the parent/guardian. There will be an investigation, including a review of the supervisor/center director's decision. Parent/Guardian will receive a written response from the manager within 15 days of their meeting.

Third Step – Executive Director

If the parent/guardian does not receive a satisfactory answer or resolution, upon receipt of the manager's decision, he/she may appeal to the Executive Director, or in his/her absence an appointed representative. Within 5 days of the receipt of the parent/guardian's statement of dissatisfaction, the Executive Director will schedule a meeting with the parent/guardian. There will be an investigation, including a review of the manager's decision and supervisor's decision. Parent/Guardian will receive a response within 15 days of meeting with the Executive Director. The decision of the Executive Director or designee shall be final.

Revised: December 8, 2008
Approved by the Board:

VAN TRANSPORTATION POLICY

As a convenience for center children and their families, Beanstalk operates limited van transportation to take children to and from school in the Twin Rivers Unified School District. Occasionally Beanstalk vans are used to transport other school age children to and from special events. Vans are operated and children are transported using practices that are in compliance with California law for vehicle safety, i.e. seat belts, car safety seats, etc.

For school transportation: Children are let out and picked up as close to the front of the school as is safely possible. Children are instructed to walk to the playground or classroom as appropriate. Since, van drivers may have several school site stops on the way back to the center it is critical that children return promptly to the Beanstalk van (within 5 minutes of the end of the school day or the last bell).

When a child does not report promptly to the van and the driver has not been informed that the child will not need transportation to the center, the child will be reported as missing to the school office and the center. The center will notify the parent/guardian if this happens. This practice has been established to ensure the safety of the children.

Van drivers do not have the authority to release children to anyone without prior approval from the center supervisor or other center staff members. If the van driver has not been instructed to release a child to an authorized person, the driver must return the child to the center and the child must be signed out at the center by the authorized adult.

VAN TRANSPORTATION RULES

In order to assure the safe transportation of children, children must follow these rules:

1. Students will be respectful of the driver, other passengers, the property of others and nearby vehicles.
2. Students will walk to and from the van.
3. Students will report promptly to the van within 5 minutes of the end of school or the last bell. It will become the parent's responsibility to provide transportation when the child misses the van.
4. Students will enter the van, sit in their seat, put on their seat belt and remain seated until the van reaches the destination and the engine is turned off.
5. Student will not eat, drink, chew gum or carry glass containers in the van.
6. Student will not behave in such a way as to interfere with the safe operation of the van. Unsafe and unacceptable behavior includes but is not limited to – adjusting controls, touching or vandalizing equipment, hitting, kicking, pushing, name calling, put downs, teasing, yelling, screaming, spitting or using foul language.
7. Students will follow van transportation rules at all times.
8. Van drivers do not have the authority to release children to anyone without the prior approval of the center supervisor or other center staff. If the van driver has been instructed to release a child to an authorized adult, the driver must return the child to the center and the child must be signed out at the center.

Failure to follow van transportation rules will result in a behavior report and a parent, child, center supervisor conference. Children that continue to show that they are unwilling to follow van rules will not be transported by Beanstalk. If this happens, the parent/guardian will have the responsibility of arranging for other school transportation for their child(ren).

In the case of an extreme emergency and van service is unavailable the parent/guardian is responsible for the transportation of their child to and from school.

CELLULAR OR MOBILE PHONE USE POLICY

The parent/guardian and other designated authorized adult shall refrain from using cellular or mobile phones while on the child care site. Personal calls are disruptive to the child care and development environment.

TERMINATION OF SERVICE POLICY (NON-FUNDED)

1. Failure to pay fees in full and/or in advance.
2. Failure to complete required paperwork and forms.
3. Failure to, on a daily basis, sign each child in upon arrival and out upon departure using a full legal signature.
4. Providing inaccurate documentation of arrival and departure times.
5. Child behavior is of danger to self and/or other children or adults.
6. Adult or child's inability to abide by the Conduct Policy.
7. Failure to abide by Beanstalk policies, rules and/or procedures.
8. Adult's inability to work cooperatively with agency staff.
9. Picking children up late 4 times during the contract year (July-June.)
10. Failure to pay the late pick-up fee in full within 7 days of the late arrival.

Note: Funded parent/guardians are referred to Termination Policy for Funded Programs in Section B.

CHILD CARE FEE REFUND POLICY (Board of Directors Approved 12/08/06)

Parents are required to and shall provide a two-week notice ten (10) business days, as previously stipulated, prior to terminating enrollment of their child in the child care and development program. Parents are responsible for the payment of fees during this time whether they choose to use care or not.

Any funds that remain in the family's account, after the required fee payment has been deducted, will be refunded to the parent with 30-calendar days of the last date of scheduled care.

RE-ENROLLMENT POLICY

Beanstalk maintains and provides high quality programs representing “best practices” for children and families, as well as meeting program standards for compliance and audit. When situations arise, families and children enrolled the program are terminated for failure to abide by Beanstalk’s rules, policies or procedures, and will not be considered for re-enrollment for a minimum of 3 months after the last date of service. When applicable, all outstanding fees must be paid in full prior to consideration for re-enrollment.

Families that are terminated because of the adult or child’s conduct, real or perceived, threatened the personal safety, welfare or security of the program, other adults, staff or children shall not be considered for re-enrollment.

Re-enrollment shall be at the discretion of Beanstalk.

Additionally - Funded Participants

Families that are terminated for submitting fraudulent, false or misleading information or documentation regarding eligibility and/or need for state funded child care and development services shall not be considered for re-enrollment.

Families who receive state funded services due to fraudulent, false or misleading information shall be billed for the full cost of the child care and development services.

When there is a mitigating circumstance and legal documentation is presented, a family may be considered for re-enrollment at the discretion of the Executive Director of Beanstalk, or his/her designee.

Drafted: February 27, 2007

Revised: March 2, 2007

Adopted by the Board: April 6, 2007

UNIFORM COMPLAINT PROCEDURE NOTICE

It is the intent of B J Jordan Child Care Programs, Inc. DBA Beanstalk to fully comply with all applicable laws and regulations. Individuals, agencies, organizations, students and interested third parties have the right to file a complaint regarding the Beanstalk program's alleged violation of a statute or regulation that the California Department of Education is authorized to enforce. This included allegations of unlawful discrimination (*Education Code*, sections 200 and 220 and *Government Code*, Section 11135) in any program or activity funded directly by the State or receiving federal or state financial assistance.

Complaints must be signed and filed in writing with the California Department of Education:

California Department of Education
Child Development Division
Complaint Coordinator
1430 N Street, Suite 3410
Sacramento, CA 95814

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

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

Revised: 12/8/2008; Approved by the Board 2/6/2009

PARENT HANDBOOK TABLE OF CONTENTS

PART B.

ADDENDUM FUNDED PROGRAMS

DEFINITIONS

<u>PAGE</u>	<u>TOPIC</u>
B. 1	APPEAL PROCEDURE
B. 2	FUNDED SERVICES REQUIREMENTS POLICY
B. 3	CHILD CUSTODY & COURT ORDERED PARENTING POLICY CHILD SUPPORT POLICY CHANGE OF FAMILY CIRCUMSTANCE POLICY
B. 4	CA. RESIDENCY REQUIREMENT POLICY EXCUSED AND UNEXCUSED ABSENCES POLICY
B. 5	FAMILY FEE PAYMENT POLICY
B. 6	FAMILY FEE PAYMENT POLICY (continued)
B. 7	DELINQUENT FEE PAYMENT POLICY ESCORTING SCHOOL-AGE CHILDREN POLICY FIELD TRIP OR SPECIAL EVENT EXPENDITURE POLICY
B. 8	PARENT INCAPACITY SERVICE LIMITATION POLICY SLEEP TIME POLICY TRAVEL TIME POLICY
B. 9	LIMITED TERM SERVICE LEAVE POLICY
B. 10	ABSENT PARENT PROOF OF RESIDENCY POLICY DOCUMENTING CHILDREN IN FAMILY POLICY
B. 11	RECOVERY OF COST POLICY
B. 12	SEEKING EMPLOYMENT SERVICE LIMITATION POLICY SELF EMPLOYMENT POLICY
B. 13	TRAINING TOWARD A VOCATIONAL GOAL POLICY

- B. 14** CONTINUATION OF VOCATIONAL TRAINING POLICY
VOCATIONAL TRAINING STUDY TIME POLICY
- B. 15** FUNDED PROGRAM TERMINATION POLICY
- B. 16** SEEKING PERMANENT HOUSING LIMITATION POLICY
- B. 17** DOCUMENTATION OF EMPLOYMENT IN THE HOME POLICY
DOCUMENTATION OF EMPLOYMENT AS ASSISTANT IN FCC HOME
- PART C.** *ADDENDUM FAMILY CHILD CARE HOME EDUCATION NETWORK (FCCHEN)*

DEFINITIONS
- C. 1** FAMILY CHILD CARE NETWORK INFORMATION
- C. 2** RECORDING DAILY ATTENDANCE POLICY
DIAPER POLICY

PART B.

ADDENDUM:

CALIFORNIA DEPARTMENT OF EDUCATION,

CHILD DEVELOPMENT DIVISION

***FUNDED* CHILD CARE AND DEVELOPMENT
PROGRAMS**

POLICIES AND PROCEDURES

DEFINITIONS:

ADULT means an individual who is 18 years or older.

CHILD means an individual who is younger than 18 years of age.

PARENT means a biological parent, adoptive parent, stepparent, foster parent, caretaker relative, legal guardian, domestic partner of parent defined in California Family Code section 297, or any adult living with child who has responsibility for the care and welfare of the child. (California Family Code section 297 defines domestic partner as any 2 (two) adults who have chosen to share one another's lives in an intimate and committed relationship of mutual caring).

APPEAL PROCEDURE

(CD-7616)

If the parent/guardian does not agree with a Beanstalk decision as stated in the Notice of Action (CD-7617, Rev. June 2007), the parent/guardian may appeal the intended action. To protect the right to appeal, the parent/guardian must follow the instructions as described. If the parent/guardian does not respond by the required due dates or fails to submit the required appeal information with the appeal request, the appeal may be considered abandoned.

Step 1: Complete the appeal information as found on the reverse side of the Notice of Action.

Step 2: Mail or deliver the written local hearing request within 14 days of receipt to the Beanstalk central office.

Step 3: Within 10 calendar days following the agency's receipt of the appeal request, the agency will notify the parent/guardian of the time and place of the hearing. The parent/guardian or an authorized representative is required to attend this hearing. If the parent/guardian or representative do not attend the hearing, the parent/guardian abandons the right to appeal, and the action of the agency will be implemented.

Step 4: Within 10 calendar days following the hearing, the agency shall mail or deliver to the parent/guardian a written decision.

Step 5: If the parent/guardian disagrees with the agency's written decision, parent/guardian has 19 days from the date of the decision letter to file an appeal with California Department of Education (CDE). The appeal must include the following documents and information: 1) a written statement specifying the reasons you believed the agency's decision was incorrect, 2) a copy of the agency's decision letter, and 3) a copy of both sides of the Notice of Action. Mail the appeal to:

California Department of Education
Child Development Division
1430 N Street, Suite 3410
Sacramento, CA 95814
Attn: Appeal Coordinator

Step 6: Within 30 calendar days after the receipt of the appeal CDE will issue a written decision to the parent and the agency. If your appeal is denied, the agency will stop providing child care and development services immediately upon the receipt of the CDE decision letter. (Reference: Title 5 Clients Request for Hearing; Rules and Procedures 18120)

FUNDED SERVICES REQUIRMENT POLICY

1. The parent shall submit to the contractor for approval documentation of both eligibility and need (except for State Preschool participants) for state funded child care and development services.
2. Upon approval, by the contractor, services shall be provided for the approved days and hour, including travel time and vocational training study time. Services shall be provided while the adult: seeks employment, seeks permanent housing for family stability, works, participates in vocational training leading directly to a recognized trade, para-profession or profession and incapacitated. (Non-applicable for state preschool and CPS or at-risk referrals).
3. Parent shall not use child care and development services unless the parent is engaged in the approved activity as stated in number 2 above.
4. On a daily basis, each child shall be signed in and out by the parent or other authorized adult, using a full legal signature. The parent or other authorized adult shall upon arrival and departure record actual time.
5. The parent shall notify the child care site when the child will be absent and provide a reason for the absence. Unexcused absences shall be limited to 5 (five) days per contract year.
6. Each child is eligible for 10 (ten) BIC (best interest of child) days per contract year. The approved parent shall with a full legal signature to sign for each child's BIC day and write BIC in the comment column on the attendance sheet.
7. The approved parent shall provide, upon the request of the contractor or as noted below, documentation of continued eligibility as follows:
 - a. *For Any Change – Inform agency within 5 calendar days of the occurrence and provide documentation within 30 calendar days*
 - b. For vocational training - Within 10 (ten) days of the posting of grades for the current training period
 - c. CPS, At-Risk – Before the expiration of the current referring letter or within 12 months of approval for services
 - d. Seeking Housing – Within 60-days of approval for services
 - e. Seeking Employment – Within 60 days of approval of services
 - f. Incapacitation – Before the expiration of the current referring letter or within 12 months of approval for services
 - g. For Employment - Within 12 months of the approval of services
8. Beanstalk does not guarantee additional placement beyond the initial choice that the parent makes at the time of initial enrollment.
9. The parent shall give a 2 (two) weeks notice of intent to terminate services or when a child is transferring to other Beanstalk programs. When the family is required to pay a fee, the parent shall pay fees during 2 weeks notice period.

10. Upon the period review and the approval by the contractor of the parent's documentation of eligibility and need (except as stated in #2 above), the parent's child may receive services according to the following:
- a. Family Child Care Home – Through the age of 12 years
 - b. Preschool – Until enrollment in Kindergarten
 - c. School Age – Kindergarten through the age of 12 years
 - d. Children with Exceptional Needs – Until the age of 21 years (with the required documentation)

CHILD CUSTODY AND COURT ORDERED PARENTING POLICY

A parent/guardian shall provide documentation of child custody and court ordered parenting. The documentation shall show the child (ren)'s name(s), birthdate(s) as well as the custody and parenting schedule agreement. A written self-declaration does not verify child custody and parenting and shall not be used as verification.

CHILD SUPPORT POLICY

A parent/guardian who pays for the support of a child (ren) who do/does not live in the household shall submit documentation that includes the child (ren)'s name(s), the amount paid and the frequency of payments. A written self-declaration does not verify child support payments and shall not be used as verification of payments. The family's total countable income shall be adjusted for verifiable child support payments.

A parent/guardian who receives support for a child (ren) must provide documentation to verify the receipt of child support. If there is a court order for child support, the certified parent/guardian shall submit a copy of the document. A self declaration shall not be used to verify the receipt of child support.

If the parent has waived the right to child support, parent shall provide documentation to the contractor. A written self-declaration shall not be used as verification that child support has been waived.

CHANGE OF FAMILY CIRCUMSTANCES POLICY

The parent shall *inform* the contractor within five (5) calendar days of any change in family income, family size or need for state funded child care and development services. Need criteria are: 1) vocational training leading directly to a recognized trade, para-profession or profession; 2) employment; 3) seeking employment; 4) seeking permanent housing for family stability; and 5) incapacitation. Documentation of a change is required within 30 calendar days of the event.

Reportable changes include, but are not limited to: birth/adoption, employment status, marital status, increase or decrease of income, increase/decrease of family size, change in approved current vocational training coursework and/or schedule, etc. (Reference: Title 5: Need Regulation 18102)

CALIFORNIA RESIDENCY REQUIREMENT POLICY

To be eligible for child care and development services, the child must live in the State of California while services are being received. Any evidence of street address or post office box in California shall be sufficient to establish residency. (Reference: Title 5: Eligibility Regulation 18107)

EXCUSED AND UNEXCUSED ABSENCE POLICY (Revised and Board of Director Approved: August 5, 2005)

Attendance includes **EXCUSED ABSENCES** due to:

1. Illness of Child or Parent/Guardian
2. Quarantine of Child or Parent/Guardian
3. Medical, Dental and/or Therapy Appointment for Parent/Guardian or Child
4. Court Ordered Parenting or Visitation (copy of court order must be on file with agency)
5. Family Emergency – Limited to 15 Days Per Contract Year
 - a. Catastrophic Events – Fire, Flood, Earthquake, Tornado
 - b. Accident
 - c. Death in Immediate Family
 - d. Court Ordered Appearance
6. “In the Best Interest of the Child Days” – Limited to 10 Days Per Contract Year
 - a. Family requested vacations
 - b. Child spending time with family member or friends
 - c. Required extended school field trips
 - d. Any activity that is clearly in the best interest of the child

UNEXCUSED ABSENCES – Limited to 5 Days Per Contract Year

Unexcused absences include all absences that do not meet the excused absence criteria. Unexcused absences in excess of 5 days will result in the termination of services.

Reference: Title 5: Verification of Excused Absence; Policies 18066

FAMILY FEE POLICY

The requirement for a family to pay a daily fee for state funded child care and development services is based upon the California Department of Education, Child Development Division's Family Fee Schedule. (Reference: Title 5: Fee Schedule 18108)

- A. The determination of the family fee is based upon:
1. The adjusted monthly family income
 2. Family size
 3. The child who is enrolled for the longest period
 - a. Full Time fees shall be assessed for 6.5 hours of care or more
 - b. Part Time fees shall be assessed for less than 6.5 hours of care
 - c. For Latchkey Only: Less than 2.5 hours per day shall be assessed as half of the part day fee
 4. Adjustments are not made for excused or unexcused absences
 5. The fee shall be the full portion of the family's cost for services
- (Reference: Title 5: Fee Assessment: Explanation to Parents 18109)

- B. The family fee shall be billed monthly, in advance, and shall be paid in full in advance no later than 5:00PM on the last calendar day of the month
- C. Initial services shall not start until the family fee has been paid in full and received in the Beanstalk office
- D. At the time of re-certification services cannot be approved if current fees are delinquent
- E. Transfers within the agency shall not occur if fees are delinquent
- F. The family fee shall be considered delinquent after 7 (seven) calendar days from the date the fees were due
- G. A Notice of Action to the recipient of services shall be used to inform the family of the following:
1. The (daily) fee rate
 2. The total amount of the unpaid fees
 3. The period of delinquency
 4. Services shall terminate 2 (two) weeks from the date of the Notice of Action unless all delinquent fees are paid before the end of the 2 (two) week period (a total of 19 days includes 5 (five) days for mailing)
 5. 5 (five) Notices of Action for the nonpayment of fees within a contract year shall result in the termination of child care and development services

(Reference: Title 5: Advance Pay of Fees; Delinquent Fees; Notice of Delinquency 18114)

- E. Upon termination of services for the nonpayment of delinquent fee, the family shall be ineligible for child care and development services until all delinquent fees are paid (Reference: Title 5: Consequence of Nonpayment of Delinquent Fees 18116)

F. No fees shall be collected from the following families whose children are enrolled

1. In the State Preschool Program
2. With an income level that in relation to family size, is less than the first entry in the fee schedule
3. As “at risk” and have a letter from a qualified professional requesting a fee waiver for up to 3 (three) months
4. As receiving protective services and have a letter from a qualified professional requesting a fee waiver for up to 12 (twelve) months

(Reference: Title 5: Exceptions to Fee Assessment 18110)

G. When a contractor cannot meet all of a family’s needs for child care for which eligibility and need have been established, the contractor shall grant a fee credit equal to the amount paid to the other provider(s).

1. The contractor shall apply the fee credit to the family’s following fee period
2. The family shall not be allowed to carry over the fee credit beyond the family’s following fee period
3. The parent shall provide a copy of the receipt(s) for other child care and development services. The receipt for other child care shall include all of the following information:
 - a. Name of child and parent
 - b. Dates that receipt covers
 - c. Amount paid
 - d. Name of other caregiver
 - e. Address of other caregiver
 - f. Telephone number of other caregiver
 - g. Other caregiver’s signature
 - h. Date caregiver signed receipt
4. Receipts for other child care services are due by the last day of the current month. If a copy of the receipt is faxed to the billing clerk, the parent shall call to verify the receipt of this documentation
5. Receipts for other child care services are delinquent 7(seven) calendar days after the due date

(Reference: Title 5: Credit for Fees Paid to Other Service Providers 18112)

H. If the family does not receive a bill for the family fee by the 20th calendar day of the month the parent shall inform the billing clerk by calling (916) 344-6259. The payment of the family fee is the responsibility of the parent whether or not a bill for services has been received

I. If a payment for fees is returned due to “Non-sufficient” funds or a Visa, MasterCard or Discovery charge is rejected, the parent will be required to pay all future fees using either a money order or in cash (cash must be delivered to the central office).

1. The parent will be responsible for the payment of any additional bank or charge card fees
2. A Notice of Action for the nonpayment of fees will be issued to the family

DELINQUENT FEE PAYMENT POLICY

If a parent is unable to pay outstanding fees, he/she may propose a payment plan. A written payment plan proposal shall be submitted to the Eligibility Manager, or in his/her absence a designee, for review and approval prior to the termination date noted on the Notice of Action. The written payment plan shall include the following information:

- 1) Parent's Name
- 2) Child(ren) Name(s)
- 3) Explanation or Reason Fees are Outstanding
- 4) Appropriate Documentation Verifying Need for payment plan
- 5) Length of Time for Payment Plan (not to exceed 120 calendar days)
- 6) Specific Dates On Which Each Fee Payment Will Be Received in the Beanstalk Central Office
- 7) A Statement That Current Fees Will Be Paid In Advance

The parent may request a delinquent fee payment plan 1 (one) time in a contract year. Failure to follow the approved payment plan will result in the termination of funded services. (Reference: Title 5: Plan for Payment of Delinquent Fees 18115)

ESCORTING SCHOOL-AGE CHILDREN POLICY

Beanstalk staff does not escort school-age children to or from individual school classrooms, vans or school buses.

FIELD TRIP or SPECIAL EVENT EXPENDITURE POLICY

The parent may be asked to pay for field trips or special events up to \$5.00 per child per activity, not to exceed \$25.00 per year per child according to the following:

- Parent will be notified in advance and in writing that a fee will be charged.
- No child will be denied participation in field trip or special event because of the parent's inability or refusal to pay.
- Information about payment will be kept confidential.

No adverse action will be taken against the parent/guardian for the inability or refusal to pay for field trip or special event.

PARENTAL INCAPACITY SERVICE LIMITATIONS POLICY

If the basis of need as stated on the application for service is parental incapacity, child care and development services shall not exceed 50 hours per week.

Documentation of incapacitation shall include:

- 1) A release signed by the incapacitated parent authorizing a legally qualified health professional to disclose information necessary to establish that the parent meets the definition of incapacity and needs services
- 2) A statement that the parent is incapacitated, that the parent is incapable of providing care and supervision during the day and
- 3) (If physically incapacitated) A statement that identifies the extent to which the parent is incapable of providing care and supervision
- 4) Days and hours that service is recommended
- 5) Probable duration of incapacitation
- 6) Name, business address, telephone number, professional license number and signature of legally qualified professional who is rendering the opinion of incapacitation.

The contractor may contact the legally qualified health care professional for verification, clarification or completion of the provided statement.

The contractor shall determine the days and hours of service based upon the recommendation of the health professional. (Reference: Title 5:Need Regulation 18088)

SLEEP-TIME POLICY

If the parent is employed and works an all night shift, the contractor may authorize sleep time. Sleep time is determined by the parent's work and travel time that falls between the hours of 10:00 PM and 6:00 AM. Sleep time is limited to a maximum of 8 hours per day and will be adjusted for night shifts that begin before 10:00 PM and/or ends before 6:00 AM. (Reference: Title 5: Need Regulation 18085.5)

TRAVEL TIME POLICY

The contractor shall determine the amount of services for reasonable travel time between the child care site the parent's place of employment or vocational training location. Travel time is limited to one half of the approved daily hours for child care services up to a maximum of four (4) hours each day (2 hours each way). (Reference: Title 5: Need Regulation 18085.5 and 18087)

LIMITED TERM SERVICE LEAVE POLICY

If the family will temporarily not have a need for subsidized child care and development services, the contractor may grant the family limited term service leave. Reasons for a Limited Term Service Leave shall include medical leave and family leave.

Limited Term Service Leave may be granted for the following reasons:

- 1) For birth or care of newborn child of parent
- 2) For the placement with the parent of a child for adoption or foster care, and
- 3) To care for the parent's child, spouse or parent who has a health condition

Any approved Limited Term Service Leave or combination thereof shall not exceed 10 (ten) weeks per contract year.

To request Limited Term Service Leave, 20 (twenty) calendar days prior to the start of the requested leave, the parent shall provide the following:

- 1) A written request for leave to the Executive Director, or his/her designee, that includes
 - a) Name of parent
 - b) Name of enrolled child(ren)
 - c) Name of child care center or family child care provider
 - d) Reason for request
 - e) Duration of requested leave and
- 2) All appropriate documentation to verify the need for requested leave

The Executive Director, or in his/her absence designee, shall provide a written response of approval or denial to the parent within 10 (ten) calendar days of the receipt of the written request for Limited Term Service Leave. A copy of the decision letter and documentation will be kept in the family data file in the central office.

During an approved Limited Term Service Leave:

- 1) The family shall not be dis-enrolled from the program
- 2) The service agreement with the parent shall indicate that no child care and development service will be provided
- 3) The contractor shall not report the child as enrolled nor claim reimbursement from the California Department of Education
- 4) If the family is required to pay a daily family fee, a fee will not be charged

Approved Limited Term Service Leaves per contract year shall be limited to 2% of full time equivalent enrollment for each of the state contract (CCTR, CLTK, CPRE). (Reference: Title 5 Need Regulation 18104).

ABSENT PARENT PROOF OF RESIDENCE POLICY

When only one parent has signed the application and information provided indicates the child(ren) has another parent whose name does not appear on the application, then the absence of that parent shall be documented by providing any one of the following documents, as applicable:

- 1) Records of marriage, divorce, domestic partnership or legal separation
- 2) Court ordered child custody arrangements
- 3) Evidence that the parent signing the application is receiving child support payments from that person, has filed for child support with the appropriate local agency, or has executed documents with that agency declining to file for child support
- 4) Verifiable rental agreements or lease contracts
- 5) Utility bills or other documents for the residence of the family indicating the parent is the responsible party or
- 6) Any other documentation, excluding a self-declaration to confirm the absence of a parent of the child in the family

If, due to the recent departure of a parent from the family, the remaining applicant parent cannot provide documentation of recent departure of the other parent, the remaining parent may submit a self-declaration "under penalty of perjury" explaining the absence of the parent. Within 6 months of applying or reporting this change in family size, the parent must provide the above documentation of the absence of the other parent.

If the information provided is insufficient, the contractor shall request any additional documentation from the above to verify family composition and size. (Reference: Title 5: Eligibility Requirements 18100).

DOCUMENTING CHILDREN IN FAMILY POLICY

The parent shall provide supporting documentation regarding the number of children in the family by providing at least 1 (one) of the following documents:

1. Birth certificates
2. Court orders regarding child custody
3. Adoption documents
4. Records of Foster Care placements
5. School or medical records
6. County welfare department records or
7. Other reliable documentation indicating the relationship of child to parent

(Reference: Title 5: Eligibility Requirements 18100)

RECOVERY OF COST POLICY
(Board of Directors Adopted: June 26, 1995)

The California Department of Education requires Beanstalk to inform all families receiving funds from the State, that if your child care funds are obtained by providing fraudulent, false or misleading information, Beanstalk shall actively pursue recovering the funds paid for the childcare services.

Any fraudulent, false or misleading information provided to Beanstalk regarding your employment, income, marital status, family size, status as student, or being enrolled in a training program or your eligibility relating to medical incapacitation will be grounds for termination and will be cause for Beanstalk to recover funds.

- I. Failure to report information regarding wages (including commission, overtime, and bonuses), and other income received such as child support, interest, dividends, lottery winnings, pension, GI Bill, rental property income, unemployment, Cal Works, Kin-Gap, foster grant, Worker's Compensation, etc., which is needed to document eligibility and parent fees, will result in termination from the funded program, and is adequate cause for Beanstalk to recover funds for your child care services.
- II. Failure to report loss of employment is adequate cause for Beanstalk to recover funds for your childcare services.
- III. Failure to report change in employment due to temporary lay-off, and/or medical leave will result in termination and will be cause for recovery of funds.
- IV. Failure to report changes in family size will result in termination from the program and will be cause for recovery of funds. This includes: marriage, father and/or mother of child living in household, and/or children living in the household.
- V. Failure to report that you dropped classes or stopped attending training after you enrolled will be cause for termination from the program and will be cause for recovery of funds.
- VI. All documentation supplied to Beanstalk regarding any of the other adults living in the household also must be complete and true. Any fraudulent, false, or misleading documentation regarding training programs, school, medical incapacitation, employment, and/or income will also be grounds for termination and recovery of funds.
- VII. If you are terminated for any of the above reasons and you file for a fair hearing (appeal as indicated in the Grievance Procedure) and you lose the fair hearing you will also have to pay any money back that Beanstalk paid during the time your appeal was being heard.

Beanstalk will attempt to recover funds by developing a payment plan for the parent. If the parent does not respond to the payment plan or misses the payment as outlined in the approved payment plan, the account will be referred to our collection agency. If the parent still refuses to pay the claim, the claim will be referred to the District Attorney's Office.

SEEKING EMPLOYMENT SERVICE LIMITATIONS POLICY

If the basis of need stated on the application for services is seeking employment, the parent's period of eligibility for child care and development services is limited to 60 working days (consecutive Mondays through Fridays, excluding any federal holidays) during the contract period.

Services shall occur on no more than five (5) days per week for less than 30 hours per week.

Documentation for seeking employment shall include a written parental declaration signed under penalty of perjury stating that the parent is seeking employment. The declaration shall include:

- 1) The parents plan to secure, change or increase employment and
- 2) A general description of when services will be necessary

The contractor shall determine the number of working days available for seeking work and the child care schedule. During the period of authorization and if necessary to verify need, the contractor may request that the parent provide a weekly description of seeking employment activities that he or she has undertaken during the previous week. (Reference: Title 5: Need Regulation 18086.5).

SELF-EMPLOYMENT POLICY

If the parent is self-employed, the parent shall provide and the contractor shall obtain and make a record of independent verification regarding the cost for services provided by the parent that may be obtained by:

- 1) Contacting clients
- 2) Reviewing bank statements
- 3) Confirming the information in the parent's advertisement or Web site
- 4) IRS copy of tax filing from previous year

If the income cannot be independently verified, the contractor shall assess whether the reported income is reasonable or consistent with community practices. The contractor may request additional documentation in order to verify self-employment status as well as to estimate the time needed.

A written declaration of net income is not a record of income and shall not be used to determine eligibility for funded services. (Reference: Title 5: Need Regulation 18086).

TRAINING TOWARD A VOCATIONAL GOAL POLICY

Vocational training leading directly to a recognized trade, para-profession or profession, child care and development services shall be limited to whichever expires first:

- 1) Six (6) years from initiation of service or
- 2) Twenty four (24) semester units, or its equivalent, after attainment of a Bachelor's Degree.

Note: The service limitations shall not apply to a parent who demonstrates she or he is:

- 1) As of June 27, 2008, receiving services for vocational training and has attained a Bachelor's Degree
- 2) Attending vocational training when the parent has been deemed eligible for rehabilitation services by CA Department of Rehabilitation or
- 3) Attending retraining services available through EDD of the state or its contractors due to business closure or mass layoff
- 4) Receiving services from a program operating pursuant to Education Code section 66060

The training toward a vocational goal, parent shall provide documentation of the days and hours of vocational training to include:

- 1) A statement of the parent's goal
- 2) The name of training institution
- 3) The dates that the current quarter, semester or training period begins and ends
- 4) A current class schedule that is either an electronic print-out or document that includes the following:
 - a. The classes in which parent is currently enrolled
 - b. The days of week and time of day of classes
 - c. The signature or stamp of institute's registrar
- 5) The anticipated completion of all required training activities to meet vocational goal
- 6) For on line or televised instructional unit bearing classes from an accredited training institution: The parent shall provide a copy of the syllabus or other class documentation and Web address of the on-line program. Accreditation of the training institute shall be among those recognized by the United States Department of Education.
- 7) No later than ten (10) calendar days after the training institute releases progress reports, report cards, transcripts or (if the institute does not use formal letter grades other records) other documentation that parent is making progress toward attainment of vocational goal

(Reference: Title 5: Need Regulation 18087).

- 8) Parents who are approved for vocational training, only, must enroll in and complete a minimum of 9 units during the fall and spring semesters (or the equivalent) and 5 units (or the equivalent) during summer semester.

CONTINUATION OF VOCATIONAL TRAINING POLICY

Continuation of services based on vocational training is contingent upon making adequate progress. To make progress each quarter, semester or training period, the parent shall provide:

- 1) In a graded program, earn 2.0 grade point average or
- 2) In a non-graded program, pass the program's requirements in at least 50% of the classes or meet the institutions training standards for making adequate progress

The first time the parent does not meet the conditions of adequate progress toward the vocational training goal the parent may continue to receive services for one additional quarter, semester or training period to prove parents progress. In this instance, the parent will be required to submit monthly progress reports to the contractor for review. Parent may also be required to sign a release to enable the contractor to verify the parent's progress with the institution.

At the conclusion of the additional training period, the parent shall have made adequate progress. If the parent has not made adequate progress, services for this purpose shall be terminated. Services may not be approved for the purpose of vocational training for 6 months. (Reference: Title 5: Need Regulation 18087).

VOCATIONAL TRAINING STUDY TIME POLICY

If services are requested for study time to support vocational training, the contractor shall determine, as appropriate the amount of services needed for study time. Study time is as follows:

- 1) For traditional classroom settings - two (2) hours per week per academic unit in which the parent is enrolled;
- 2) For on-line or televised classes - one (1) hour per week per unit;
- 3) On a case-by-case basis, and as may be confirmed by the instructor, additional time not to exceed one hour per week per academic unit in which the parent is enrolled;
- 4) On a case-by-case basis, no more than the number of class hours per week for non-academic or non-unit bearing training

(Reference: Title 5: Need Regulation 18087)

FUNDED PROGRAM TERMINATION OF SERVICES POLICY

Reasons for the termination of California Department of Education funded child care and development services include, but are not be limited to:

1. Providing false, fraudulent, or misleading information including, but not limited to, eligibility status, need status and/or child's daily attendance records.
2. Family's adjusted monthly gross income exceeds income limits for family size according to the Family Fee Schedule as established by the California Department of Education, Child Development Division.
3. Failure of the approved parent to become familiar with and abide by Beanstalk policies, rules and/or procedures.
4. Child behavior is of danger to self and/or other children or adults.
5. Adult or child's inability to abide by the Conduct Policy.
6. Parent or other authorized adult's inability or refusal to work cooperatively with agency staff.
7. Child becomes ineligible for services i.e. due to age, enters elementary school (public or private), enters middle school (public or private), etc.
8. Failure to notify the center or family child care provider of the reason for absences for more than 5 (five) days within a contract year.
9. 5 (five) Notices of Action within a contract year for the non-payment of fees.
10. Failure to follow approved plan for the payment of outstanding fees.
11. Failure to pay current fees, in advance and in full, during the approved payment plan for outstanding fees.
12. Failure to make and/or keep certification appointment prior to the expiration of the period of approved eligibility.
13. Failure to provide documentation of eligibility and need for services.
14. Failure to provide requested health information.
15. Centers Only – 4 (four) late arrivals during the contract year when picking child up from child care site.
16. Failure of parent or other authorized adult to use a full legal signature to sign each child in and out of the program on a daily basis
17. Failure of parent or designated or authorized adult to, on a daily basis, record accurate time upon arrival or out upon departure.
18. Use of child care and development services (days and hours) that have not been approved by the contractor.
19. Use of child care and development services when parent is not performing a contractor approved activity.
20. Failure to notify contractor within 5 (five) calendar days of any change of family circumstances.
21. Failure to provide requested documentation within 30 (thirty) days of the request.

SEEKING PERMANENT HOUSING LIMITATION POLICY

If the basis of need as stated on the application for services is seeking permanent housing, child care and development services is limited to 60-working days (consecutive Mondays through Fridays, excluding federal holidays) during the contract period. Services shall occur on no more than 5 (five) days per week for less than 30 hours per week.

Documentation of seeking permanent housing shall include:

1. A declaration signed under penalty of perjury that the family is seeking permanent housing
2. The parent's search plan to secure a fixed, regular and adequate residence
3. A general description of when services will be necessary

If the family is residing in a shelter, services may be provided while the parent attends appointments or activities necessary to comply with the shelter participation requirements.

During the period of authorized seeking permanent housing and if necessary to verify need, the contractor may request that the parent provide either

1. Declaration signed under penalty of perjury describing the activities the parent has undertaken or
2. A signed statement from the shelter, transitional housing agency or homeless support program regarding the parent's search progress to date.

If the parent does not expect to secure permanent housing prior to the end of the eligibility period, the parent may request an extension and the contractor may authorize up to 20 (twenty) additional working days. (Reference: Title 5: Need Requirements 18091)

**DOCUMENTATION OF EMPLOYMENT IN THE HOME SERVICE
LIMITATION POLICY**

A. If the parent's employment is in the family's home or on property that includes the family's home, the parent must provide justification for requesting subsidized child care and development services based upon:

1. The type of work being done and its requirements
2. The age of the family's child for whom services are sought, and, if the child is more than 5 (five) years old, the specific child care needs

The contractor shall determine and document whether the parent's employment and the identified child care needs preclude the supervision of the family's child.

B. If the parent is a licensed family day care home provider or an individual license-exempt provider, the parent is not eligible for subsidized services during the parent's business hours, because the parent's employment does not preclude the supervision of the family's child. (Reference: Title 5: Documentation of Employment in the Home; Service Limitations 18086.1)

**DOCUMENTATION OF EMPLOYMENT AS AN ASSISTANT IN A LICENSED
FAMILY CHILD CARE HOME POLICY**

If the parent is employed as an assistant *in a large licensed family child care home and is requesting services for the family's own child in the FCC home in which the parent is employed*, the parent shall provide documentation that substantiates all of the following:

1. A copy of the family day care home license
2. As signed statement from the licensee stating that the parent is the assistant
3. Proof that the parent's fingerprints are associated with the license
4. Payroll deductions withheld for the assistant by the licensee

(Reference: Title 5: Documentation of Employment in a Licensed Family Child Care Home; Service Limitations 18086.1)

PART C.

ADDENDUM:

CALIFORNIA DEPARTMENT OF EDUCATION,

CHILD DEVELOPMENT DIVISION

FUNDED

**FAMILY CHILD CARE HOME
EDUCATION NETWORK**

DEFINITIONS:

ADULT means an individual who is 18 years or older.

CHILD means an individual who is younger than 18 years of age.

PARENT means a biological parent, adoptive parent, stepparent, foster parent, caretaker relative, legal guardian, domestic partner of parent defined in California Family Code section 297, or any adult living with child who has responsibility for the care and welfare of the child. (California Family Code section 297 defines domestic partner as any 2 (two) adults who have chosen to share one another's lives in an intimate and committed relationship of mutual caring).

FAMILY CHILD CARE HOME EDUCATION NETWORK INFORMATION

The Family Child Care Home Education Network (FCCHEN) consists of a select group of licensed family child care home providers who are self-employed, independent contractors and are not employees of B. J. Jordan Child Care Programs, Inc. DBA Beanstalk. As an independent contractor each provider determines:

- Days and hours of operation, including dates that they are closed
- Curriculum, daily schedules and routines
- Ages of children they will enroll
- Specific services provided i.e. sick care, transportation, extended hour care
- Hiring, training and termination and meeting all Community Care Licensing requirements for assistants and substitutes
- Contracts, rules, policies and procedures for their business

Independent contractors, including providers, reserve the right to discontinue services in regards to specific children and families and fill vacant spaces.

The California Department of Social Services, Community Care Licensing has oversight of all licensed child care facilities (centers and family child care homes) and enforces standards for health and safety.

Provider participants have an agreement with Beanstalk to provide services to families who are approved as eligible for state funded child care and development programs. Providers also enroll private clients as well. Providers within the network agree to maintain a high quality program in accordance with California Department of Education regulations.

Beanstalk staff visits sites and provides on-going technical assistance to providers in the family child care network on a regular basis. Staff model appropriate child development and care practices, loan equipment, enhance materials and supplies, share resources, train, provide developmentally appropriate curriculum and activities, assess and observe children and develop individual plans for each Beanstalk funded child who is in care for a minimum of 10 hours each week.

Beanstalk pays providers for each child's approved days and hours of care and for excused absences as long as all requirements for documenting daily attendance and excused absences have been met. As an independent contractor, a provider may bill the parent for any unpaid portion of attendance invoices.

The Family Child Care Home Education Network model serves to maximize choices for the parent who may need a program with flexible hours, chooses to have all of their children cared for together and/or prefers a small, multi-aged group child care and development experience.

RECORDING DAILY ATTENDANCE POLICY

The Family Child Care Home Education Network (FCCHEN) attendance sheets serve as a record of transfer of the responsibility of the child, attendance and absences as well as the provider's invoice for payment. Non-payment by Beanstalk due to inaccurate, false or misleading attendance invoices or for invoices that are not up-to-date may result in the provider directly billing the parent. The FCCHEN recording daily attendance records is as follows:

1. The parent who has been approved for state funded child care and development services shall sign, using a full legal signature, the "under penalty of perjury" statement on attendances invoices dated 1st through 15th attendance period and dated the 16th through the last day of the month attendance period.
2. The parent or authorized other adult shall, on a daily basis, use a full legal signature to sign each child in upon arrival and out upon departure.
3. The parent or authorized adult shall, on a daily basis, record the actual arrival and departure times.
4. Excused absences (see Excused and Unexcused Absence Policy on page B. 4) must have a reason for the absence and require the signature of the either the provider or the parent who has been approved for services.
5. On a daily basis the family child care provider shall initial school age children out (recording the exact time) and in (recording the exact time) when they leave and return to the child care home.
6. Black or blue ink must be used to document attendance. Mistakes must be lined through, initialed and corrected. The use of correction tape or fluid ("white-out") is prohibited on attendance invoices.

Attendance invoices that are inaccurate, false, misleading or not completed daily at the time of arrival and departure (up-to-date) shall result in the termination of child care and development services and non-payment to the family child care provider.

DIAPER POLICY

The parent of the child who is using diapers or "pull-ups" is responsible for supplying an adequate number of diapers or 'pull-ups' to meet the health and comfort needs of the child. No child shall be denied participation in a funded child care and development program because of the parent's refusal or inability to supply diapers or 'pull-ups'. The funded contractor will incur the cost if this occurs.