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# HEAD START & STATE PRESCHOOL FAMILY HANDBOOK

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2022-2023





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# Introduction

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## My Child's Program Information

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Center:

Center Address:

Phone Number:

Class hours:

Teacher's names:

Site Supervisor:

Education Manager:

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## Welcome!

Welcome to Head Start. Thank you for enrolling your child in our program! This Family Handbook was written to help you know more about our program and how your child and your family might best use our many services.

## What is Head Start?

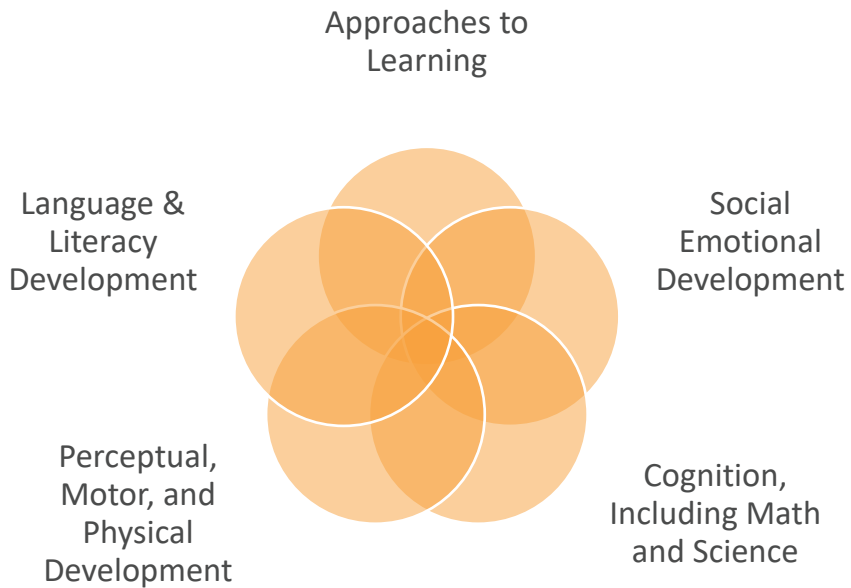
Head Start is a free comprehensive child development program funded by the federal government for pre-school children ages 3-5 and their families. Head Start sets the foundation for children to do well in school and in life. We believe that **parents are the first and most influential teachers, nurturers and advocates** of their children.

Staff work together with parents to enhance each child's development, health, family support and community support. Each family's culture, language, values and traditions are respected and promoted. Children with special needs are embraced in our programs. We consider every child a unique person with individual strengths and needs. Parents and staff work together to create individualized programs for every child.

If your classroom is one of our Head Start/State Preschool blended sites, funding is provided by both the federal government and the state government, and the program follows both sets of requirements. Throughout this handbook, we will refer to "Head Start" or "the program," and this includes the Head Start/State Preschool blended program, unless stated otherwise.

## School Readiness

To ensure children are ready for kindergarten we will support your child in the following areas of development:



Family's support for school readiness:

- Families will receive resources for supporting their child's learning and development.
- Families will be provided with literacy resources to support them in reading with their child.
- Fathers will be actively encouraged to be involved in their child's preschool experience.
- Families will be prepared for their child's transition to kindergarten.

## Section 1: The Centers

### The Classroom: Building Community

The beginning of the year is a time for creating a sense of community, and your classroom is the gathering place. Here, all children can feel secure, nurtured and supported by the environment, their teacher, and YOU.

Each classroom will have a new group of individuals who bring with them diverse interests, abilities, cultures, and families. Each child arrives at our door with backgrounds of experience that enriches our program. We want to create an environment that says, "All are welcome here." The goal is to celebrate individuals while creating a sense of community.

In all of our preschool centers we use the High Scope Curriculum model where children learn to become independent, responsible, confident problem solvers and decision makers. Teachers create a positive emotional climate, set up organized classroom routines, and plan meaningful activities that support each child's individualized strengths and needs. Throughout the year, teachers will work in partnership with parents and other family members to promote children's learning. They will provide information about the curriculum and invite family members to participate in classroom activities and parent workshops, discuss children's progress, and share ideas that extending and link classroom learning to the home.

The classrooms are designed to make your child feel welcomed, comfortable, safe, and secure. The classroom is set up into different learning areas where children can safely explore new and interesting materials, practicing new skills as teachers provide opportunities that both support and challenge children. The basic learning areas include the art, blocks, books, writing, dramatic play, toy and puzzle areas.

### Your Child's Class Schedule

Children feel most secure when they have a predictable and consistent daily routines. Each classroom has a posted daily routine that children can depend on and understand. Children will engage in many adventures and experiences that interest them and suit their playful, inventive natures.

Your child's routine might include:

- ✓ Good morning circle
- ✓ Breakfast
- ✓ Tooth brushing
- ✓ Circle time
- ✓ Small group activity
- ✓ Plan-Do-Review time

ALL ARE WELCOME  
HERE

Your children need to see themselves reflected in the classroom; we invite families to send a photo of their child and family before the school starts. Finding themselves "already there" will go long ways towards making children feel comfortable. Not only will children enjoy finding their photo around the room, but they will also delight in learning about their new friends and their families.

- ✓ Outside time
- ✓ Lunch
- ✓ Rest time (6 hour centers only)
- ✓ Goodbye circle

## Mealtime

Head Start participates in the Child and Adult Care Program (CACFP), a federal program that provides healthy meals and snacks. The meals will provide each child with at least 1/3 of the daily nutritional needs. Depending on the class your child attends he/she will receive:

- Breakfast and lunch (AM class)
- Snack and supper (PM class)
- Breakfast, lunch and snack (6 hour class)

Mealtimes provide children with good nutrition and also help your child learn about healthy food and healthy eating habits. Your child is encouraged to try nutritious new foods, but will never be forced to eat or taste. Food is never used as a punishment or reward. If your child cannot eat certain foods on the menu due to medical, religious or philosophical reasons, please speak to your child's teacher or your FSA. Additional food program information can be found in the health services section of this handbook.



## Hellos and Good-byes

Every day you and your child will say good-bye to one another at the start of class time and say hello again at the end of the session. These hellos and good-byes are your child's first steps on a life-long journey of learning how to separate from and then come together again with the important people in their lives.

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*Remember to always say goodbye to your child*

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By saying good-bye, you teach your child you can be trusted. Your child can count on the fact that you will not disappear without warning. We can work together to create a hello and good-bye ritual. This may be as simple as walking to the door with your child or giving your child a big hug before you leave.

## Regular Attendance

Regular attendance is key to your child's success and ability to benefit from the program. When children come to class consistently, including arriving and leaving on time, they are able to build on skills and knowledge from previous learning, and develop strong connections with other children and teachers. When children miss class or arrive late or leave early, they miss out. See the full attendance policy under **Program Policies** for more details.

Parents need to sign their child both in and out of the Head Start Program. The person who signs the child in and out must use his/her full legal signature and record the time of the day (Community Care Licensing, Title 22, Section 101229.1 (a) (1)).

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*Only authorized adults who are 18 years or older and listed on the Emergency Form can pick up children*

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Only authorized adults who are 18 years or older and listed on the Emergency Form can pick up children. Parents must write the names, current addresses and telephone numbers of people who can pick up and drop off their child on the Emergency Contact Form. Children cannot be picked up by anyone who seems under the influence of drugs or alcohol. Make sure an authorized adult is on time to pick up your child every day. Your child feels safe and secure when they know you will be there on time to pick them up.

If you are going to be late picking up your child, contact your child's teacher immediately and let them know the arrangements you have made for your child to be picked up. If your child has not been picked-up from school after the class has ended, staff will contact people listed on the Emergency Form to pick up your child. **If no one can be reached and your child is still at the center 1/2 hour after the class ended, the police will be called. Parents who continue to pick up their children late may be dropped from the program**

## Home Visits

Your child's teacher will meet with you and your child in your home at least two times during the year. This helps them get to know your child and your family in a place that your child feels comfortable and secure and make a connection between your home and your child's classroom. This also helps your child be more comfortable in the classroom. Your Family Services Advocate (FSA) will also visit you in your home at least two times per year, depending on your needs.

## Individualizing Curriculum

Your child's teacher will partner with you to individualize curriculum to support your child's growth. Initially, your child's teacher will support you in completing a developmental screener called the Ages and Stages Questionnaire (ASQs). This screener is completed at the first home visit. The ASQ screeners will help identify any areas your child may need some extra support. With your input, your child's teacher will also complete a Developmental Assessment tool, called the Desired Results Developmental Profile (DRDP), three times a year to look at your child's strengths and areas of growth. After each assessment, your child's teacher will meet with you to talk about your child's Head Start experience. During these **parent-teacher conferences**, you and the teacher will talk about how things are going for your child and develop an individualized plan to support your child's development and growth. This plan will help guide the classroom's curriculum and provide you with activities you can do with your child at home to prepare them for kindergarten.

## Library

Talking, singing, reading, and telling your toddler family stories, are all important ways to help your child build strong language skills. Families will receive help to get a library card.

## Weekly Home Activities

We will be sending activities home each week for you to work on with your child to support their School Readiness Goals. Please use these resources to spend quality time with your child each day. Make sure to document the time you spend on these activities on the Weekly Home Activity Log at your child's Center

## Monterey Bay Aquarium Splash Zone Program

Head Start has a wonderful partnership with the Monterey Bay Aquarium where children and parents are invited to participate in the "Splash Zone" Science Program.

**The Splash Zone Program** is a special opportunity for teachers, students, and parents to visit the aquarium and find out about ocean animals and habitats. Together with aquarium educators, children will learn about respecting and caring for the natural world. The goals of the program are to make the aquarium accessible to all and inspire curiosity and conservation.

### **The Aquarium will provide:**

- A Parent Workshop – A Splash Zone instructor will come to a parent workshop and present information about the aquarium visits to parents and students.
- Aquarium Visit – Your center will visit the aquarium during the school year. A Splash Zone instructor will guide teachers, students, and parents through a one-hour program in the Aquarium. Afterwards, children and parents are given time to explore together a different scientific concepts about the animals in the aquarium.
- Bus Transportation – Transportation will be provided on the day of your visit for teachers, students, and parents.

NOTE: A Head Start parent is expected to attend this field trip with their child. Please arrange your schedule so that you can spend this high quality time with your child. Unfortunately, siblings cannot attend these field trips.

Your Center's field trip date will be:

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Parents will be contacted one week prior to the field trips to confirm attendance.

## Section 2: Parent Participation

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We invite you to participate in our program! You are welcome to visit your child's classroom at any time. Children whose parents are involved in their education do best in school. You do not need prior experience to volunteer or participate at your child's center. You might participate at the center by:

- Joining us at the welcome circle and helping us transition your child into the day
- Supporting with mealtime
- Sharing your child's and families interests and traditions
- Sharing music with the children
- Helping with projects
- Reading or telling stories with the children
- Gardening with the children
- Sharing your occupation with the children
- Providing ideas for the weekly lesson plans
- Working on weekly home activities with your child
- Attending parent activities



You might participate at home by cutting out art project materials, sewing dress-up clothes and pillows, or repairing classroom furniture. While parent participation is not required, we need you and want your help to make our program a success! Please talk with staff about how you might participate.

### Parent Volunteers

We love classroom volunteers! In order to volunteer in the classroom, the following are required:

- Negative TB test
- MMR vaccine
- TDap vaccine
- Influenza vaccine

Parent volunteers do not need to go through the finger-printing process

### Parent and Community Contributions (In-Kind)

Head Start is supported 80% by federal money and 20% by local donations of goods and services. This 20% portion is called In-Kind. Every time parents, organizations, or other people volunteer their time, or give an item to the program, it is recorded on an In-Kind Form. This In-Kind donation demonstrates the community's support for our program.



## Father or Father-figure Engagement

Father and father-figures have an important role in the lives of children. Boys and girls need involved and caring men in their lives. We highly encourage fathers and father-figures to volunteer in the program.

## Parent Committee

You are automatically a member of your center's Parent Committee. You are invited to attend regularly scheduled Parent Committee Meetings. Parent Committee Meetings provide opportunities for parents to come together and plan activities for the school year.

Your teachers and FSA help support your Parent Committee Meeting. Together you will look at topics that interest you and other parents. Staff can bring information and resources on topics that are most important to the parents in your Parent Committee. Please share your interest with the center staff.

## Policy Council

Each Parent Committee elects one member to the Policy Council. The Director of Head Start, the Policy Council, and the Board of Trustees at Encompass Community Services all participate in shared decision making for the program.

## Communicating with Head Start

Check out the Parent Bulletin Board for important notices including information on:

- Classroom/curriculum activities
- Community Activities
- Monthly menu
- Parent Committee Meeting schedule
- Policy Council Meeting schedule

## Addressing Parent Concerns

We want your experience in our program to be a rewarding one for your child and your family. If you have any ideas to improve our program, or if you are unhappy about anything in the program, please speak with us. The best person to first speak with is your child's teacher or Family Service Advocate. You may need to set a time to meet where you can further discuss the issues. If you do not feel satisfied with the results, please feel free to contact the **Site Supervisor at 724-3885**.

## Section 3: Health Services

Health services are an important part of the program. Preparing your child for school means making sure they are healthy and ready to learn. Our program requires that all children in the program receive regular medical care, including immunizations and screenings. If you have questions or concerns about these health requirements and deadlines, or if you need assistance enrolling in health insurance or finding a medical home, your **FSA** will be available to assist you.

Your FSA will need a form from your doctor/dentist showing information from your child's last visit to the doctor/dentist. If we do not have this on file, your FSA will ask you to sign a consent form so we can get this paperwork from your child's doctor. Your FSA will give you information on how often you should take your child to the doctor/dentist.

### Health Requirements

When	Requirements
<b>Before 1<sup>st</sup> Day</b>	❖ <b>Immunization Record:</b> An up-to-date copy of your child's immunization record must be submitted in order for your child to be enrolled in the Head Start program. In order to start school, your child must be up-to-date on his/her shots.
<b>Within first 30 days</b>	❖ <b>Physical Examination:</b> You must submit a copy of your child's current physical examination. ❖ <b>Tuberculosis Screening:</b> The physical examination must include documentation of a Tuberculosis screening and/or a TB skin test.
<b>Within first 90 days</b>	❖ <b>Dental Examination:</b> You must submit documentation of your child's current dental examination and any treatments received within the past year. Please call us if you need assistance finding a dentist. ❖ <b>Hemoglobin/hematocrit:</b> you must submit documentation of your child's Hemoglobin/hematocrit testing. This test is usually completed by your child's medical provider at 9 and 24 months. ❖ <b>Blood Pressure:</b> you must submit documentation of your child's blood pressure measurement. This is usually completed during your child's physical exam ❖ <b>Lead Testing:</b> you must submit documentation of lead testing. This test is usually completed by your child's medical provider at 12 and 24 months.

Your Child's Family Service Advocate will work with you to make sure your child has a regular doctor or clinic, gets regular checkups and gets follow-up care if they need it. Teachers and Family Service Advocates can provide information and activities on dental health, nutrition, physical activity, emotional health, and safety. Your child's Family Service Advocate can assist in acquiring documentation from your medical/dental provider once you complete a consent form.

### Teachers Giving Children Medication

Staff can only give your child medication when:

1. Medication contains a prescription label with child's name, doctor's name, date, dosage and expiration date. Medication must be stored in its original container box.
2. Parent/Guardian must complete and sign the Consent form to administer medication. The form must be given to the teacher.
3. For inhaled medication, the parent/guardian must show the teacher how to give the child the inhaler.
4. Additional forms may need to be completed depending on the child's illness/condition.

## Health Screenings

With your permission, staff or community partners will complete the following health screenings for your child:

- **Height /Weight**
- **Blood Pressure**
- **Hearing Screen**
- **Vision Screen**

## Applying Sunscreen

Children at centers go outside every day, weather permitting. We encourage children to wear protective clothing and use sunscreen. With your permission, staff will put sunscreen onto uncovered skin. Sunscreen should be applied 30 minutes before going out in the sun and every 2 hours while in the sun.

## Disabilities Services

Head Start fully includes children with disabilities and provides supportive services to children who have Individualized Education Plans and tailors the program to meet the child's specific needs.

## Mental Health Services

Mental health is an important part of each person's overall health and well-being throughout every stage of life, from childhood and adolescence through adulthood. Promotion of mental health is incorporated into all components of the program and is integrated through daily activities. For young children, mental health means being able to develop secure, trusting relationships; expressing emotions appropriately; and interacting with others.

We partner with local mental health professionals to ensure children and families have access to prevention and intervention services. Let us know if you are interested in services for your child, yourself and/or your family at any time during the program year. We can provide you with information on how to access services through your medical insurance, and/or local community programs.



## Classroom Observations

Staff works collaboratively with parents and the Head Start/Early Head Start Mental Health Clinician to support children's social emotional development and to provide a timely and effective identification and early intervention.

The Mental Health Clinician may visit your child's classrooms/socialization during their enrollment in the program. The goal of the visit is to identify supportive strategies for staff in working with children. Staff will inform you ahead of time of the date of the visit during your child's class/socialization. Consultations and Individualize observations for specific children are available upon parental request.

## Nutrition Services

Head Start supports families in learning about and practicing good eating habits to help with growth, development and health.

Encompass Head Start is a participating sponsor of the Child and Adult Care Food Program (CACFP). Federal regulations require that the Nutrition Services Division (NSD) of the California Department of Education provide sponsors a process for making household contact that will be used by both the state agency and the sponsoring organizations. Accordingly, all child care center sponsors must contact the households of enrolled children either by telephone or in writing, if a provider or center:

- Claims a greater number of children at any meal than the number of children enrolled or in attendance.
- Claims weekend or holiday meals when such meals are not substantiated by enrollment or attendance records.
- Reports uniform meal counts on a consistent basis. While the meal counts may not always rise to the level of block claiming, they nevertheless raise suspicion about the provider's or center's claiming practices.
- Claims his/her own children (which is permissible) when only the provider's children or one outside child is present (Day care home sponsors only).
- Reports that one or more of the same children are never absent from care.
- Records a consistently high number of children in attendance; however, the monitoring visits do not verify the high attendance figures, instead showing fewer children in care than is consistently reported.

If you would like more information or have questions regarding this regulation, you may contact the NSD at the address and phone number below:

The Child and Adult Care Food Program is administered in California by the Community Nutrition Programs Unit, Nutrition Services Division, California Department of Education located at 1430 N Street, Suite 1500, Sacramento, CA 95814. Their toll free number is 800-952-5609.

## Nutrition Assessments

Information is collected from parents about family eating patterns and exercise. Your Family Service Advocate will also look at your child's medical information and then help you develop nutrition and exercise plans.

## Food in the Classroom

No prepared food (homemade or store bought) may be brought to the classroom. Whole fruits and vegetables are allowed and must be washed and prepared at the center. Parents can bring the ingredients for a cooking

activity with prior approval from the teacher. Ingredients must be whole fruits and vegetables or items brought in unopened packages. **NO COOKIES, CANDY, or CUPCAKES can be brought to class** because we want to promote healthy eating habits. See Celebration Policy under “Program Policies.”

## Dental Services

Your FSA will help you make sure that your child is going regularly to the dentist. They will also provide education about how to keep teeth healthy.

Your FSA will need a form from your dentist showing your child’s last visit to the dentist. If we do not have this on file, your FSA will ask you to sign a consent form so we can get this paper work from your child’s dentist. Your FSA will give you information on how often you should take your child to the dentist.

## Tooth Brushing

Children brush their teeth with toothpaste every day in the classroom. Eating a low sugar diet, brushing every day, taking fluoride, flossing and regular visits to the dentist helps to keep teeth healthy. Please ask us if you would like to know more about fluoride.

## Non-Discrimination Statement (USDA)

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotope, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at 800-877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at the [Filing a Program Discrimination Complaint as a USDA Customer page](http://www.ascr.usda.gov/complaint_filing_cust.html) [http://www.ascr.usda.gov/complaint\_filing\_cust.html], and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call 866-632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410;
- (2) fax: 202-690-7442; or
- (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov)

This institution is an equal opportunity provider.

## Section 4: Family and Community Services

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The program helps parents explore what is working well in their families, what their current needs are, and what they want to learn more about. We will help you to identify and establish goals for your family, support you in achieving these goals and give you information on accessing community resources.

### Family Strengths and Needs

At the beginning of the program your FSA will complete a Family Strengths and Needs Assessment to help them understand any needs your family is experiencing right now (such as having enough food for your family, having a safe place to live, etc.). Together you and your FSA can develop a plan to help you with these needs. Your FSA can refer you to community agencies. If new family needs come up during the year, please contact your FSA.

### Family Partnership Agreement

Your FSA will help you look at your hopes and dreams for your family, and then support you in creating goals for those things that are most important to you. You and your FSA will create a Family Partnership Agreement, with goals that are relevant for you.

### Family Assessment

Your FSA will complete a Family Assessment with you two times per year. These assessments help the staff and yourself identify areas of strength and areas where you may need support. The staff and the program use the information gathered from these assessments to look at community partnerships and assess what the program can do to best support families.

### Transition to Kindergarten

The goal of Head Start is to help your child be ready for school. We want to make the transition to the next year as smooth as possible for both you and your child. In the spring, the teacher will engage in Transition Activities, if your child will be attending Transitional Kindergarten (TK) or kindergarten we will be inviting you to a kindergarten transition workshop where you can ask questions about TK or kindergarten. We will give you the information you need to enroll your child in your local school. With your permission, Head Start will also pass information on to your child's kindergarten teacher to help them support your child.



## Section 5: Program Policies

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### Attendance

Your child will get the most out of their Head Start experience if they come to school regularly and on time. If your child has many absences (missing more than 10% of classes), the center team will work with you to develop an Attendance Success Plan to enable your child to receive the full benefit of participating in our program.

Parents need to sign their child both in and out of the program. The person who signs the child in and out **must use his/her/their full legal signature** and record the time of day (Community Care Licensing, Title 22, Section 101229.1 (a)(1)). Only authorized adults who are 18 years or older and listed on the Emergency Form can pick up children. Parents must write the names, current addresses and telephone numbers of people who can pick up and drop off their child on the Emergency Contact Form. Children cannot be picked up by anyone who seems under the influence of drugs or alcohol. Make sure an authorized adult is on time to pick up your child every day.

Absences that are considered excused are:

- Illness of child or parent
- Family emergency. Examples of Family Emergencies include Natural Disasters – fire, Transportation problems – flat tire, Hazardous weather condition, Sibling illness, Hospitalization of a family member, Death of a family member, sudden change in residency, or others – on a case-by-case basis
- Child's medical or dental appointment (Should attend part of class if possible)
- Child's therapy appointment

If your child will absent, it is your responsibility to call the center and let us know. If we don't hear from you within the first hour of class time that your child will not be coming to school, we will call you to make sure you know your child is not in class. This is a safety precaution.

If your family is traveling, we encourage you to plan to miss the fewest number of class days or home visits possible. You may request a Leave of Absence before the child is expected to be out. A child may miss up to 12 class days in a Head Start classroom or up to 10 class days in Head Start/State Preschool blended classrooms total in the school year for Leaves of Absence (Best Interest Day).

Best Interest Days for the child may include:

- Family vacation
- Time with relatives
- Special events for the child
- Cultural or religious celebrations
- Enrichment opportunities
- Others

**Children will not be able to attend class if they do not have required immunizations or a negative TB risk assessment or TB test within the first 30 days of enrollment. This is a requirement for licensed child care facilities. This may result in unexcused absences which could impact the child's enrollment.**

**After 8 unexcused absences, your child may be dropped from the program.**



## When to Keep Your Child Home from School

The program takes many precautions to prevent the spread of illness. However, children in preschool do get sick. **See below to determine if you should keep your child home.**

If your child becomes ill at the center, the center staff will reference the Caring for Ill Children Policy, to determine if he/she needs to be sent home. Children should stay home or will be sent home if:

- Illness prevents the child from participating comfortably in activities,
- The need for care is greater than the staff can provide without compromising the health and safety of the other children (licensing restrictions may apply)
- There is a risk of spread of harmful diseases to others (for example, whooping cough)

Children with the following symptoms should stay home:

- **Fever** that is 101°F (oral) or 100°F (armpit) **with other symptoms** such as sore throat, rash, vomiting, diarrhea, earache, etc. \* A child must be fever-free without the use of fever-reducing medicine, for twenty-four hours before returning to class.
- **Behavior change** such as lethargy/lack of responsiveness, irritability, or persistent crying for unexplained causes. (In the Home Base Option, the home visits can continue if there are no other symptoms, and the home visitor can adjust the activities of the home visit according to the child's needs)
- **Coughing** that is *uncontrolled* coughing or wheezing that is uncontrolled.
- **Rash** that is unusual, quickly spreading or with a fever or blister.
- **Diarrhea** which is occurring more frequent and/or is less formed in consistency than usual in the child. Exclusion is required for children whose stool contains blood, mucus or whose frequency exceeds 2 stools above normal for the child per 24 hours and is not associated with changes in diet, medication or non-contagious illness.
- **Vomiting** more than twice in a 24-hour period. A child who vomits in the morning before school or on the way to school should stay home. A child who vomits in school will be sent home.
- **Mouth sores** with abnormal drooling, unless medical provider states child is not infectious.
- **Eye discharge** with red, or pink eyes and thick mucus or pus draining from the eye. Medical provider must approve readmission via a doctor's note, with or without treatment.
- **Head Lice**- Children will be sent home at the end of class with information on treating head lice. Children should be treated with a combination of medicated shampoo and nit combing. Children can return to class after first treatment. If a child has lice on 3 or more occasions, a referral will be made to the health staff. *If in the Home Base Program, Home Visits can continue and your Home Visitor will support your family with information regarding treatment. See Lice Policy.*
- **Antibiotics**- *Many childhood bacterial infections require a 24 hour period on antibiotics before the child is no longer contagious (conjunctivitis, strep throat) and can return to school. \*Note: Ear Infections are not contagious.*

Parents must report all illnesses diagnosed by a child's doctor to the center staff. Center staff and parents must agree if a child is well enough to return to class or there must be written documentation from the child's health care provider.

If you are unsure about sending your child to school, contact the center staff or the health staff at 724-3885.

## Guidance on Dressing your Child for School

The following is guidance on dressing children for school so that they are comfortable and safe while participating in daily classroom activities.

- ✓ Keep an extra set of clothing for your child at school at all times. If your child gets wet or very dirty, he/she can change their clothes. Include a pair of pants, a shirt/top, underwear, and socks.
- ✓ Label your child's clothing with their name, especially their sweaters, jackets, sweatshirts, and extra set of clothing. This will help us identify which item of clothing belongs to your child.
- ✓ Dress your child in comfortable clothing, which is easily removable so that children can use the bathroom with limited adult assistance.
- ✓ Dress your child in clothing that can be easily cleaned (washed). Children are encouraged to participate in activities that involve paint, sand, water and outdoor activities. Please do not send your child to school in expensive clothing. For safety reasons, no clothing with draw strings is allowed (sweatshirts, jackets, etc.).
- ✓ Appropriate and properly fitting foot wear (shoes) is extremely important for large muscle development. Open-toed shoes (such as sandals, flip-flops, shoes with high heels, wheelies or slippery soles, or boots) may cause injury to your child while he/she is running or climbing on the playground equipment. Please send your child to school in tennis shoes or closed-toed shoes that do not have slippery soles. Velcro works best on tennis shoes, not laces.
- ✓ For safety and sentimental reasons, only post earrings will be allowed, no other jewelry please. The program is not responsible for lost jewelry.

To promote a safe, secure and positive environment for everyone:

- ✓ No clothing and/or accessories (hats, belts, jewelry, etc.) will be permitted that have a profane or obscene message, promotes violence, smoking, drinking and/or use of drugs.

Other guidelines to consider when getting your child ready for school:

- ✓ To minimize the spread of infectious germs your child may not bring cosmetics or nail polish to school.
- ✓ To ensure that home items stay at home (jewelry, toys, household items, etc.), please check your child's backpack on a daily basis.

*Date approved by Policy Council: 9/24/14*

## Inclusion of All Children and Families

Head Start is dedicated to providing children with an experience which is accepting and respectful of all people including culture, religion, ethnic background, creed, family structure, disability, etc. Encompass Head Start and Early Head Start refrain from religious instruction.

## Home Language

We are a bilingual program. In your child's classroom, we have teachers who speak English and/or Spanish because we want to encourage and support strong language skills in both English and Spanish. If your child's home language is not English or Spanish, your child's teacher, with your support, will learn some basic words in your language. We welcome your family to share your language, traditions, and culture with our program and other children and families in the classroom. If needed, we encourage you to bring a translator to any meetings to support the relationship between you and your child's school.

## A Child's Rights

Head Start is required to make sure that all staff members treat each child with dignity. Each child will:

- Receive safe, healthful and comfortable accommodations.
- Be free from corporal or unusual punishment, infliction of pain, humiliation, intimidation, ridicule, coercion, threat, mental abuse or other actions of a punitive nature including interference with functions of daily living such as eating, sleeping, or toileting or withholding of shelter, clothing, medication or aids to physical functioning.
- Be free to attend religious services or activities of his/her choice.
- Not be locked in any room, building or center premises.
- Not be placed in any restraining devices.

## A Parent's Rights

Under California Child Care Licensing Regulations, parents have the right to:

- Enter and inspect the center during any operating hours.
- File a complaint with the local licensing office.
- Review, at the center, reports of licensing visits and complaints against the center made during the last three years.
- Complain to the licensing office and inspect the center without discrimination or retaliation.
- Request in writing that a parent not be allowed to visit your child or take your child from the center, provided you have shown a certified copy of a court order.
- Receive from the center the name, address, and phone number of the local licensing office.
- Be informed by the center, upon request, of the name and type of association to the center for any adult who has been granted a criminal record exemption.
- Receive from the center the Caregiver Background Check Process form.

For any concerns about Parent or Child Rights, contact our local licensing office:

**Community Care Licensing Department**  
**2580 North First Street, Suite 300**  
**San Jose, CA 95131**  
**Phone: (408) 324-2148**

## Complaints and Grievances

You have the right to express dissatisfaction with any aspect or decision regarding your care and experience with Encompass at any time free from intimidation or retaliation. We want to understand your situation and come to a conclusion or resolution that is agreeable to all parties involved. We take your concerns seriously. All information about grievances will be treated as confidential information.

### **I have a complaint. Now what do I do?**

If you have a complaint or concern, talk to your teacher, Family Services Advocate or Home Visitor about your problem or concern. The program staff working with you or your child is the primary and initial point-of-contact. It is their responsibility to help resolve your complaint as much as they are able, and to report the complaint to their supervisor.

### How are parent concerns addressed?

We will work with you to find a swift resolution to your complaint. Depending on the complaint, we may offer any of the following: (1) a follow up conversation with the teacher, Family Services Advocate, or home visitor; (2) a conversation with the site supervisor or manager; or (3) a meeting with staff facilitated by a manager.

At any time, or if you are not satisfied with the outcome and feel your complaint has not been resolved, you may file a formal grievance.

### I want to file a grievance. Now what do I do?

You may file the grievance with any Encompass staff person or directly with the Encompass Quality Improvement Team. Grievances may be filed verbally or in writing, including by email. Grievances may be directed to:

**380 Encinal Street, Suite 200**  
**Santa Cruz, CA 95060**  
**Phone: (831) 469-1700**  
**Email: [QIOfficer@EncompassCS.org](mailto:QIOfficer@EncompassCS.org)**

All grievances will be reviewed by the Encompass Quality Improvement Team. You will receive a written response within 30 days. A 14 day extension may be required if additional information is needed. If you are not satisfied with the final resolution, you have the right to file an appeal with the Encompass Clinical Director.

## Joint Legal Custody

California law is clear that parents who have joint legal custody have equal access to all information regarding their child, including enrolling the child and making changes to the enrollment information. Court orders are required to prevent a non-custodial parent or legal guardian from certain activities such as picking up the child or volunteering in classroom/program activities.

## Professional Boundaries

Staff **cannot**:

- ❖ Write letters regarding child custody issues.
  - ❖ Provide testimony, verbally or in writing about any child, unless subpoenaed by court order or CPS mandate.
- It is not in the best interest of the child for staff to act with partiality to one parent or the other.

## Reporting Child Abuse

All Head Start staff are mandated reporters by California State law. All actual or suspected acts of child abuse must be reported to Child Protective Services (CPS) and Community Care Licensing Department. Child abuse includes physical abuse, sexual abuse, emotional abuse and neglect. Staff may also refer families to other agencies for further counseling and support.

## Sexual Harassment

Head Start does not tolerate sexual harassment of children, staff or parents. Our program provides appropriate supervision to ensure the safety of all children and adults at our center.

## Adult Code of Conduct (Behavior Guidelines)

It is the expectation that all adults, in Head Start/Early Head Start/State Preschool settings and/or events (classroom/socializations/office/field trips/etc.) conduct themselves in the following manner

- ✓ Treat staff, adults and children with respect, courtesy, and patience
- ✓ Serve as a role model for children and other adults
- ✓ Respect the cultures and practices of other people and families
- ✓ Dress appropriately when volunteering in the classroom
- ✓ Resolve conflicts with staff or other adults away from children and/or seek appropriate staff assistance
- ✓ Have fun and enjoy the experience

The following behaviors **will not** be allowed in a Head Start/Early Head Start/State Preschool setting and/or event:

- Resolution of conflicts while children are present
- Physical or verbal punishment of children (includes threats and/or yelling)
- Threats to staff or other adults
- Swearing/cursing
- Smoking
- Bringing drugs, alcohol or weapons to a Head Start/Early Head Start/State Preschool setting or event
- Being under the influence of drugs, alcohol or inhalants
- Quarreling/verbal/physical fighting and yelling at staff or other adults
- Violation of Confidentiality Policy (sharing information you know about other families in the program)

If the above behaviors occur, parents/clients/Policy Council members will be asked (privately, if possible) by a staff member to stop the behavior. If the behavior continues staff will call the police. Staff will, at an appropriate time, refer the parent/client/Policy Council member to the program Complaint Process above or offer referrals for counseling services.

## No Smoking

The Policy Council has voted to prohibit smoking at any Head Start/Early Head Start site or events (including parking lots). Second hand smoke is not healthy for children or staff.

## Classroom Behavior Policy

The health, safety and well-being of each child enrolled in our program is of utmost importance to us. Young children are learning to express and manage feelings, and sometimes may display behaviors that are challenging. Our staff will support children by being clear and consistent, promoting the development of positive social skills, encouraging mutual respect, strengthening self-esteem, and supporting a safe and secure environment for all children and adults. The program does not expel children for any reason. Refer to full Behavior Policy for details.

State Licensing (Reference: R. 400.9101, subsection c) prohibits the use of physical punishment as a way to manage children behavior. The withholding of food, basic needs or participation in special events, name-calling, ridicule, or any form of demeaning, harsh or frightening treatment is strictly prohibited.

## Positive Behavioral Strategies

Positive behavioral strategies are proactive, and serve to teach children skills to manage their own behavior. Individual and cultural factors will be considered when planning for and providing guidance. The following guidelines will be followed:

- ✓ Teachers will provide a safe and appropriate classroom environment that supports positive social behavior.
- ✓ All adults will interact with children in a positive, friendly, and socially supportive manner, modeling positive social behavior with each other and with the children.
- ✓ Children will be redirected from unsafe behavior.
- ✓ Teachers will provide predictable and consistent daily routines that will provide adequate time and support for children to transition from one activity to another.
- ✓ Classroom rules and expectations will be reviewed regularly and will be consistently implemented by program staff.
- ✓ Children will be taught positive social skills through direct teaching, modeling and practice.
- ✓ Children's behavior will be recognized through positive feedback and encouragement.
- ✓ Occasionally, a child's behavior has the potential to injure him/her, or others. If this is the case additional strategies may be called for.

## Emergency Closing

In the event of an emergency, the Head Start Director is responsible for making the decision to cancel or postpone classes. Examples of situations that might call for canceling or postponing classes would be severe weather conditions, natural disasters, power outage, or damage to center buildings.

In the event of severe weather conditions or a natural disaster, parents should call the Head Start office at 724-3885 to see if their child's center will be open. If they cannot reach the office, they can call 211 to get an update on school district closures. If their child's school district is closing so is their child's Head Start. In the event of a class closure, you will be notified via phone by a staff member or automated call.

When bad weather causes early dismissal or cancellation of classes, parents are responsible for picking up their child as quickly as possible. Parents should make arrangements for back up adults to act as emergency contacts. This enables them to pick up a child in the event of such emergencies if their parents are unavailable.

If a natural disaster were to occur during a class session, staff will notify parent if the center is closing. Staff will stay with the children until all the children have been picked up.

## Lockdown Procedure

If one of our centers is notified by the police that it needs to lockdown due to a threat in the area, the staff will keep all the children inside the center. The blinds will be drawn and the doors will be locked. Staff will not be able to unlock the doors until the police tell them to reopen. They will place a **red paper** in the window near the door to let parents know that the center is on lock down. The Head Start office will notify you of the lockdown status by phone. Do not try to come into a center when it is on lockdown. The staff cannot open the doors. If you are inside when a lockdown is announced you will have to stay inside with the children. When the lockdown is over the staff will put a **green paper** in the entry window. At that point you can pick up your children.

Sometimes in a very serious situation police will bus the children to a safe location. If this happens the Head Start office will call you and let you know where to pick up your child.

Staff will keep the children safe and comfortable for as long as the lockdown lasts.

## Confidentiality

The program collects a great deal of information from parents that help us to better care for the children in our programs. Family and child records will be kept confidential. All files will be stored in a locked file cabinet. Emergency forms will be filed separately and will be available at all times in case of an emergency. Information about your child or family will not be shared with other agencies or parents without your written permission, except in specific situations required by law or regulation. See Confidentiality Statement for additional details.

## Videotaping and Pictures Taking

At times, children in our programs are videotaped or have their pictures taken. With your general permission, these pictures and videos may be used in the classroom with the children, at home visits, during parent meetings and staff trainings. You will be notified beforehand if we know the news media will be coming to videotape or photograph an event. Parents will be asked for permission anytime we would like to use their child's photo outside their classroom or for staff training needs.

## State Preschool (CSPP) Policies

### CSPP Eligibility

Children in the Blended Head Start/State Preschool (CSPP) sites need to meet both Head Start and CSPP eligibility requirements.

Eligibility Criteria For Part-Day CSPP Services (EC Sections 8236, 8236.3, 8261 and 8263, CSPP FRPM Implementation Guidance 18130.3). Unless otherwise specified in this section, to be eligible for part-day CSPP, a family shall meet the eligibility criteria as follows:

1. Family is a current aid recipient;
2. Family is income eligible;
3. Family is experiencing homelessness; or
4. Family has children who are recipients of child protective services, or are identified as at risk of being abused, neglected, or exploited.

### Notice of Action (NOA)

(5 CCR Sections 18094, 18095, 18118, 18119, & 18120)

Parent/Guardian will receive a Notice of Action (NOA) at:

- Initial certification to approve or deny services
- Recertification
- Changes in service
- When your family fee payment is delinquent
- Disenrollment from the program



## Parent Appeal information:

Notice of Action - Whenever the program makes changes to child care services (for example, by approving or denying services, by changing the approved hours of care, or by terminating services), the agency must notify you by giving you a document called a "Notice of Action" (NOA). The NOA will inform you of the type of action taken, the reasons for the action and the date when the action shall take effect. Parents must file a notice to appeal the action within ten (10) days from the date the NOA is given to the parent, or 14 days if mailed to the parent. Your Notice of Action provides you with specific instructions for appealing an action. Please keep a copy of your NOA. If a parent disagrees with the local hearing appeal decision, the parent may appeal for a state review of the local hearing decision. The Parent Appeal Information Pamphlet provides information regarding the two levels of appeal described above. Please see your Notice of Action for specific instructions on how to appeal. Helpful FAQs are available online at <https://www.cde.ca.gov/sp/cd/ci/parentappealsfaq.asp#noa>

## Notice of Health Information Practices and Privacy Policies

THIS NOTICE DESCRIBES HOW INFORMATION ABOUT YOUR CHILD MAY BE USED AND DISCLOSED, AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

### Introduction

At Encompass Community Services Child & Family Development Programs we care about our participant's privacy and strive to protect the confidentiality of your child's personal information. This Notice of Health Information Practices describes the personal information we collect about your child, and how and when we use or disclose that information. It also describes your rights as they relate to your child's protected health information. This notice applies to all protected health information as defined by federal regulations.

### Confidentiality

Family and child records will be kept confidential. All files will be stored in a locked file cabinet. Emergency forms will be filed separately and will be available at all times in case of an emergency.

### Who can look at your child's file?

- Parent who has custody, foster parent, and legal guardian
- Any person or agency that parent has given written consent to look at the child's file
- Center Staff
- Program Administrators
- Federal, State and County officials for audits or reviews
- Any court official or Child Protective Services Worker(CPS) with appropriate identification and documentation (i.e., subpoena, court order)
- California Department of Social Services Licensing Agency has the right to interview children or staff and inspect children's records without prior consent. They also may be admitted into the program to observe the physical condition of children. (Section 101200 b, c)

### Sharing Children's and Families' Health Care Information

Under the Health Insurance Portability and Accountability Act of 1966 (HIPAA), Encompass must obtain specific written consent to request or give out health care information about your enrolled child. Only the minimum amount

of information necessary will be shared and only on a need-to-know basis in order to meet State Licensing and Federal Performance Standards. We will ask for specific consent from you before we speak with and/or share information with any of the agencies or professionals that you work with. Encompass may give out information without written consent in the case of a medical emergency, to report suspected child abuse or neglect, to inform county health officials of a reportable communicable disease, or as required by a court order.

**You have the right to:**

- Obtain a paper copy of this Notice of Health Information Practices on request,
- Inspect and receive a copy of your child's file,
- Withdraw this authorization in writing at any time for all future disclosures. Withdrawing authorization may prevent your child from participating in our programs.

**Encompass Community Services Child & Family Development Programs are required to:**

- Maintain the privacy of your child's health information,
- Provide you with this notice, which outlines our legal duties and privacy practices with respect to information we collect and maintain about your child,
- Abide by the terms of this notice.

We reserve the right to change our practices and to make new provisions effective for all protected health information we maintain. Should our information practices change, we will mail a revised notice to you.

We will not use or disclose your child's health information without your authorization, except as described in this notice. We will also discontinue the use and disclosure of your child's health information after we receive a written withdrawal of the authorization.

For more information or if you have any questions or would like to report a problem, you may contact the Privacy Officer: the Encompass Human Resources Manager at (831) 469-1700 ext. 113.

If you believe your privacy rights have been violated, you can file a complaint with the Privacy Officer or with the Office for Civil Rights, U.S. Department of Health and Human Services. There will be no retaliation for filing a complaint with either the Privacy Officer or the Office for Civil Rights. The address for the OCR is listed below:

Office for Civil Rights  
U.S. Department of Health and Human Services  
200 Independence Avenue, S.W. Room 509F, HHH Building  
Washington, D.C. 20201

# PERSONAL RIGHTS

## Child Care Centers

Personal Rights, See Section 101223 for waiver conditions applicable to Child Care Centers.

- (a) Child Care Centers. Each child receiving services from a Child Care Center shall have rights which include, but are not limited to, the following:
- (1) To be accorded dignity in his/her personal relationships with staff and other persons.
  - (2) To be accorded safe, healthful and comfortable accommodations, furnishings and equipment to meet his/her needs.
  - (3) To be free from corporal or unusual punishment, infliction of pain, humiliation, intimidation, ridicule, coercion, threat, mental abuse, or other actions of a punitive nature, including but not limited to: interference with daily living functions, including eating, sleeping, or toileting; or withholding of shelter, clothing, medication or aids to physical functioning.
  - (4) To be informed, and to have his/her authorized representative, if any, informed by the licensee of the provisions of law regarding complaints including, but not limited to, the address and telephone number of the complaint receiving unit of the licensing agency and of information regarding confidentiality.
  - (5) To be free to attend religious services or activities of his/her choice and to have visits from the spiritual advisor of his/her choice. Attendance at religious services, either in or outside the facility, shall be on a completely voluntary basis. In Child Care Centers, decisions concerning attendance at religious services or visits from spiritual advisors shall be made by the parent(s), or guardian(s) of the child.
  - (6) Not to be locked in any room, building, or facility premises by day or night.
  - (7) Not to be placed in any restraining device, except a supportive restraint approved in advance by the licensing agency.

THE REPRESENTATIVE/PARENT/GUARDIAN HAS THE RIGHT TO BE INFORMED OF THE APPROPRIATE LICENSING AGENCY TO CONTACT REGARDING COMPLAINTS, WHICH IS:

NAME

Community Care and Licensing

ADDRESS

2580 North First St., Suite 300

CITY

San Jose, CA

ZIP CODE

95131

AREA CODE/TELEPHONE NUMBER

(831) 324-2148

DETACH HERE

**TO: PARENT/GUARDIAN/CHILD OR AUTHORIZED REPRESENTATIVE:**

**PLACE IN CHILD'S FILE**

Upon satisfactory and full disclosure of the personal rights as explained, complete the following acknowledgment:

**ACKNOWLEDGMENT:** I/We have been personally advised of, and have received a copy of the personal rights contained in the California Code of Regulations, Title 22, at the time of admission to:

(PRINT THE NAME OF THE FACILITY)

(PRINT THE ADDRESS OF THE FACILITY)

(PRINT THE NAME OF THE CHILD)

(SIGNATURE OF THE REPRESENTATIVE/PARENT/GUARDIAN)

(TITLE OF THE REPRESENTATIVE/PARENT/GUARDIAN)

(DATE)

## CHILD CARE CENTER NOTIFICATION OF PARENTS' RIGHTS

### PARENTS' RIGHTS

As a Parent/Authorized Representative, you have the right to:

1. Enter and inspect the child care center without advance notice whenever children are in care.
2. File a complaint against the licensee with the licensing office and review the licensee's public file kept by the licensing office.
3. Review, at the child care center, reports of licensing visits and substantiated complaints against the licensee made during the last three years.
4. Complain to the licensing office and inspect the child care center without discrimination or retaliation against you or your child.
5. Request in writing that a parent not be allowed to visit your child or take your child from the child care center, provided you have shown a certified copy of a court order.
6. Receive from the licensee the name, address and telephone number of the local licensing office.

Licensing Office Name: Community Care and Licensing

Licensing Office Address: 2580 North First St., Suite 300 San Jose, CA 95131

Licensing Office Telephone #: (408) 324-2148

7. Be informed by the licensee, upon request, of the name and type of association to the child care center for any adult who has been granted a criminal record exemption, and that the name of the person may also be obtained by contacting the local licensing office.
8. Receive, from the licensee, the Caregiver Background Check Process form.

**NOTE: CALIFORNIA STATE LAW PROVIDES THAT THE LICENSEE MAY DENY ACCESS TO THE CHILD CARE CENTER TO A PARENT/AUTHORIZED REPRESENTATIVE IF THE BEHAVIOR OF THE PARENT/AUTHORIZED REPRESENTATIVE POSES A RISK TO CHILDREN IN CARE.**

**For the Department of Justice "Registered Sex Offender" database, go to [www.meganslaw.ca.gov](http://www.meganslaw.ca.gov)**

LIC 995 (9/08)

(Detach Here - Give Upper Portion to Parents)

### ACKNOWLEDGEMENT OF NOTIFICATION OF PARENTS' RIGHTS (Parent/Authorized Representative Signature Required)

I, the parent/authorized representative of \_\_\_\_\_, have received a copy of the "CHILD CARE CENTER NOTIFICATION OF PARENTS' RIGHTS" and the CAREGIVER BACKGROUND CHECK PROCESS form from the licensee.

\_\_\_\_\_  
Name of Child Care Center

\_\_\_\_\_  
Signature (Parent/Authorized Representative)

\_\_\_\_\_  
Date

**NOTE: This Acknowledgement must be kept in child's file and a copy of the Notification given to parent/authorized representative.**

**For the Department of Justice "Registered Sex Offender" database go to [www.meganslaw.ca.gov](http://www.meganslaw.ca.gov)**

# IMPORTANT INFORMATION FOR PARENTS

## CAREGIVER BACKGROUND CHECK PROCESS CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

The California Department of Social Services works to protect the safety of children in child care by licensing child care centers and family child care homes. Our highest priority is to be sure that children are in safe and healthy child care settings. California law requires a background check for any adult who owns, lives in, or works in a licensed child care home or center. Each of these adults must submit fingerprints so that a background check can be done to see if they have any history of crime. If we find that a person has been convicted of a crime other than a minor traffic violation or a marijuana-related offense covered by the marijuana reform legislation codified at Health and Safety Code sections 11361.5 and 11361.7, he/she cannot work or live in the licensed child care home or center unless approved by the Department. This approval is called an exemption.

A person convicted of a crime such as murder, rape, torture, kidnapping, crimes of sexual violence or molestation against children **cannot by law be given an exemption that would allow them to own, live in or work in** a licensed child care home or center. If the crime was a felony or a serious misdemeanor, the person must leave the facility while the request is being reviewed. If the crime is less serious, he/she may be allowed to remain in the licensed child care home or center while the exemption request is being reviewed.

### How the Exemption Request is Reviewed

We request information from police departments, the FBI and the courts about the person's record. We consider the type of crime, how many crimes there were, how long ago the crime happened and whether the person has been honest in what they told us.

The person who needs the exemption must provide information about:

- The crime
- What they have done to change their life and obey the law
- Whether they are working, going to school, or receiving training
- Whether they have successfully completed a counseling or rehabilitation program

The person also gives us reference letters from people who aren't related to them who know about their history and their life now.

We look at all these things very carefully in making our decision on exemptions. By law this information cannot be shared with the public.

### How to Obtain More Information

As a parent or authorized representative of a child in licensed child care, you have the right to ask the licensed child care home or center whether anyone working or living there has an exemption. If you request this information, and there is a person with an exemption, the child care home or center must tell you the person's name and how he or she is involved with the home or center and give you the name, address, and telephone number of the local licensing office. You may also get the person's name by contacting the local licensing office. You may find the address and phone number on our website. The website address is <http://ccld.ca.gov/contact.htm>



# LEARN GROW THRIVE!

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831-724-3885



225 WESTRIDGE DR.  
WATSONVILLE, CA 95076



[WWW.FACEBOOK.COM/HEADSTART  
ENCOMPASSCS/](https://www.facebook.com/headstartencompasscs/)