



Volunteers of America

Los Angeles

Family Handbook

2025-2026



FAMILY HANDBOOK 2025-2026

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Volunteers of America of Los Angeles Children's Services

Vision Statement

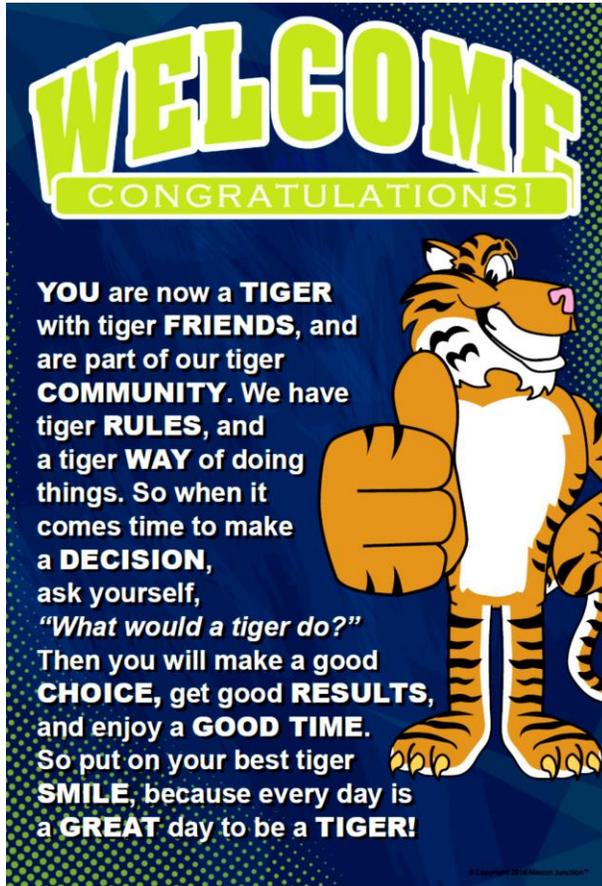
United, revolutionizing services to children and families using innovation, education, and community involvement, to enrich life and foster social change.

Mission Statement

Providing quality education and comprehensive services to children, families and communities through support, guidance, resources and advocacy.

I. WELCOME AND INTRODUCTION

Welcome parents, guardians, and volunteers:



Toby our Safety Mascot
Welcomes You to
School

Safety is our #1 Priority
and we welcome all of
our students, families,
visitors, and staff to
follow all safety rules to
ensure a fun and safe
school environment.

We are partners in creating a future for children that is bright and full of opportunity. Our agency, Volunteers of America of Los Angeles, has provided quality services to children and families in the Los Angeles area for over 100+ years. Our goal is to continue to provide the best service to children and families enrolled in our programs. This Family Handbook is your tool in accessing those services and understanding Head Start (HS), Early Head Start (EHS), California State Preschool (CSPP), General Child Care (CCTR) and Child Care Partnership (CCP) requirements.

Again, on behalf of all the Volunteers of America of Los Angeles staff, I welcome you and your family to our program and look forward to our partnership.

Felix Cruz
Director of Children's Services

II. HS, EHS, CSPP, CCTR and CCP PROGRAM'S PHILOSOPHY

HS, EHS, CSPP, CCTR and CCP programs are child-focused, mainly birth to age five programs. Our overall goal is increasing each child's everyday effectiveness in dealing with both the present environment and the future responsibilities of school and life. This process takes into account the connections between the social, emotional, cognitive, and physical development of the child.

We also assist pregnant women with prenatal care because we understand that women need support in bringing a healthy and happy baby into the world.

HS, EHS, CSPP, CCTR and CCP services follow the idea that children develop within their family culture and we respect parents as the primary educators and nurturers of their children. We offer family members opportunities and support for growth and change. We believe that people can identify their strengths, needs and interests, and are capable of finding their solutions.

A. 2024-2029 Birth to Five Strategic Plan Goals

Driving Principles:

- Health and Safety
- Effective Practices for Learning and School Success
- Early Intervention and Wellness
- Family and Community Connections

VOALA Goal 1.

Improve the health and safety of children, families and staff.

VOALA Goal 2.

Provide effective systems for early intervention and wellness.

VOALA Goal 3.

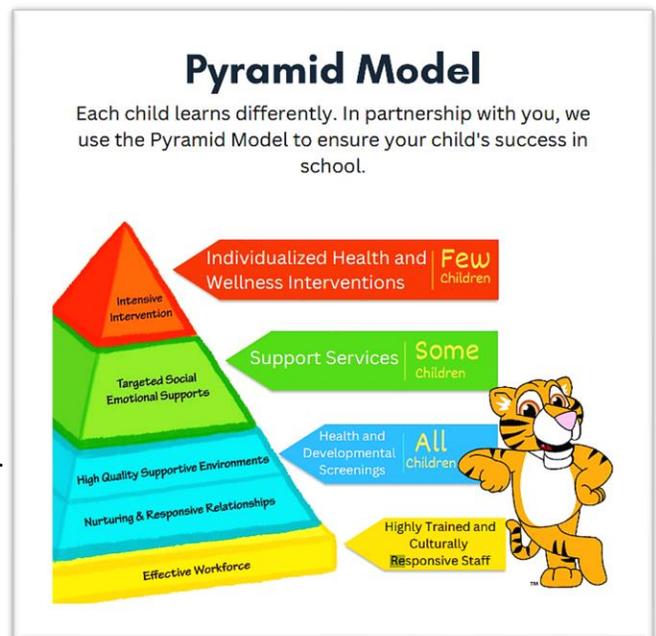
Prepare children to be successful life-long learners.

VOALA Goal 4.

Bring families and communities together.

B. STATEMENT OF EQUAL TREATMENT FOR ALL FAMILIES

VOALA commits to integrating unbiased approaches into all facets of its Children's services programs. This commitment is evident in VOALA's curriculum, policies, and practices, ensuring that every child and family feels valued, respected, and supported. We create comprehensive environments that celebrate our children's backgrounds, cultures, and perspectives, while providing opportunities for all children to succeed within American society. We promote a sense of belonging, and foster understanding, respect, and appreciation for differences as we prepare children for success in a multi-faceted world.



VOALA refrains from any religious instruction and strives to be inclusive of all cultures.

III. ENROLLMENT PROCEDURES

A. Enrollment Eligibility for Program

Children are enrolled based on Federal HS/EHS and California Department of Education (CDE) eligibility priorities. VOALA therefore gives priority to low-income families and those families who have children with disabilities, in foster care, are homeless (based on the McKinney-Vento Homeless Assistance Act) or have other difficult circumstances. VOALA enrolls children on an ongoing basis each program year without regard to race, color, creed, national origin, gender, religious beliefs, political affiliation, or disability. Spaces are limited based on class capacity.

DOCUMENTS NECESSARY FOR ENROLLMENT

1. Income Verification (income tax, W2's, check stubs, CalFresh, Cal-Works, SSI, etc.)
2. Address Verification (utility bill, telephone, rent receipt, cable)
3. Age Verification (Birth, Hospital, or Baptismal Certificates, Passport, etc.)
4. Child and Parent Tuberculosis Clearance
5. Medical Card or Insurance Card of child (if applicable)
6. Immunization record of child.
7. Physical Exam
8. Dental Exam

B. Health Requirements for Enrollment

Please review the health requirements that your child needs to start in Volunteers of America HS/EHS and other 0-5 Programs.

1. Immunizations
2. TB Clearance
3. Current Physical Exam
4. Current Dental Exam
5. Copy of current insurance card

The State of California mandates NO IMMUNIZATION, NO SCHOOL. Children will have all immunizations up to date before the child starts the program. There are allowances for some children to have 10 days after the first day of class to get all immunizations up to date.

California Law states that exemptions based on personal beliefs, including religious beliefs, will no longer be an option for the vaccines that are currently required for entry into child care or school in California.

Here are the vaccination requirements for our program:

Under 2 months	Hep-B
2-3 months	1 Polio, 1 DTap, 1 Hib, 1 Hep-B
4-5 months	2 Polio, 3 DTap, 2 Hib, 2 Hep-B
6-14 months	3 Polio, 3 DTap, 2 Hib, 2 Hep-B
15-18 months	1 MMR (on or after the 1 st birthday) 1 Varicella
18 months–5 years	3 Polio 4 DTaP 3 Hep B 1 MMR (on after 1 st Birthday) 1 Hib (on or after 1 st Birthday) 1 Varicella

Licensing Requirements: Physical Exam and TB

According to Health and Safety code Section 1597.05(b) Title 22 Regulation 101220(a) within 30 days of enrollment, a record of the physical examination and TB must be documented in the child's binder with the exception of having a confirmed medical appointment.

1. **The child must have a TB clearance (risk assessment or TB Skin Test (TST) if needed) administered by a medical provider** before they start the first day in the program.
2. The child **must** have had a current physical examination completed in order to start school. (Section 101220 California Community Care Licensing Division – Child Care Licensing Requirements)

The physical exam must include:

- Hearing and vision screening
- Height and weight
- Hemoglobin Assessment and/or numerical results if required by doctor
- Blood lead level/Lead risk assessment
- Blood pressure
- Oral Assessment
- A 12 and 24 month Blood Lead Level (modified from “Blood lead level”)
- Each child must have a dental exam completed in order to start school.

If you need help locating a medical provider, the program will provide assistance.

VOALA also accepts Tele-health and virtual doctor and dental appointments at this time.

3. If the hearing and vision screenings have not been completed by the physician at the time of the physical exam, **there will be opportunities** offered at school within the first 45 days of the program school year to have your child checked. **If your child is absent or is not able to be screened at school, you will still be required to obtain results from your child's physician and bring in the results within 45 days of start day.** Height and weight measurements are also be completed during this time.

4. Each child must have a dental screening and exam completed in order to start school. Some children are granted an exception to complete the screening within the first 30 days of the school year. If the dentist recommends follow-up treatment, parents will take their child to be treated. For those families without dental insurance, we can assist in locating a provider who will work with us regarding payment. **If you are referred to a dentist, it is important you continue care with the same one as not all dentists have an agreement with the VOALA HS/EHS Program.** If you feel uncomfortable with the dentist after the child's first visit, please advise the Family Advocate so you can be referred to another dentist. If you have dental insurance, take your child to the dentist you have been assigned to.

IV. INTRODUCTION OF SERVICES

A. EDUCATION: The objectives of the Educational Services are to:

Provide children with a learning environment of varied activities that will help them develop socially, emotionally, intellectually, and physically in a manner appropriate to their stage of development toward the overall goal of social competence. VOALA follows the HS and EHS School Readiness Framework and Head Start Early Learning Outcome Framework to help children and families be prepared for school success.

1. Integrate the educational aspects of the various HS/EHS services in the daily program of activities such as parent involvement, social services, nutrition, health and mental health.
2. Involve parents in educational activities to enhance their roles as the primary educator of their child.
3. Analyze child assessment data to enhance program design to meet HS/EHS and CDE (California Department of Education) School Readiness Goals.

Teachers and Home Visitors apply their knowledge about child development, community resources and health education when planning activities in the classroom or during a home visit/socialization. They support the philosophy that children learn about themselves, each other, and the world around them primarily through guided interactive play and the adults in their lives.

Program Options

HS, EHS and State Preschool address and integrate all program service areas; these include Education, Health, Nutrition, Mental Health, Social Services, Parent Involvement, and Disabilities.

1. Center Based

The VOALA HS/EHS and CSPP programs provides services to families in the Center Based program option for the service areas of North Hollywood, South Bay, West Los Angeles, East Los Angeles, East San Fernando Valley, South Los Angeles, and Santa Clarita Valley for HS/EHS and CSPP Families. Classes operate four/five days per week as part day, extended day and full day programs. The Maud Booth Family Center is the only site offering CCTR and CSPP Full Day. The program operates from 8AM to 5PM, five days a week, for CCTR and CSPP Full Day. Daily, all programs offer a rest/relaxation time daily between the hours of 12PM to 2PM as appropriate.

The classroom setting is a supportive learning environment that helps teachers and parents in fostering the child's growth and development. VOALA designs classrooms to provide learning opportunities for individual children and promote safe and healthy practices. The teachers work with parents to provide learning opportunities through a variety of activities that are developmentally appropriate and culturally inclusive. The Teachers, Family Advocates, Site Supervisors, Coordinators and Program Managers, are the persons responsible for ensuring that comprehensive services are provided.

Volunteers of America HS/EHS programs provide children and families early childhood education aligned with school districts and CDC guidelines, to prevent the spread of communicable diseases.

CURRICULUM

Volunteers of America uses Creative Curriculum for center-based classrooms for Infant and Toddlers and Preschool. According to the Creative Curriculum, young children learn best by doing hands-on activities in a supportive environment. Creative Curriculum encourages active thinking and experimenting to find out how things work. The Creative Curriculum focuses on improving the learning environment, teaching practices, family involvement, and child outcomes across all areas of development. Growing Great Kids Curriculum, a Home-Based curriculum, is parent driven and supports the growth of parent-child relationships. It focusses on parent inclusion, parent-driven education, and parent as the child's first teacher.

- Weekly Lesson Plans: Every week Teachers plan activities that are based on children's interests and needs. Parents are welcome to provide feedback on the weekly lesson plan.
- Individualization: Teachers use information from assessments to individualize for each child
- Assessments: Teachers complete the Desired Result Developmental Profile for each child. Information is used to develop goals for children.
- Home visits: Teachers conduct two home visits per year to establish a strong relationship with parents and children.
- Parent Conference: Teachers will meet with parents twice per year to go over assessments and goals for each child.

2. Home Based Program Option

VOALA 0-5 home base programs address and integrate all HS service areas through a combination of weekly home visits and group socializations.

Home visits are conducted one (1) day per week per family by the Home Visitor and each home visit is at minimum 90 minutes in length. The home visit is planned the previous week jointly by the Home Visitor and the family. The content is based on the identified needs and interests of the child and family. Home visits must be conducted with parents or legal guardians. **Home visits are not conducted with baby-sitters or other temporary caregivers.** Home visits help the family foster growth and development in their child using the home as the child's primary learning environment. The Home Visitor works with families to create learning opportunities that enhance their child's growth and development, and provide comprehensive services for the family.

Group socialization activities are planned between the Home Visitor and families and occur twice per month. They take place in many settings such as classrooms, community facilities, and trips. Families engage with their children in learning experiences that strengthen their relationships. Peer group interactions are enhanced and tailored to each child's interests in developmentally appropriate ways. The goal is for children to develop friendships and gain social competence.

Prenatal home visits are conducted twice each month for 90 minutes in length. Prenatal home visits include the phases of pregnancy by trimester, follow up on doctor appointments and address parent concerns regarding the pregnancy and growth and development of their unborn child. Prenatal home visits continue through the child's birth, and when the child is 2 weeks old they can be transitioned to EHS.

3. **No Family Fees** – VOALA shall, at no time, charge a family for any HS, EHS, CCTR, and CSPP part-day and full-day services or options.

4. **The National Association for the Education of Young Children (NAEYC) Code of Ethical Conduct.** VOALA adheres to this code.

To the best of our ability we will:

- Ensure that programs for young children are based on current knowledge of child development and early childhood education.
- Respect and support families who are responsible for nurturing children.
- Respect colleagues in early childhood education and support them in maintaining the NAEYC Code of Ethical Conduct.
- Serve as advocates for children, their families, and their teachers in the community and society.
- Maintain high standards of professional conduct.
- Recognize how personal values, opinions, and biases can affect professional judgment.
- Be open to new ideas and be willing to learn from the suggestions of others.
- Continue to learn, grow, and contribute as a professional.
- Honor the ideals and principals of the NAEYC Code of Ethical Conduct.

B. Health:

Volunteers of America of Los Angeles, health services extend to all enrolled pregnant mothers, pre and post-natal, EHS, and HS participants. We strive to work with families to provide our participants with quality medical services throughout the year, along with **supporting pregnant mothers in learning about healthy pregnancy and postpartum care, which includes breast feeding support and treatment options for prenatal services.** Our program conducts on-site screenings such as hearing/vision/dental/hemoglobin/height and weight, etc., with the assistance of certified VOALA staff and community partners. This is to ensure that our participants receive the highest quality of health care. While families are not obligated to have their child screened on site, it is their responsibility to ensure that all Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) is completed according to the Child Health Disability and Prevention Program that is provided to you by our site staff, as needed. VOALA has an incidental medical service plan for children that need extra health services.

C. Nutrition:

- **Free meals to all participants during class hours** – VOALA follows all requirements of the USDA’s Child and Adult Care Food Program (CACFP) to deliver safe, nutritionally balanced, and delicious meals for our children to enjoy while they are in school. **Note:**
 - Menus are posted monthly on site and will be readily available for parental viewing.
 - Nutritious meals are offered daily, including breakfast at 8:00AM, Lunch at 11:00 AM and Snack at 2:30 PM.
 - Meals are usually served in a family style fashion, which teaches valuable motor/sensory skills and table manners.
 - Outside food is prohibited at all times due to contamination risk and / or questionable nutritional value.
- **Accommodations for Special Dietary Needs** – Nutritionally equivalent food substitutions will be made available to children who require special dietary accommodations due to allergy or other medical need. **Note:**
 - **To ensure your child’s safety, please be advised that if your child is allergic to a food we serve, he/she will not be allowed to start school without the appropriate medical documentation.**
 - What’s the policy for children with allergies and medical documentation?
Can they bring their own food?
 - Foods containing peanuts, tree nuts, fish or pork will not be served, and the agency will make every effort to restrict children from any other foods they are allergic to. However, parents should be aware that **we cannot guarantee that all foods we serve, or ingredients we use, have not been processed in facilities that also process other foods containing allergens.**
 - Food substitutions for religious reasons or personal beliefs will reasonably accommodate to the extent possible.

- **Nutrition Activities for Children**
 - Children are provided with a variety of fun activities in the classroom and via distance learning that help them learn basic nutrition concepts and build a foundation for future nutritional health.
 - Take-Home Nutrition lessons are available so parents can enjoy helping their children learn about Nutrition.
- **Parent Nutrition Education sessions** throughout the school year on topics such as:
 - Healthy Eating and Food Groups
 - The importance of physical activity
 - How to select and prepare nutritious foods that meet the family's nutrition and food budget needs
 - The negative health consequences of sugar-sweetened beverages
 - Prenatal nutritional needs
 - Breast feeding
- **Annual Nutrition Screenings and Evaluation for all children**
 - Each child's nutritional status will be evaluated based on nutrition screenings, growth measurements, and results from physical and dental exams.
 - Educational information will be provided to parents.
 - Children with high-risk conditions such as weight concerns, low hemoglobin, high-blood lead, and severe dental problems will be followed more closely.
- **Consultations with Registered Dietitians and other staff knowledgeable about Nutrition, as needed or requested.**
 - Nutrition Managers will reach out to parents of children with high-risk conditions.
 - Parents may request a meeting with Nutrition Managers if they wish.

Non-Discrimination in the Child and Adult Care Food Program

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, gender, 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 <https://www.ascr.usda.gov/filing-program-discrimination-complaint-usda-customer>, 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

This institution is an equal opportunity provider.

D. Wellness Promotion:

The overall goal of the Wellness Promotion Services in the 0-5 Programs is to increase the social competence and mental well-being of every child in the program and to provide a learning environment which will help them develop socially, physically, cognitively, and emotionally. Our Wellness Promotion Services aim to:

- Ensure children receive appropriate screening to identify and address behavioral, social and emotional concerns.
- Promote and educate staff, children and families through our Trauma Informed Care best practices initiative.
- Establish positive connections with children, families, and the community.
- Increase social skills and competencies for children and families.
- Create a positive learning environment in the classroom, home and in the community.
- Create awareness of our resources and other mental health and wellness community services.
- Provide information in the area of Mental Health and positive parenting practices through classes, workshops and trainings.
- Ensure privacy and confidentiality for all children and their families.

Families can receive direct services on any issue or concern that is affecting their daily living. Referrals to outside agencies will be provided as needed.

We encourage and promote children's mental health, social-emotional, positive well-being and overall physical health. Volunteers of America Los Angeles supports by providing resources, support with classroom observations, and mental health consultation services to staff, children, and families enrolled in our program. This is part of our ongoing Wellness Promotion and healthy lifestyle goals. Services are provided to enhance positive outcomes in the classrooms and to provide strategies to both teachers and families through our mental health team.

E. Family & Community Engagement:

VOALA Children's Services programs serve to build positive goal-oriented relationships with families and children. VOALA actively engages parents to determine the unique needs and strengths of each family, and develops an Individualized Family Partnership Agreement of personalized family-directed goals. Family Advocates assist families with accessing resources that will support their self-sufficiency. VOALA strives to achieve a positive family outcome for you and your family. Knowledgeable staff also offer parents classes on a variety of topics specific to family development, including leadership skills

F. Fathers / Father-Figure Engagement

VOALA Head Start promotes the involvement of Fathers and Father-Figures in the program to significantly influence children's development and well-being. The program celebrates and strengthens the parenting roles by:

- Encouraging responsible role modeling
- Helping children and fathers and father-figures relate and connect
- Educating those caring for their children about parenting
- Creating opportunities for individuals with involvement and leadership

G. Governance - The Parent Policy Council:

The Policy Council is made up of Head Start parents and representatives of the community. Representatives from Parent Committees are elected to serve as members of the Policy Council. Elected representatives serve a one-year term, from December to November, and no member may serve more than five total terms. VOALA employees or members of their immediate families may not serve on Policy Council.

Policy Council meetings are held month and via Zoom. Reimbursements are available when Policy Council meetings are held in person. Staff will provide and verify forms for reimbursement for qualifying events.

The direct functions of the Policy Council are:

- 1) Serve as a link to the Parent Committees, grantee governing body, public and private organizations and the communities they serve.
- 2) Communicate with parents about their rights, responsibilities, and opportunities in Head Start and encourage participation in the program.
- 3) Assist Parent Committees and staff in coordinating and organizing program activities for parents using funds set aside from program budgets to support parent activities.
- 4) Assist in recruiting volunteer services from parents, community residents and community organizations.
- 5) Establish and maintain procedures for working with the Children's Services Director to resolve community complaints about the program.

H. Disabilities Services:

The Office of Head Start requires grantees to serve at least 10% children with disabilities as the eligibility requirement. Under the IDEA Federal law, all HS, EHS, and CSPP Centers offer an Inclusive Environment for children with disabilities. The classrooms include appropriate materials, special equipment (as needed) and disability specialists and consultants to support teachers in the classroom. All children in our program benefit from best practices that celebrate their uniqueness.

VOALA uses The Creative Curriculum in classrooms and Growing Great Kids (GGK) for home visiting. Teachers modify these education materials to fit the needs of children with disabilities, as agreed upon in their Individualized Education Program (IEP) for three years and older or an Individualized Family Service Plan (IFSP) for children under three. VOALA monitors services provided as stated in their IEP/IFSP, and facilitates transitions as needed.

If you suspect that your child is in need of special education services or you have concerns with your child's development, please do not hesitate to inform the teacher, site supervisor and/or the Family Advocate.

The following is a list of services we offer to parents when they suspect their child has a disability:

- Work with parents to request evaluations/*Assist families in initiating evaluation requests when developmental or educational concerns arise.*
- Gather information from parents to meet Regional Center and District requirements/*Work with parents to collect necessary information to meet the requirements of the Regional Center and local school district.*
- Provide Parent Rights information and resources/*Provide families with clear, accessible information about their rights, along with referrals to helpful community resources.*
- Support parents by attending meetings/*Support parents by attending relevant meetings, such as IEPs or case conferences, as a collaborative partner*
- Provide trainings for parents on Children's Developmental Milestones and Advocacy/*Offer informative sessions on child developmental milestones and strategies for effective advocacy.*

VOALA Head Start/ Early Head Start DOES NOT DISCRIMINATE in its hiring of personnel or enrolling children on the basis of race, gender, nationality, religion and/or disability. All enrolled children are offered a Free Appropriate Public Education (FAPE) experience in the least restrictive environment to help the children's full potential.

I. Multi-Disciplinary Team Services (MDTS)

The VOALA 0-5 Programs have established a system to support children, families and staff by collaborating and providing a multi-disciplinary approach. Our MDTS brings all content areas together to discuss cases that require additional support, services, or interventions. This meeting includes program managers, coordinators, site staff and parents.

V. CENTER POLICIES/PROCEDURES

A. Tardiness Policy

As part of getting children school ready, the program has consistent times when classes start and end. Parents are asked to sign a form when children are dropped off or picked up late to address tardiness and concerns so that we can provide the consistency children need to be school ready. In your role as your child's first teacher, we believe you want the same thing and that we can mutually come up with solutions that address any challenges so that your child's experience with us is one of continued growth and development.

All children enrolled in the HS/EHS, CSPP and CCTR programs shall be dropped off or picked up by the parent/guardian or someone the parent/guardian designates. Any person designated by the parent/guardian must be at least 18 years of age (Title 5 California Code of Regulations sec. 18065): see also Emergency Card section C. A child must not remain at a center past the end of the child's scheduled class. Staff will use the Emergency Card to contact an authorized person to pick up the child.

Part of the school's educational program is for children to have a consistent daily routine, including meals, cognitive and social emotional activities, as well as outdoor play. **VOALA does not allow for a "grace period", meaning a drop off or pick up any time outside of the child's assigned schedule.**

B. Attendance

In order for children to benefit the most from the program, parents are encouraged to support their children's regular attendance to class. Parents sign their child in and out of the program daily at the designated time in which they were enrolled. Parents must report their child's absence to the center each day. After one unexcused absence, the Family Advocate or Teacher will contact you to see if you need anything to support your child's attendance. If there are chronic attendance issues an Attendance Plan will be implemented to encourage your child's consistent attendance. If chronic absences persist after continued efforts by staff to encourage attendance, VOALA may drop your child from the program. Unexcused absences or poor attendance patterns may result in dropping the child from the program if the family is unable to re-engage in the program to its full extent within a reasonable time line. Families dropped from the HS/EHS program can be placed back on the waiting list. Parents should expect to plan family vacations during our scheduled breaks in services to avoid unexcused absence. Those children enrolled in VOALA CSPP are allowed only 10 special interest days for family bonding as an excused absence. If parents have concerns or questions regarding this process, they may contact the ERSEA Department.

C. The Emergency Card

The Emergency Card is an important document that will help to ensure the safety and security of your child. It is each parent's/guardian's responsibility to keep the Teacher and/or Family Advocate up-to-date with those they have listed as emergency contacts that can pick up your child. It always good to have at least two to three available people as back-up in case of an emergency. The agency **will not release a child to anyone who is not on the emergency card.** It is important you list people who have access to transportation, who are at least 18 years of age or older, are nearby the center, are residents or citizens, and who are familiar with your child. Parents/Guardians, regardless of age, can drop off and pick up their child, unless we have been provided a court order saying otherwise.

To keep all information current, Teachers and Family Advocates will cross-reference the emergency card with you to avoid any discrepancies, quarterly.

D. Late Pick-ups and the Emergency Card

In the event of an emergency, when you cannot pick up your child at the site on time, the site staff will make every effort to contact only those individuals listed on the Emergency Card to pick up the child. **The individual designated by the parent/guardian to pick up the child will need to show “picture identification” to verify that they are on the Emergency Card.** After staff have made all efforts to contact all persons on the Emergency Card and they cannot reach anyone, the agency will call the local Police Department and turn the child over to law enforcement.

Do not call the site and instruct any of the VOALA personnel to add a new name on the emergency card. Staff cannot confirm if the individual on the phone is the actual parent or a complete stranger. Parents must make requests for changes to the Emergency Card in person, and can make them at any time.

According to the Parent Agreement and for the safety of the children, parents must abide by the safety and security rules regarding how to update the Emergency Card.

Court Orders, once validated by administrative staff, shall be strictly enforced.

E. Suspected Child Abuse and Neglect

By law, the State of California requires all VOALA Children's Services staff be mandated reporters. This means site staff are trained regularly to identify and report suspected child abuse and neglect. All VOALA staff members have the right to remain confidential when reporting suspected child abuse or neglect. For the safety of everyone involved in a child abuse or neglect case, no confidential or private information will be released to anyone outside of VOALA. VOALA provides you, the parent, at time of enrollment, with written information about what the State

considers to be child abuse and neglect. Your assigned Family Advocate or other site staff can provide further information on this subject.

All VOALA staff personnel, including student interns, are required to report known or suspected child abuse cases by Penal Code Section 11166 and 101212 C&D of Child Care General Licensing Requirements. Failure to report may result in jail sentence and/or \$1,000 fine.

Staff may report outstanding child medical or dental conditions, needing treatments, if not followed through in a timely manner, as a sign of neglect. Please speak with the Health staff at your site to go over any follow up or treatment plans to ensure the health and well-being of your child. VOALA will provide resources to support every child and family when needed.

F. Parental Policy

Title 22 California Education Regulations 101319.1 (e) “Notwithstanding any other provisions of this section, the person present who is in charge of a child day care facility may deny access to an adult whose behavior presents a risk to children present in the facility and may deny access to non-custodial parents or guardians if so requested by the responsible parent or legal guardian.” The following are examples:

1. Intoxicated Parent

It is difficult to predict under what circumstances a court would impose liability on a provider for releasing a child to an authorized but intoxicated person. As used here, “intoxicated” means under the influence of drugs, alcohol or marijuana. If an adult, in any way, poses a threat or danger to anyone at the HS facility, staff reserve the right to contact the local authorities immediately.

If a staff member reasonably suspects that the adult picking up the child is under the influence of alcohol, drugs, or otherwise seems impaired, the Teacher or Family Advocate will request that the adult contact someone else on the emergency card to pick up the child. Staff will make all efforts to protect the child until another adult can pick up the child and take them home safely.

2. Rude or Belligerent Parent / Adult

As staff members are respectful of parents, it is equally important that parents are respectful of staff. If a parent confronts staff in a way that is rude or disrespectful, e.g. using condescending language or gestures, staff will refer the incident to the attention of administration to determine suspension from the program. If an adult in any way poses a threat or danger to anyone at the 0-5 facility, staff reserve the right to contact the local authorities immediately.

3. Parent to Parent Conflicts

Parents must be respectful of each other. Should one notice conflicts at the site please notify site staff. Staff will not permit any inappropriate parent-to-parent disputes on or around the preschool. Parent conflicts may result in immediate suspension of the parent(s) from bringing their child to the program. However, VOALA will work to see if the child can still participate. Staff will bring parent-to-parent disputes to the immediate attention of the administration to resolve the matter.

G. Crisis Intervention

The Volunteers of America 0-5 families in need of crisis intervention/emergency assistance may contact any center staff member and be referred to Family Community Services, Mental Health, or MDTS for services and resources. MDTS allows for staff collaboration and multidisciplinary support. A Family Advocate may be assigned to evaluate the emergency and obtain information from family member(s). When necessary, the HS/EHS family member will be accompanied to a crisis intervention center as part of an advocacy policy followed by the center. Appropriate follow-up is done with the agency involved on an as needed. Families are encouraged to contact their Family Advocate or any other Family Service Specialist for any assistance needed.

H. Confidentiality

The VOALA 0-5 Programs have an established system of confidentiality that provides safeguards and security measures to preserve the privacy of children and families enrolled in our schools. The agency will observe all regulations of State and Federal authorities regarding client confidentiality and the right to privacy. VOALA maintains all family documents in the child's file, inside locked file cabinets that staff can only access on a "need to know" basis.

VOALA can only release family documents with consent from parents/legal guardians and/or person with legally appointed child custody and rights.

I. Fire Drill Evacuation Plan

There will be a fire drill at the school site once a month, at least 2 weeks apart from the earthquake drill. If you have any questions or would like to review the Fire Drill Evacuation Plan, please ask your Site Supervisor, FSS or Safety Coordinator for assistance.

J. Earthquake Disaster Plan-Preparedness

POLICY: California Code of regulation, Title 22, Division 12, Child Care Licensing Regulation Article 3 Section 101174 requires that each state licensed child care facility develops and maintains a Disaster and Mass Casualty plan.

Each school year, an Earthquake Evacuation Drill will be done every other month and we participate in the CA Great Shakeout Annually

If you have any questions or would like to review the Earthquake Disaster Plan Preparedness, please ask your Family Advocate for assistance.

As you might be aware, living in California places us in the position where we could be affected by a major earthquake at any time. We at Volunteers of America, as part of our emergency preparedness plan, would like you to read the following information and guidelines.

Agency Concerns and Responsibilities: Our agency's primary concern is with safety of your children. In the event of a major earthquake during operating hours, our first concern, after evacuating the building and ascertaining your child's physical safety, is reuniting you and your child. The staff will stay with your children and prepare them to meet you until they are safely picked up.

Parental Concerns and Responsibilities: If a major quake occurs during hours, the staff will need your assistance in the following areas:

1. Please do not attempt to call the school as we will need to keep the phone lines open for emergency communication. If a major quake hits, the phone lines will probably be out and communication for a while will be via satellite utilizing the pay phone system.
2. Please be reminded that we cannot release your child without permission. Specifically, this means that **you**, or **an adult designated by you** who is listed on the emergency forms must pick up your child after a major earthquake. We strongly recommend that you make arrangements now, prior to an emergency.
3. During an emergency, only the reunion gate designated by a sign will be open for one-way traffic. We require that you sign a release before you leave the school site. This is the only way we can accurately account for all students.
4. If you wish to make special arrangements with the school about the evacuation of your child after an earthquake, these arrangements should be completed in writing before the emergency. We cannot allow a person to pick up your child without prior notification. In addition, we will not be able to accept phone calls asking that your child be picked up by other people that you have not assigned before.

Procedure for signing in and out and picking up your child:

1. Parents will sign in their child at time of arrival and sign out their child at dismissal. The parent's signature should be legible at the time of signing. The parent or legal guardian will come to the door, but not into the classroom. If another authorized person in the emergency

card comes to pick up your child and he/she has never picked up your child before, that person must show a picture identification card.

2. Refrain from using cell phones and tablets when dropping off and picking up children as this distracts from keeping a close eye on them.
3. One of the persons in charge at the door will deliver your child to you.
4. You must sign your child out of the program to show that you have taken the child.
5. Please follow parking signs and guidelines at the site.

Continuation of the Program after an Earthquake:

1. The center will not be able to operate until there is a thorough inspection done by a certified inspector.
2. If the school determines that it is not safe to operate, the parents will be contacted with instructions.

K. Health Information for Parents

To ensure the safety of all children, no child on medication may start school without a doctor's request for medication at school, an Individual Health Plan, and a medication training done with the staff.

Any child who has a medical condition will need doctor's clearance before starting in-person school.

Administration for Prescribed Medication

POLICY: Young children often need medication to overcome childhood maladies and illness which are common to their age group. At our Agency we will make every attempt possible to accommodate the dispensing of medication to children who by nature of his/her health condition requires medication during the course of any of the program's operational hours.

PRECEDURE: Parent or guardian of any children requiring medication during school operational hours should be given by the parent at home if possible. If the health condition or disability of the child requires that medication is given during school hours, then the following guidelines should be observed:

1. There must be a written statement from the parent giving permission to the Agency's trained staff to give medication during school operational hours (request for medication to be taken during school hours form, individualized Health Plan form, and/or medical providers own written consent form) . Form must include Physician's instructions for the prescribed Medication. **First Dose should be given at home.**
2. Only medication prescribed by a physician will be administered at school. Over-the-counter medication should not be given to the child. (No exceptions). I.e. Aspirin, Tylenol.
3. There must be a prescribed (written statement) from the physician which states: (a) child's name (b) today's date (c) birth date (d) dosage (e) route of medication (f) name of medication (g) how often should it be given in a day; and (h) how long medication should be given for.

4. The written statement should have in clear letters and numbers the name of medical provider with his/her California license number telephone and address of medical provider.
5. Acceptable route of medication administration at the school site are: By mouth (P.O); by inhaler or nebulizer. No intravenous medications should be given or any medication that is injectable with the exception of insulin (which is administered by parent or guardian.)
6. No expired medication will be accepted from the parent or guardian.
7. Medication must be in a prescribed container from the pharmacy. The label must have the name of the child, time to be given, name of medication, dosage and physician's name. No medications on unlabeled containers will be accepted.
8. Medication must be kept in the locked medication bag at the Center unless alternative storage has been determined by health staff. Adult needs to ensure this is not readily accessible to children at the Center.
9. Any additional items for medication's administration must be labeled and stored away from the Children.
10. A completed medication action plan has been signed by the HS health staff and parent.
11. Medication training has been conducted with the parent and a member of the health team.
12. All staff trained must sign the training sheet. The sheet is to be attached to the medication action plan.
13. Any changes in medication dosage or route must be in writing from the medical provider.

When to keep your child at home:

1. Look for any signs of illness or skin condition in your child every morning before you send him/her to school.
2. Look for signs of premature illness such as fever, a consistent cough, loss of appetite, change of color in the skin, watery eyes, a change in personality, diarrhea, runny nose, etc. Many of the illnesses in children begin with a cold. When these symptoms occur, please do not send your child to class.
3. Don't send your child to school even if these symptoms are mild. It is natural that childhood illnesses progress quickly. The illness of your child can become severe in a matter of hours even if the illness had been mild at first.
4. Do not send any children to school who has had a temperature of 99°F or higher during the last 24 hours. Any child who has had a fever for more than 24 hours should see a doctor.
5. When your child is sick, consult your doctor immediately. Treatment which is given on time can prevent a serious condition.
6. When your child has a contagious disease or infection, please notify your child's teacher immediately so that appropriate measures can be taken to protect the other children in class. Please notify your doctor, since a release note will be needed for re-admittance to the classroom.

Your child will be excluded from class if any of the following signs or symptoms are found present:

1. A temperature of 100.2°F+ degrees.

2. Diarrhea and/or vomiting in the last 24 hours.
3. Excessive discharge of mucus from the nose.
4. For children 2 years or older: coughing excessively, hoarse or complaining of sore throat.
5. Live Head Lice
6. Any contagious disease or infection including but not limited to: COVID 19, conjunctivitis (pink eye), streptococcal (strep throat), giardiasis, hand-foot-and-mouth disease, norovirus (stomach bug), hepatitis A or B, chicken pox, and ringworm.

Re-Admittance Criteria:

If a child has been absent for more than three days, a doctor's note is needed for re-admittance depending on the child's illness. If a child has a contagious illness, there must be a doctor's release note, stating the name of the child, the date the child can return to school and any additional considerations, restrictions or instructions.

General Hygiene:

Please make sure your child is dressed appropriately for school. This means clean body, clean hair, clean clothes, and short and clean fingernails. It is recommended to practice regular handwashing with soap and water for 20 seconds. If you need assistance, please let VOALA know. We have resources that can assist your family.

Prescription Eyeglasses

Wearing eye glasses has shown to improve a child's vision, helping them function better in their environment. Students are better able to process visual information, engage properly with learning materials, and follow lesson plans more clearly.

If your child was prescribed eyeglasses through a medical provider, VOALA will ensure that your child always wears their eyeglasses throughout the day for educational purposes and safety concerns.

Toilet Training

Toilet training is not a requirement for children enrolling in our Head Start program; however, toilet training is an exciting time for you and your child. From our experience, we have found that when your child is ready to master toilet training, it only takes a few weeks. If it takes longer, we can try again later. We want toilet training to be a positive outcome for your child. Partnering with you will ensure your child's success in passing this developmental milestone.

L. School Dress

Send your child to school ready to play. Clothes should be casual and washable with no loose ends. Children should be able to adjust their own clothing to use the bathroom. Shoes should be

closed toed, have backs or heel straps and non-slick soles. Jewelry should stay at home; it is easily lost at school. Parents are to come dressed appropriately to work in the classroom when volunteering.

M. Personal Property

Please do not send money, toys, toy guns, digital device, or food to school. Coats and sweaters and extra clothing should have your child's name on them.

N. Siblings

Siblings of enrolled children will not be allowed in the classroom during class time due to licensing regulations. Non-enrolled children and siblings may not play on outdoor equipment while waiting for class to begin or end. Equipment is to be used during class time only. Snacks and meals are provided for enrolled children, volunteers and teachers only.

O. Non-Enrolled Children

Non-enrolled children will not be allowed in the classroom during class time. If you are providing child care for children other than your own, you will need to find someone to care for them outside of the classroom while you participate in the classroom as a volunteer.

P. When Child Behavior Poses a Safety Threat

Head Start Performance Standard- 1302.17(2) indicates that a temporary suspension of a child will be used only as a last resort in extraordinary circumstances where the child poses a serious safety threat to other children, staff, or themselves, that cannot be reduced or eliminated by the provision of reasonable modifications. Examples of such threats include chronic biting, hitting, throwing of objects, and pushing children over in order to hurt the other child. If such a situation occurs, program representatives and the child's family will meet to determine next steps. VOALA will address such challenges by trying to facilitate the child's safe participation in the program. Such steps may include, at a minimum, providing the parent mental wellness and behavior consultation, and providing strategies and support for all classroom children to remain safe. If strategies are not developing positive outcomes over a reasonable amount of time, there will be further interaction with the parents / guardians, the child's teacher, the agency staff, and mental health consultant, to determine if the child's continued enrollment presents a continued serious safety threat either to the child, other enrolled children, or staff, and determine if the program is not the most appropriate placement for the child. The program will work with the family in order to facilitate a smooth transition of the child to a more appropriate placement (refer to Pyramid Model Process on Pg.5.) Once transition is achieved, the child will be expelled from the program.

Q. Field Trip Policy

Field trips are a special privilege and not the right of each child. Children who are not able to attend the field trip will be left in the care of their parents. Only enrolled children are allowed to go on field trips, unless a “family” trip is planned where all family members can attend. All field trips must be educational.

Field trips are very costly, so classes usually share a bus. This limits the number of adults who can attend.

The parents who put in the most classroom hours are the people familiar with the children and know the teacher’s expectations for them. Parents who have put in the greatest number of participation hours will be asked if they would like to accompany the children on a field trip. Parents may be asked to join if their child needs specific supports.

Siblings are not allowed to attend field trips. The exception to this rule would be a “family” field trip.

Important rules to follow:

- Parents cannot provide their own transportation to a field trip.
- Parents cannot follow buses.
- No siblings or other family members are allowed to attend, only parent volunteers if invited.
- Children must be signed in and out at the site. They cannot leave with a parent from the field trip location.
- If a parent feels uncomfortable with child attending, then we suggest they keep child at home on the day of a field trip.
- The program administrative team reserves the right to alter, change or cancel any field trips in which sites have violated any of the above mentioned field trip guidelines.

R. Cell Phone Usage

Cellphone usage is not allowed at the site at any time, especially when dropping off and picking up a child from school.

S. Use of Food for Celebrations at School Sites

For all children in VOALA 0-5 programs, food served must be high in nutrients and low in fat, sugar, and salt. Teachers are responsible for maintaining good eating habits during class time. The agency provides all food eaten in the classroom.

1. To ensure compliance with all food safety and sanitation laws, all foods served to the children during classroom hours must be prepared in the Central Kitchen or in the

classroom facility during a nutrition activity. No home-cooked foods may be served to the children.

2. **Due to sanitation and Department of Public Health rules, potlucks are NOT allowed at any school events.**
3. When food is included as part of the classroom celebrations, picnics, and field trips, the food should be low in sugar, fat, and salt and high in nutrients. Food must be put in the proper context as just one part of the celebration. No junk food or soft drinks are to be served to the children or consumed by staff/adults in the presence of the children.
4. Birthdays can be recognized in the classroom in a variety of creative ways, **but no birthday cakes, cupcakes, or candies or other sweets will be served in any manner to commemorate these events.**
5. Food is a major part of many holiday festivities for cultural or religious reasons or simply because it's fun! However, it's a good practice to include healthy foods.
6. Remember that our goal at HS/EHS, CSPP, CCTR and CCP programs is to serve a wide variety of nutritious foods in order to contribute to the growth, development and socialization of our children. Finding creative ways to celebrate holidays without high fat, high sugar foods can be a challenge, but worth the effort to teach our children good eating habits and to comply with our performance standards.

T. Holiday Guidelines

1. Anti-Biased Curriculum

Volunteers of America of Los Angeles follows an Anti-Biased Curriculum, which focuses on developmentally appropriate practices and activities geared to enhance School Readiness. Teachers design classroom activities for exploring and discussing daily experiences.

2. Costumes

Children have an opportunity to play dress up with the materials provided in the classroom.

3. Culture

VOALA respects the cultural and religious beliefs of every family in their classroom. The classroom community is sensitive to the beliefs and values of the families. Classroom activities are set up to be culturally inclusive.

U. No Pets Allowed

We are dedicated to protecting the health and well-being of all children, families and staff at our centers. Some children are highly allergic to certain animals. Animals can also spread disease, or behave in dangerous or unpredictable ways that can cause injury to persons they come in contact with. Due to this, pets will not be allowed onsite or in the classroom. Service animals are not considered pets, please inform the Site Supervisor if you have a service animal and require accommodations.

V. Events/Celebration

VOALA celebrates each child as they transition into kindergarten with an end of the year celebration.

Special events including End of the Year celebrations may limit number of parents/guests based on site capacity and licensing regulations. Items such as balloons, stuffed animals and gifts, are not recommended as they pose a safety concern.

W. Photography and Videos of Children

During enrollment, VOALA requests consent to take pictures and videotape of your child. Staff use this material for training purposes, to advertise, and to chronicle events within the program year. You may choose not to give consent and we will work to ensure that staff take no pictures and videos of your child.

VI. TRANSPORTATION

Pedestrian Safety

Take These Steps to Safety

Pedestrian-related injury is one of the leading causes of death and injury for ages 5-14. Yet many of these tragedies can be prevented. Are your children walking safely? Review these guidelines to find out.

WHAT ARE KIDS THINKING?

- **Fantasy vs. Reality.** Until approximately age 7, children don't always distinguish between fantasy and reality. For example, when they are in a crosswalk, they may believe they are completely safe,
- **Visual skills.** A child's peripheral vision is only 2/3rds that of an adult. Peripheral vision, along with depth perception and the ability to judge speed and distance do not fully develop until at least age 10.
- **Hearing.** Children can't always locate the source of a sound. They may hear a car, but not know where it is coming from.
- **Judgment.** The ability to anticipate hazards, understand cause and effect, and think about more than one thing at a time are skills that develop with age and experience.

GETTING READY

- Always know the route your children are taking, and when they plan to arrive and return. Walk the route with them in advance.
- Younger children should be accompanied by a grown-up. Older children should walk with a buddy.
- Children need to wear retro reflective materials and bright clothing so they can be seen.
- In low light conditions such as dawn or dusk, children should carry a flashlight. Do not let them walk alone at night.

ON THE WAY

- Use sidewalks. If there is no sidewalk, children should walk on the far left, facing traffic.
- Help children watch for hazards such as cracks or uneven sidewalks. If the weather is wet or icy, they need to take shorter steps and walk more carefully.
- Children should ALWAYS stop at the curb and never run into the street.

CROSSING STREETS

- Teach children to use crosswalks and only cross streets at corners.
- Children should cross streets with a grown-up until they are at least age 10.
- Remind children to look left, right and, left again before entering or crossing a path, sidewalk, street or driveway. **They should continue looking as they cross.**
- Children need to make eye contact with each driver before they pass in front of him or her.
- Never cross the street from between parked cars.

AROUND THE SCHOOL BUS

- Get to the bus stop 5 minutes early. Have children wait 4 giant steps back from the curb.
- Children need to stand back until the bus driver opens the door. They need to use the handrail as they board the bus, without pushing.
- Make sure everything is tucked in before children get on or off the bus so nothing gets caught.
- When children get off, they need to immediately walk 10 steps away from the bus.
- If children have to cross the street, teach them to be sure they can see the driver's face. They need to cross in front of the bus, at least 10 steps away from the bus. Never cross the street in back of the bus.
- If something falls near or under the bus, children should tell the bus driver and wait to pick it up.

CAR SEAT SAFETY TIPS

Road injury is one of the most preventable deaths and injury to children in the United States.

- Correctly used Child Safety Seat can reduce the risk of death by as much as 71%
- More than half of car seats are not used or installed correctly
- Find the right car seat. Infants need to ride in a rear facing car seat as long as possible until 2 or more years of age.
- Installing a car seat. Ensure to install the car seat based on the guidance of the manual.
- Getting the right fit. A properly fitted harness gives the most protection for your child.
- When to change your car seat. Look at the car seat label to make sure your child is still within the weight, height, and age limit for that seat.

BUCKLE UP

- When adults wear seat belts, kids wear seat belts. Be a good example and buckle up for every ride. Be sure that everyone in your vehicle buckles up too.
- Buckling up the right way is the most important thing a family can do.

VII. VOLUNTEERING

A. In the Classroom

Volunteers of America of Los Angeles HS/EHS, CSPP, CCTR and CCP staff welcome you to the classroom. You are a very important part of the program. Your interests, talents, and help are necessary for the success of the program. If you cannot volunteer in the classroom, please ask another family member to participate or ask your child's teacher for at home learning activities. This is another way of earning volunteer hours.

Prior to or on the first day of volunteering, volunteers are required to have proof of TB clearance and all mandated immunizations for both center base options and socializations. The mandated requirements are a TB clearance (risk assessment or TB skin test if needed or clear x-ray administered by a medical provider), MMR, Dtap, and if applicable a current flu shot. A Health Department or private physician can provide immunizations.

Notes on engaging children:

1. Children learn in many ways. Talking to them or reading a story together helps them feel valued.
2. We accept children's feelings, even when they are angry and jealous. We encourage children to ask for help when needed.
3. Children are encouraged to express their feelings.
4. We never speak negatively about children.

WE ENCOURAGE YOUR SUGGESTIONS. REMEMBER, THIS CANNOT BE A GOOD PROGRAM WITHOUT YOU!

B. Volunteer Guidelines

As a volunteer for the HS/EHS and other programs, you will abide by the following rules and policies.

1. All volunteer work is under the supervision of staff.
2. You must follow agency rules. If you do not understand a procedure, please check with the site supervisor for further information.
3. Please have a mindset of courtesy, cooperation and thoughtfulness in all matters.
4. Be a positive role model for the children.
5. No smoking anywhere on the premises.
6. Never use profanity or inappropriate language.
7. Talk to the teacher about any concerns you have.
8. Sign in and out only for the time volunteered.

9. Parents must wear closed-toed shoes and not wear clothing of a sexualized nature, such as see-through tops or lowered pants that expose underwear. Parents must not wear clothing with language or images that others may find foul, vulgar or obscene.
10. Observe confidentiality concerning parents and their children.
11. Use adult restrooms only.
12. Only parents who are certified and have a food handler's permit may assist in the kitchen.
- 13. No cell phones are permitted in the classroom.**

C. Safety Tips

1. Safety is Everyone's responsibility.
2. Check that gates are closed.
3. Pick up foreign objects and trash on the playground.
4. Encourage children to be safe.
5. If it is necessary to go to the kitchen, let staff know you are entering.
6. Lift heavy objects properly by bending the legs and not the back.
7. Report broken equipment to the teacher.
8. Wear clothes that do not have strings, ties, etc. that can catch on objects.
9. Wear a hair net when around food and food preparation.
10. Do not leave a child unattended for any reason.
11. If you see something suspicious, immediately inform the site staff.

D. Questioning Techniques for Parents/Teachers

The following are questioning techniques which encourage language development and cognitive development in children. These techniques are good for parents to practice at home and in the classroom.

1. How can you/we find out?
2. Tell me what happened?
3. How did you do that?
4. What materials did you use?
5. What did you do first, second, last?
6. What would happen if _____?
7. What can you tell me about it?
8. What could you do instead?
9. What do you feel, see, hear, taste, and smell?
10. Is there anything else you could do/use?
11. What can you do next time?
12. How are you going to do that?
13. What are some different things you could do?
14. How do you know?
15. Are they the same/different?
16. Do you have more "red blocks" or "blue blocks?"
17. Is one longer/shorter than the other?

E. Parent and Other Volunteers

VOALA 0-5 has an “open door” policy. Classes are open to parents/volunteers at any time that is reasonable and convenient for them. There may be instances when a number of parents/volunteers may be limited due to site capacity and licensing regulations. All volunteers must be 18 years of age or older, must meet all current immunizations requirements and have fingerprint clearance.

Having parents and/or volunteers in the classroom has the following advantages:

- a. Gives the parent and/or the volunteers a better understanding of what the center is doing for the children, and offers ideas of activities they can do at home to help their child.
- b. Shows the child the depth of his/her parent’s interest.
- c. Gives the staff and parent the opportunity to work together towards the child’s school readiness goals.

All parent volunteers and parents participating in socializations are required to follow all State immunization requirements and be up to date with TB, MMR, Dtap, and if applicable the most current flu vaccine.

F. Parent Education Trainings

VOALA conducts monthly Parent Training Sessions. These courses cover Child Development, Health, Nutrition, Social services, Mental Health, and other topics of interest. VOALA offers these trainings to families and the community. Parent Training Surveys determine most of the training topics. Staff will post a notice that indicates the topic, date, and location of the training.

G. Transition

1. EHS

Children leaving EHS are transitioned to the local HS, or to other programs within the local school district and community as appropriate to their needs. Parents are encouraged to become their children’s advocates in transitioning from EHS to HS or other local education agency. The transition process will be discussed with all parents at the time of enrollment. The transition process will begin when the child is 2.6 years of age. Children will need to meet HS eligibility requirements to transition successfully.

2. HS

Parents of children leaving the HS, CSPP and CCTR programs that are eligible for Kindergarten, will be supported in the transition process through a collaborative effort starting at the time of enrollment. Teaching staff will notify parents and arrange a parent/teacher conference. The purpose of this meeting will be to create an individual transition plan designed to discuss and plan for the needs of each child. Disabilities/Mental Health Coordinators will be included in the transition plan for children with special needs. Throughout the year, agency staff will establish a

network of communication with local elementary schools receiving HS children. At the end of the year, Local Public Schools (LPS) and HS will collaborate planning dates and transition activities to be conducted for children and families.

VIII. HS, EHS, AND CSPP POLICY COUNCIL AND PARENT CENTER COMMITTEES

A. How Can Parents Help?

The parent groups will consist of the following:

1. **Parent Center Committee:** This committee exists at the center level and it includes all parents of children enrolled at the site.
2. **Parent Policy Council.** This council exists at the agency level. Parents proportionally represent each site and program option.

B. Parent Center Committee

Parents, in partnership with the staff, help make decisions about the program. Different communities have different needs. The more parents are involved, the better the program serves the children. Each parent or caregiver is automatically a voting member of the local Parent Center Committee. Each Parent Center Committee will elect a Chairperson.

C. Parent Policy Council

The Policy Council helps VOALA in program planning. They review the agency budget and aid in evaluating the quality of the program. They decide upon goals based on the needs of their communities, and perform many other important functions. All parents of children currently enrolled in the program annually elect other parents to serve on the Policy Council and represent their site.

1. **Center Based:** Parent Center Committee meetings are held once a month at each of our sites. Officers, who are elected at the site level, plan and hold the meetings to inform parents about progress of the program (Includes Full Day/Full Year Program).
2. **Home Based:** Home Base parents will attend their local center base parent meeting.

D. Shared Decision Making

VOALA supports and values the involvement of parents. One of the most important areas of this partnership is that of Shared Decision-Making. The Policy Council Executive Officers attend the Board of Directors quarterly meetings. In addition to this, the Board of Directors and Policy Council have established a Program Committee, which also meets on a quarterly basis to ensure that VOALA parents are actively involved in the decision-making of the program.

IX. DATA COLLECTION

The VOALA HS, EHS and CSPP programs, compile data and statistics to identify and meet the needs of children, families, and the communities it serves and to satisfy funder requirements.

1. VOALA compiles specific data, throughout the program year, regarding the families served by the program. Such data compiled will be for the following types of reports:
 - Health Services Information about children’s health services
 - Program Information Report
 - Child Care Food Program-Ethnic Data
 - Family Needs Assessment Data
 - Parent Survey’s
 - Child Developmental Assessment Data
2. All information compiled about families will remain confidential and solely used for the purpose of identifying the needs of the child and family, and developing program services to meet their needs.
3. Access to information is on a need-to-know basis. All requests for surveys and data collection is approved by the Project Director prior to beginning the survey.

X. METHODS OF COMMUNICATION

As part of VOALA’s ability to communicate effectively with families, we encourage parents to opt in to receive text messages/emails so they can receive the latest program updates. If you did not provide a valid e-mail at the time of your child’s enrollment, please contact your Family Advocate to add/update your e-mail.

XI. SCREENINGS

In order to effectively assess the needs of each individual child, a variety of screenings will be conducted. These may include, but are not limited to:

Health-Physical	Dental	Hemoglobin
Blood Pressure	Social Emotional Developmental	Lead Blood Test
Audio	Speech/Language	Vision
Head Circumference		

XII. IMPORTANT NUMBERS TO REMEMBER

Child Abuse Hotline-	(800)540-4000
Domestic Violence	(213)626-3393
Elder Abuse Hotline	(800) 992-1660 or (800) 854-7771
Psychiatric Emergency Team	(818)598-6923
Rainbow-San Pedro-	(310)-547-9343
Suicide Prevention Center-	(310)391-1253

Valley Trauma Center (Rape Crisis) (818) 886-0453
 Youth Crisis Hotline- (800) 922-2437
 AIDS Hotline (800) 922-2437
 Poison Control Center (800) 876-4766

If immediate emergency, call 911. For information or assistance on particular issues please call emergency numbers corresponding

XIII. Transition to Kindergarten Elementary Schools

North Hollywood/Escuelas Locales del Area Este De North Hollywood

<i>Mountain View Elementary 6410 Olcott St. Tujunga, Ca. 91042 818-352-1616</i>	<i>Saticoy Elementary 7850 Ethel Ave. North Hollywood, Ca. 91605 818-765-0783</i>
<i>Pinewood Elementary 10111 Silverton Ave. Tujunga, Ca. 91042 818-353-2515</i>	<i>Strathern Elementary 7939 St. Clair Ave. North Hollywood, Ca. 91605 818-765-4234</i>
<i>Plainview Elementary 10819 Plainview Ave. Tujunga, Ca. 91042 818-353-1730</i>	<i>Fernangeles Elementary 12001 Art St. Sun Valley, Ca. 91352 818-767-0380</i>
<i>Fair Elementary 6501 Fair Ave. North Hollywood, Ca. 91606 818-761-5444</i>	<i>Glenwood Elementary 8001 Ledge Ave. Sun Valley, Ca. 91352 818-767-6406</i>
<i>Monlux Elementary 6051 Bellaire Ave. North Hollywood, Ca. 91606 818-763-4693</i>	<i>Roscoe Elementary 10765 Strathern St. Sun Valley, Ca. 91352 818-767-3018</i>
<i>Oxnard Elementary 10912 Oxnard St. North Hollywood, Ca. 91606 818-762-3397</i>	<i>Stonehurst Elementary 9851 Stonehurst Ave. Sun Valley, Ca. 91352 818-767-8014</i>
<i>Victory Elementary 6315 Radford Ave. North Hollywood, Ca. 91606 818-761-4676</i>	<i>Vinedale Elementary 10150 La Tuna Canyon Rd. Sun Valley, Ca. 91352 818-767-0106</i>
<i>Armintia Elementary 11530 Strathern St. North Hollywood, Ca. 91605 818-765-5911</i>	<i>Lankershim Elementary 5250 Bakman Ave. North Hollywood, Ca. 91601 818-769-3130</i>
<i>Camellia Elementary 7451 Camellia Ave. North Hollywood, Ca. 91605 818-765-5255</i>	<i>Maurice Sendak Elementary 11414 W. Tiara St. North Hollywood, Ca. 91601 818-509-3400</i>
<i>Coldwater Canyon Elementary 6850 Coldwater Canyon Ave. North Hollywood, Ca. 91605 818-765-6634</i>	<i>Toluca Lake Elementary 4840 Cahuenga Blvd. North Hollywood, Ca. 91601 818-761-3339</i>

<i>4th Street Elementary</i> 420 S. Amalia Ave. Los Angeles, Ca. 90022 323-266-0182	<i>Malabar Elementary</i> 3200 E. Malabar St. Los Angeles, Ca. 90063 323-261-1103	<i>Yorkdale Elementary</i> 5657 Meridian St. Los Angeles, Ca. 90042 323-255-0587
<i>Brooklyn Elementary</i> 4620 Cesar Chavez Ave Los Angeles, Ca. 90022 323-269-8161	<i>Marianna Elementary</i> 4215 E. Gleason St. Los Angeles, Ca. 90063 323-262-6382	<i>Dena Elementary</i> 1314 Dacotah St. Los Angeles, Ca. 90023 323-269-9222
<i>Ford Elementary</i> 1112 S. Ford Blvd. Los Angeles, Ca. 90022 323-268-8508	<i>Aldama Elementary</i> 632 N. Ave 50 Los Angeles, Ca. 90042 323-255-1434	<i>Eastman Elementary</i> 4112 E. Olympic Blvd. Los Angeles, Ca. 90023 323-269-0456
<i>Hamasaki Elementary</i> 4865 E. First. St. Los Angeles, Ca. 90022 323-263-3869	<i>Annandale Elementary</i> 6125 Poppy Peak Dr. Los Angeles, Ca. 90042 323-254-9168	<i>Euclid Elementary</i> 806 Euclid Ave. Los Angeles, Ca. 90023 323-263-6792
<i>Humphrey's Elementary</i> 500 S Humphreys Ave. Los Angeles, Ca. 90022 323-263-6958	<i>Buchanan Elementary</i> 5024 Buchanan St. Los Angeles, Ca. 90042 323-256-0627	<i>Lorena Elementary</i> 1015 S. Lorena St. Los Angeles, Ca. 90023 323-268-1128
<i>Belvedere Elementary</i> 3724 E. First St. Los Angeles, Ca. 90063 323-269-0345	<i>Bushnell Elementary</i> 5507 Bushnell Way Los Angeles, Ca. 90042 323-255-6511	<i>Rowan Elementary</i> 600 S. Rowan Ave. Los Angeles, Ca. 90023 323-261-7191
<i>City Terrace Elementary</i> 4350 City Terrace Dr. Los Angeles, Ca. 90063 323-269-0581	<i>Garvanza Elementary</i> 317 N. Ave 62 Los Angeles, Ca. 90042 323-254-7328	<i>Soto Elementary</i> 1020 S. Soto St. Los Angeles, Ca. 90023 323-262-6513
<i>Hammel Elementary</i> 438 N. Brannick Ave. Los Angeles, Ca. 90063 323-263-9461	<i>Monte Vista Elementary</i> 5423 Monte Vista St. Los Angeles, Ca. 90042 323-254-7261	<i>Sunrise Elementary</i> 2821 E. Seventh St. Los Angeles, Ca. 90023 323-263-6744
<i>Kennedy Elementary</i> 4010 E. Ramboz Drive Los Angeles, Ca. 90063 323-263-9627	<i>San Pascual Elementary</i> 815 San Pascual Ave. Los Angeles, Ca. 90042 323-255-8354	<i>Bandini Elementary</i> 2318 Coutts Ave. Los Angeles, Ca. 90040 323- 887-7898

LAUSD WEST LA & CENTRAL LA SCHOOLS / ESCUELAS LOCALES EN WEST LA & CENTRAL LA

WEST LOS ANGELES	CENTRAL LOS ANGELES
<i>Castle Hts Elementary</i> 9755 CATTARAUGUS AVE LOS ANGELES, CA 90034 310-839-4528	<i>20th St Elementary</i> 1353 E 20 th St LA 90011 213-747-7151
<i>Clover Elementary</i> 11020 Clover Ave LA CA 90034 310-479-7739	<i>Ascot Elementary</i> 1447 E 45 th St LA CA 90011 323-235-3178
<i>Shenandoah Elementary</i> 2450 Shenandoah St Los Angeles 90034 310-838-3142	<i>Estrella Elementary</i> 120 E 57th St LA CA 90011 323-846-4860
<i>Playa Del Rey Elementary</i> 12221 Juniette St Culver City CA 90230	<i>28th ST Elementary</i> 2807 Stanford Ave LA CA 90011

310-827-3560	323-232-3496
<i>Charnock Road Elementary</i> 11133 Charnock Rd LA CA 90034 310-838-6110	<i>Aurora Elementary</i> 1050 E 52 nd Pl LA CA 90011 323-238-1500
<i>Palms Elementary</i> 3520 Motor Ave LA CA 90034 310-838-7337	<i>Harmony Elementary</i> 899 E 42 nd Pl LA CA 90011 323-238-0791
<i>Braddock Drive Elementary</i> 4711 Inglewood Blvd Culver City CA 90230 310-391-6707	<i>Stoner Elementary</i> 11735 Braddock Dr Culver City CA 90230 310-390-3396

LAUSD SOUTH BAY SCHOOLS / ESCUELAS LOCALES EN SOUTH BAY

<i>Dominguez Elementary</i> 21250 Santa Fe Ave Carson, Ca 90810 (310) 835-7137	<i>Island Elementary</i> 500 N. Island Ave. Wilmington, Ca. 90744 310-847-1400
<i>7th St. Elementary</i> 1570 W. Seventh St. San Pedro, Ca 90732 310-832-1538	<i>Wilmington Park Elementary</i> 1140 Mahar Ave. Wilmington, Ca. 90744 310-518-7460
<i>Park Western Elementary</i> 1214 Park Western Pl San Pedro, Ca. 90732 310-833-3591	<i>Cimarron Elementary</i> 11559 Cimarron Ave. Hawthorne, Ca. 90250 323-757-1226
<i>Harbor City Elementary</i> 1508 W 254th St Harbor City, Ca. 90710 310-326-5075	<i>15th Street Elementary</i> 1527 S. Mesa St. San Pedro, Ca. 90731 310-547-3323
<i>Normont Elementary</i> 1001 W 253rd St Harbor City, Ca. 90710 310-326-5261	<i>Bandini Elementary</i> 425 N. Bandini St. San Pedro, Ca. 90731 310-832-4593
<i>President Elementary</i> 1465 W 243rd St Harbor City, Ca. 90710 310-326-7400	<i>Barton Hill Elementary</i> 423 N. Pacific Ave. San Pedro, Ca. 90731 310-547-2471
<i>Broad Ave Elementary</i> 24815 Broad Ave Wilmington, Ca. 90744 310-835-3118	<i>Cabrillo Elementary</i> 732 S Cabrillo Ave. San Pedro, Ca. 90731 310-832-6446
<i>Fries Elementary</i> 1301 Fries Ave Wilmington, Ca. 90744 310-834-6431	<i>Leland Elementary</i> 2120 S. Leland St. San Pedro, Ca. 90731 310-832-0505
<i>Gulf Elementary</i> 828 W. L St. Wilmington, Ca. 90744 310-835-3157	<i>Point Fermin Elementary</i> 3333 Kerckhoff Ave. San Pedro, Ca. 90731 310-832-2649
<i>Hawaiian Elementary</i> 540 Hawaiian Ave Wilmington, Ca. 90744	<i>White Point Elementary</i> 1410 Silvius Ave. San Pedro, Ca. 90731

310-830-1151	310-833-5232
<i>Eucalyptus Elementary</i> 12044 S Eucalyptus Ave Hawthorne, CA 90250 (310) 675-3369	<i>Eshelman Avenue Elementary</i> 25902 Eshelman Ave. Lomita CA 90717 (310) 326-1576

**LOCAL ELEMENTARY HOME SCHOOLS FOR SLA
CLOSE TO VOALA SCHOOL SITES
COMPTON, LYNWOOD & PARAMOUNT**

COMPTON	LYNWOOD	PARAMOUNT
Mayo Elementary School Fleming Robinson, Principal 915 North Mayo Avenue Compton, California 90221 Tel: 310-898-6310 Fax: 310-638-5660	Abbott Elementary Adolfo Herrera, Principal 5260 Clark Street, Lynwood, CA 90262 Tel: 310-603-1498 Fax: 310-537-2451	Lincoln Elementary Topekia Jones, Principal 15324 California Ave. Paramount, CA 90723 Tel: 562-602-8036 Fax: 562-602-8037
Thomas Jefferson Elementary School Mario Marcos, Acting Principal 2508 E. 133 rd Street Compton, California 90220 Tel: 310-898-6190 Fax: 310-537-3421	Mark Twain Elementary Edward Espino, Principal 12315 Thorson Avenue, Lynwood, CA 90262 Tel: 310-603-1500 Fax: 310-632-8269	Keppel Elementary Patricia Brent-Sanco, Principal 6630 Mark Keppel St. Paramount, CA 90723 Tel: 562-602-8028 Fax: 562-602-8029
Rosecrans Elementary Valerie Quarles, Principal 1301 N. Acacia Street, Compton 90222 Tel: 310 898-6360 Fax: 310 639-2224	Roosevelt Elementary Susan Marilley, Principal 13451 Merkel Ave. Paramount, CA 90723 Tel: 562-602-8056 Fax: 562-602-8057	

Local Schools /Escuelas Locales Santa Clarita Valley and San Fernando Valley

<i>Newhall Elementary</i> 24607 Walnut St. Newhall, CA. 91321 661-291-4010	<i>Castaic Elementary</i> 30455 Park Vista Drive Castaic, CA 91384 661- 257-4530	<i>Dyer Street Elementary</i> 14500 Dyer St. Sylmar, CA. 91342 818-367-1932	<i>Hillery T. Broadous Elementary</i> 12561 Filmore St. Pacoima CA 91331 818-896-5236
<i>Mc Grath Elementary</i> 21501 Deputy Jake Drive Newhall, CA 91321 661-291-4090	<i>Northlake Hills Elementary</i> 32545 Ridge Route Road Castaic, CA 91384 661-257-4560	<i>El Dorado Ave. Elementary</i> 12749 Dorado Ave. Sylmar, CA. 91342 818-367-5816	<i>Haddon Ave. Elementary</i> 10115 Haddon Ave. Pacoima, CA. 91331 (818)899-0244
<i>Wiley Canyon Elementary</i> 24240 La Glorita Circle Newhall, CA 91321 661-291-4030	<i>Leona H Cox Elementary</i> 18643 Oakmoor Street Canyon Country, CA 91351 661- 252-2100	<i>Harding Street Elementary</i> 13060 Harding St. Sylmar, CA 91342 818-365-9237	<i>Sharp Ave. Elementary</i> 13800 Pierce St. Arleta, CA. 91331 818-896-9573
<i>Peachland Elementary</i> 24800 Peachland Ave.		<i>Herrick Ave. Elementary</i> 13350 Herrick Ave.	<i>Beachy Ave. Elementary</i>

<p>Newhall, CA 91321 661-291-4021</p> <p><i>Valencia Valley Elementary</i> 23601 Carrizo Drive Valencia, CA 91355 661-291-4061</p> <p><i>Meadows Elementary</i> 25577 Fedala Road Valencia, CA 91355 661-291-4050</p> <p><i>Stevenson Ranch Elementary</i> 25820 Carrol Lane Stevenson Ranch, CA 91381 661-291-4070</p> <p><i>Live Oak Elementary</i> 27715 Saddleridge Way Castaic, CA 91384-3528 661-257-4540</p>	<p><i>Fair Oaks Ranch Elementary</i> 26933 N. Silverbell Lane Santa Clarita, CA 91387 661-299-1790</p> <p><i>Santa Clarita Elementary</i> 27177 Seco Canyon Road Saugus, CA 91350 661-297-8845</p> <p><i>Sulphur Springs Elementary</i> 16628 Lost Canyon Road Canyon Country CA 91387 661-252-2725</p> <p><i>Mint Canyon Elementary</i> 16400 Sierra Hwy. Canyon Country CA 91351 661-252-2570</p> <p><i>Rio Vista Elementary</i> 20417 Cedar Creek St Canyon Country CA 91387 661-298-3242</p>	<p>Sylmar, CA. 91342 818-367-1864</p> <p><i>Hubbard St, Elementary</i> 13325 Hubbard St. Sylmar, CA. 91352 818-367-1944</p> <p>Sylmar Elementary 13291 Phillipi Ave. Sylmar, CA 91342 818-367-1078</p> <p><i>Gridley St. Elementary</i> 1907 Eighth Street San Fernando, CA 91340 818-361-1243</p> <p><i>Morningside Elementary</i> 576 N. Maclay Ave. San Fernando, CA 91340 818-365-7181</p> <p><i>O'Melveny Elementary</i> 728 Woodworth St. San Fernando, CA 91340 (818)365-5621</p> <p><i>San Fernando Elementary</i> 1130 Mott St. San Fernando, CA 91340 818-365-3201</p>	<p>9757 Beachy Ave. Arleta CA 91331 818-899-0241</p> <p><i>Vena Ave. Elementary</i> 9377 Vena Ave. Arleta, CA 91331 818-896-9551</p> <p><i>Telfair Ave. Elementary</i> 10975 Telfair Ave. Pacoima, CA. 91331 818-896-7411</p> <p><i>Canterbury Ave. Elementary</i> 13670 Montague St. Pacoima, CA. 91331 818-892-1104</p> <p><i>Sara Coughlin Elementary</i> 11035 Borden St. Pacoima, CA. 91331 818-686-6428</p> <p><i>Primary Academy for Success Elementary</i> 9075 Willis Ave. Panorama City, CA 91402 818-920-2932</p> <p><i>Pacoima Charter Elementary</i> 11016 Norris Ave. Pacoima, CA 91331 818-899-0201</p>
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XIV. PARENT/COMMUNITY GRIEVANCE

A. Concerns, Problems, and Complaints:

SECTION 1. Definitions:

1. **Concerns:** Defined as any issue about which there is an interest, an uncertainty or an apprehension relevant to VOALA HS/EHS and CSPP programs.
2. **Problems:** Defined as any issue about which there is a question raised for injury, consideration or solution relevant to the VOALA HS/EHS and CSPP programs.
3. **Complaints:** Defined as a formal written allegation against a person or organization relevant to the VOALA HS/EHS and CSPP Programs.

SECTION 2. Who may bring concerns, problems and complaints to the Policy Council?

Any member of the general community, Policy Council members, parents and agency staff may bring concerns, problems and complaints to the Policy Council through appropriate channels. VOALA HS, EHS, CSPP and CCP staff shall follow office procedures to address the Policy Council.

SECTION 3. Appropriate channels and timeliness

All problems, concerns or complaints must be submitted in writing within twenty (20) working days of the occurrence to the Program Director and the Policy Council Executive Committee. An acknowledgment of receipt shall be made within five (5) working days by the Program Director. The Executive Committee and Program Director will make recommendations for resolution.

B. GRIEVANCES

SECTION 1: Definition:

A grievance shall exist when any VOALA HS, EHS, CSPP and CCP regulations, policy, procedures or the By-Laws of the Policy Council are violated.

SECTION 2: Who may bring a grievance to the Policy Council?

Any member of the general community, Policy Council members, parents and agency staff may bring a grievance to the Policy Council through appropriate channels. VOALA HS/EHS, CSPP and CCP staff must follow office procedures to address the Policy Council.

Staff must refer to VOALA Personnel Policies and Practices Manual for grievance procedures as they apply to employees. The policies stated in the manual apply to the Policy Council for VOALA HS/EHS, CSPP and CCP staff.

SECTION 3: Appropriate Channels and Timelines

Grievances must be submitted in writing within twenty (20) working days of the occurrence or twenty (20) working days following the last step in the organization's grievance procedure if the procedure failed to resolve the grievance. Submit all grievances in writing to the Program Director and the Policy Council Executive Committee. An initial acknowledgment of receipt shall be made within five (5) working days following receipt. The Program Director and Policy Council Executive Committee will make recommendations for resolution. VOALA HS/ EHS, CSPP and CCP staff shall follow office procedure to address the Policy Council.

SECTION 4: Procedure for resolution of Disputes/Impasse between the Policy Council and VOALA Board

Both parties, VOALA Policy Council and VOALA Board of Directors, shall each appoint five (5) persons to act as impartial panelists in an attempt to resolve the dispute.

If the Dispute Resolution Group cannot come to a finding with a three-member majority, the Group will request the assistance of a mediator. The Group will review recommendations of prospective mediators and with a three-member majority, select the mediator.

A mediator must be selected from outside VOALA, be knowledgeable about the HS Act, understand the roles and responsibilities of the parties under the law and regulations, have experience, and be considered fair and impartial.

If the Group cannot reach a three-member majority in resolving the dispute within 15 working days of the selection of the mediator, the Group will then move to arbitration.

The Dispute Resolution Group must select an arbitrator to hear the dispute from all parties if no resolution is reached after the mediation period. An arbitrator must be selected from outside VOALA, be knowledgeable about the HS Act, understand the roles and responsibilities of the parties under the law and regulations, have experience, and be considered fair and impartial. The arbitrator and mediator must not be the same person.

The decision of the arbitrator is final and binding upon all parties unless determined to be illegal by VOALA's legal counsel. Should VOALA's legal counsel determine the arbitrator's decision is illegal, the arbitrator will be provided with the legal counsel's reasoning and legal references. The arbitrator will then review the dispute/impasse issue and make a second decision in the dispute/impasse case. Decisions at the Dispute Resolution Group, mediator, or arbitrator levels may not be arbitrary, capricious, or illegal. The arbitrator's decision is final and shall be in writing.

Due Process under CSPP

Above are the program rules and it is your responsibility as the child's guardian to comply with them.

Failure to comply may result in a Notice of Action (NOA) which we will provide you when we approve, deny, change, or terminate services. Our program has 30 days to provide you the NOA.

We have an established procedure upon which you can appeal the decision in the NOA. The NOA (on page 2) will provide you the appeal process for a hearing, review, and determination of your case.

2025-2026

ANNUAL PESTICIDE USE NOTIFICATION

Volunteers of America, Children’s services division has adopted an Integrated Pest Management (IPM) plan and policy. The policy includes notifying parents/guardians of pesticide use. During the school year, it may be necessary to apply pesticides at your child’s school to avoid serious health problems posed by pests and/or maintain the integrity of a structure. However, should you feel that your child’s or your (for school staff) health and/or behavior could be influenced by exposure to pesticide products, you are notified as follows:

- An application of products on the approved list may be applied during the school year.
- In the event the use of a product is required that is not on the approved list, you will be notified 72 hours in advance. (Exception: Emergency circumstances that warrant an immediate response).
- Additional information regarding pesticide products, including those on the EPA approved list, is available online at <http://www.cdpr.ca.gov>

Please complete, detach and return the form below to the school’s Site Supervisor, indicating whether you wish to be pre-notified each time a pesticide is scheduled to be used at the school.

-----*Cut here and return if applicable*-----

**Parent/Guardian request for notification
2025-2026**

- I would like to be pre-notified** every time a pesticide application is to take place at my child’s school (i.e., in addition to annual notification). I understand that the notification will be sent home with my child, or provided to me by school staff member at least 72 hours before application. (Exception: Emergency circumstances that warrant an immediate response).
- I do not need to be notified** every time a pesticide is to take place at the school. I understand that I will receive an annual notification in the Parent Student Handbook, or by other means, of pesticides approved for use at schools.

Child’s name (print): _____
 School: _____
 Name of parent/guardian (print): _____
 Signature of parent/guardian: _____ Date: _____

Office Use Only: Site Supervisor please file the original in the IPM binder on site. If the above “I would like to be notified” box is checked, forward a copy of this notice via interoffice mail to Gabby Ventura at gventura@voala.org

**VOLUNTEERS OF AMERICA OF LOS ANGELES
HS/EHS and STATE PRESCHOOL**

**FAMILY HANDBOOK
PARENTAL AGREEMENT**

SITE NAME: _____

CHILD'S NAME: _____

I have been given the Family Handbook. The topics listed below I have read or it has been explained to me.

- **HS, EHS, CSPP and CCP Program Philosophy**
- **Enrollment Procedures**
- **Introduction of Services**
 - **Education**
 - **Health and Nutrition**
 - **Wellness Promotion**
 - **Family and Community Engagement**
 - **Parent Involvement**
 - **Disabilities Services**
- **Attendance Policy**
- **Wellness Promotion and Consultation**
- **Incidental and Medical Services**
- **Center Policies and Procedures**
- **Volunteer Guidelines, VOALA Policy Council and Parent Center Committees**
- **Screenings**
- **Transition to Kindergarten- List of Local Elementary Schools**
- **Parent Community Grievances**
- **Parent Agreement**

I understand the procedures and I will abide by the school rules.

PARENT/LEGAL GUARDIAN SIGNATURE

DATE

ENROLL NOW! / MATRICULE A SU NIÑO (A) AHORA!



***FREE/GRATIS HEAD START/EARLY HEAD START**

(818) 980-2287

(844) 340-9140

*for qualifying families

*para familias que califican

Apply/Aplique:

voala.org/hs-online-applications

or scan the QR code

o escanear el código QR



Volunteers of America
LOS ANGELES

PROGRAMAS DESDE EL NACIMIENTO HASTA LOS CINCO AÑOS DE EDAD/BIRTH TO FIVE PROGRAMS