



Volunteers of America®

LOS ANGELES

VOLUNTEERS OF AMERICA OF LOS ANGELES

**MAUD BOOTH FAMILY CENTER
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PARENT HANDBOOK – Fiscal Year 2026-2027

for

**GENERAL CHILD CARE (CCTR)
CHILD CARE PARTNERSHIP (CCP/CCTR)
STATE PRESCHOOL (CSPP)
AFTER SCHOOL (CCTR)**



VOLUNTEERS OF AMERICA OF LOS ANGELES

CHILDREN'S SERVICES DIVISION

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.

PHILOSOPHY AND GOALS

Children learn and develop best in a warm and stimulating environment, which acknowledges the uniqueness of each child while promoting a sense of community. VOALA accomplishes child learning through planned experiences to reach each child at their individual level of development, providing opportunities for social, emotional, cognitive and physical growth. VOALA's basic goals are supporting and enhancing the development of each child and reinforcing and strengthen the role of the parent as primary educator of their child.

RESPECTFULNESS POLICY

The Volunteers of America of Los Angeles Children's Services Division programs provide an atmosphere where all children and adults feel valued and respected. VOALA has no tolerance for comments or behavior that belittles others based on race, color, ethnicity, belief, uniqueness, or disability. Staff strive to educate children to understand, appreciate and respect differences.

Where a child violates this policy, staff provide guiding discipline, with the goal of helping children understand their actions. When a child persists in inappropriate behavior, staff will ask the parents to participate in their child's guidance. Children who continue with this behavior may require guidance that is more stringent.

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

ORGANIZATION OF CENTERS

Maud Booth Family Center (MBFC) is one of our many centers that is a service of Volunteers of America of Los Angeles (VOALA). Since 1896, VOALA has sought long-term solutions to social problems in the Los Angeles area. A Board of Directors, representing various professional and ethnic backgrounds, oversees administration.

PROGRAM DESCRIPTION

Purpose

VOALA established its Children's Child Care Programs to offer parents in the community a secure and enriching environment for their children while they are at work or school.

Staff

Our professionally qualified staff is dedicated to assist each child develop to their potential in a warm and trusting atmosphere. Each teacher has a valid Child Development Permit. All assistants have a college level Child Development background. Another basic requirement is that all staff members have a sincere love for children, and a commitment to work as a part of a team with their coworkers.

Basic Programs at Maud Booth and other Centers

The Maud Booth Family Center operates three distinct childcare programs for children 2 through 10 years of age. General Child Care and State Preschool Programs serve three and four year old children. Afterschool care serves school age. Head Start and Early Head Start serves high need birth-to-five children. The Office of Head Start (OHS), the California Department of Education (CDE), the California Department of Social Services (CDSS), and the Los Angeles County Office of Education (LACOE) contracts with VOALA, and determines enrollment, terms and conditions, and eligibility. VOALA cannot guarantee all child enrollment, so staff advise parents to explore all childcare options.

CHILD AGE ADMISSION CRITERIA

Children will be admitted according to the following age ranges:

Child Care Partnership/General Child Care: (CCP/CCTR) 2-year-olds

California State Pre-School Program: (CSPP) 3 years and 4-year-olds

After School (CCTR) School Age

School age children must be attending school at Fair Avenue Elementary.

VOALA enrolls children with disabilities. Parents, teachers and the directing staff collaborate to ensure the program will meet the individual needs of the child through reasonable accommodations, or if another program is more suitable for the child's specific needs.

ADMISSION POLICIES AND PRIORITIES

Admission is available to all families living or working in Los Angeles County. All families in order to meet enrollment opportunity will need to verify an Eligibility and Need Criteria. For CCTR program: First Priority is given to children recipient of child protective services (CPS) or at risk. Second Priority is given to income ranking not to exceed 85% of the SMI. Under the 2nd priority, children with exceptional needs, dual language learners and entry with the earliest waitlist. For CSPP program: 5% of funded enrollment priority given to exceptional needs children. First priority: children recipient of CPS or at risk, enrolling 4 and 3 year old. Second Priority: once the set a side is filled, 4 and 3 year olds w/exceptional needs from income eligible families prioritize based on income ranking order meeting eligibility and need criteria. Third Priority: 4 and 3 year olds not enrolling in ETK with lowest income meeting eligibility and need criteria. If 2 children with same ranking priority, Dual Language Learner is selected based on waiting list longer. This process is in accordance with WIC code 20271, 5CCR 18106, CCB 23-06) Page 13.

Eligibility and Need

Eligibility is determined without regard to race, gender, religion, national origin, ancestry, or physical disability. Eligibility, as defined by the State, requires enrolled families have one of the following criteria: A child at risk of abuse, neglect, or exploitation, be receiving child protective services, or exceptional needs (IEP/IFSP), be income eligible, homeless, be a current CalWorks recipient or Cal-Fresh or Medi-Cal or be participating in Head

Start/Early Head Start, reside within approved neighborhood school boundary which qualify for free or deduced-price meals (FRPM). Need criteria as defined by the state requires enrolled families to have one of the following: Family experiencing homelessness, parents are either employed, looking for employment, parent enrolled in vocational training or educational program, parent is incapacitated, or family seeking permanent housing. This process is in accordance with WIC code 10271 pg.15, 5CCR 18085.5 pg. 15

Waiting List

After full enrollment is attained, the center maintains a waiting list and fulfills vacancies according to admission priorities.

Enrollment

When a vacancy occurs, VOALA staff contact the next family on the waiting list for an enrollment interview. The number of contract hours will be determined by parent's need criteria and upon enrollment approval, a start date is set. The family's eligibility certification period is set for 24 months.

Activities

All classrooms use small groups and learning centers to develop skills. Staff present the curricula in a multicultural, anti-bias format. Children have the opportunity to help design the activities in all curriculum areas. Curricula areas include: art, music, math, science, healthy, safety, language, nutrition, physical skills, self-help skills and drama. Learning takes place all day long. An example of learning can be in setting the table at lunch, gardening, using dramatic play, and playing a game with a friend, working on the computer, or just having a quiet moment by oneself, with a teacher or a friend. Teachers post Lesson Plans in each classroom. Please check the daily lesson plan so you can talk with your child about their day. Specific goals and objectives are set in each curriculum area each year. Parents contribute in planning the overall goals and objectives for the classroom as well as those specific to their own child.

School-Age Services

Maud Booth Family Center has a partnership with Fair Ave Elementary School. In order for school age children to participate in the program, children need to be enrolled at Fair Ave Elementary. Upon enrollment approval, VOALA staff will pick up participant children from Fair Ave School and walk children to Maud Booth Family Center. Children, under no circumstances are not to walk to Maud Booth Family Center by themselves. When Fair Avenue School suspends a child, the parents will make other arrangements for his/her care during school hours. Staff will not accept a currently suspended child from Fair Avenue.

If your child becomes ill at Fair Avenue School, they will notify you to come to get your child. Please call Maud Booth Family Center so our teachers will know not to pick up your child on the day your child is ill.

Supplementary Services

The Maud Booth Family Center also offers many other services including counseling, health care services, parenting and ESL classes, referrals for housing and other community services, such as dental check-ups, hearing and speech tests, and other health and developmental services. VOALA also has opportunities for professional development (through on-site college courses), that are sometimes available at the Center. Staff will notify you in advance of any such services, so you have an opportunity to participate. Please ask at the office for more detailed information.

Family Fees

Upon initial enrollment, recertification and at parent request, VOALA staff assess the correct monthly family fee according to the current Family Fee Schedule. Parents pay family fees in advance, and fees are due the 1st day of each month unless administration and parents have agreed to other arrangements. If a family has multiple children in the program, the family fee is assessed and collected based on the family's child who is certified for the greatest number of hours. Full time service is determined by the state to be of 130 hours or more per month. Part time service is determined by the state to be of less than 130 hours per month. All family fee payments are to be paid to Volunteers of America of Los Angeles by check or money order only. VOALA considers fees delinquent after the 7th day of the month. Payments unpaid after 10 days result in a written Delinquent Notice of Action. This process is in accordance with WIC code 10290 (c), 5CCR 18109, 5CCR 18115, 5CCR 18116.

Family Fee Exceptions

Exceptions to family fee assessment: Families/ children certified in a part-day/ part-year CSPP program or Severely Handicapped (CHAN) program. Families receiving CalWorks cash aid, CPS/At-risk families with referral (waived for 12ms). Family income below 75% of the State Median Income (SMI).

Credit for Fees Paid

Families who have been assessed a family fee can request credit for fees paid to other service provider. A credit will be given equal to the amount paid to other service providers of these child care services. Fee credit is applied to the family's subsequent billing period. No carry over of any fee credit beyond the subsequent billing period.

Committing Fraud

Falsifying documents or providing false information

Certifications and Updates

Children are enrolled when openings become available throughout the year. Once a family establishes eligibility and need, the child will remain eligible for not less than 24 months. Should the child continue being eligible for an additional term then, the certification must be completed within 50 days. During the certification period, the parent may request to update family information and to but not limited to reduced or increase service hours. Note, families who qualified under the income eligible criteria/eligibility, are required to report when their income exceeds the exit threshold within 30 calendar days. The income ceilings are based on the family size and family's adjusted gross income. Parents are given a copy of the requirement to report income over the 85% (CCTR Program) and over 100% (CSPP Program) threshold for the current Fiscal Year. Failure to complete the recertification process, disenrollment of services may occur. This process is in accordance with WIC code 10276, 45 CFR 98.21

Due Process for Appeal

Parents have a right to appeal the Notice of Action for the following items: approval for service, denial of service, delinquent payment, and termination. If a parent wants to appeal, they complete the Appeal process

described on the Notice of Action form’s instructions. The assigned administrator must meet with that parent in 10 days to discuss the appeal and render a decision/resolution. If parents are still unhappy with the decision, they can contact the California Department of Social Services (CDSS) for the CCTR program and the California Department of Education (CDE) for the CSPP program as indicted on the given Notice of Action. This process is in accordance with regulation 5CC 18121, CCB 21-11.

Hours and Holidays

The Maud Booth Family Center is open Monday-Friday from 7:30am to 5:00pm. Each family will contract for the days and hours necessary to meet their needs in this period. VOALA expects families to bring and pick-up children within the contracted hours unless VOALA and parents have agreed in advance to other arrangements.

Staff contact families, who consistently pick-up children after contract hours, to review their needs. Continuing to pick-up children past contract hours is cause for disenrollment of services. The center closes at 5:00pm. VOALA considers children abandoned if left after closing hours and no arrangements to pick up the child have been made by the parent or family. Staff members make all reasonable attempts to locate an authorized adult listed on the emergency card to pick-up the child. MBFC staff will call authorities to report an abandoned child. **Parents must contact MBFC staff if there is an emergency that will result in a late pick-up, or a change of person, listed on the emergency card, that will be picking child up.**

The Center operates 246 days each year. VOALA observes the following holidays each school year (July 01- June 30):

Fourth of July	New Year’s Day
Labor Day	Dr. Martin Luther King, Jr.
Thanksgiving and	President’s Day
Friday after	Good Friday
Christmas Day	Memorial Day

Daily Routines
Schedule

Teacher post the class schedule in each room so parents are familiar with their child’s routine. Schedules vary for class to class in order to meet the special needs of each group. All school-age children, attending morning classes during school break, are to arrive no later than 8:00 am. All other children arrive at the center starting at 7:30 am and no later than 9:30am, unless the parent notifies the center in advance or the contracted hour’s states otherwise.

Signing-In

Only adults (over 18) bring the children into the center each day. The adult remains with the child until the teacher has checked to see that the child is healthy. Once the teacher has accepted the child, the adult signs the child in indicating the exact time and using their full signature (no nicknames or initials may be used). An adult that is unable to provide a signature may place an X, and a staff member signs to confirm.

Signing- Out

Children must be picked-up at the center and signed out by an authorized adult each day. Teachers require

identification from unfamiliar adults. Please refer to page 7 in the Parent Handbook.

Attendance

When a child is going to be absent from MBFC, the parent needs to notify the center before 9:30am as to the reason for the child's absence. Parents must also notify MBFC staff when their child leaves Fair Avenue School early and not be at the pickup location for the MBFC staff person.

When a child returns after absence, the adult signing the child in must state the reason for the absence on the back of the sign-in form. If a child is absent with any contagious infection or illness, a release form from a doctor is required and provided to the teacher before the child can return to the center.

The State accepts the following as excused absences:

- Court ordered visit: a copy of the court order must be on file in child's folder to account in the best interest of the child (10 days per fiscal calendar)
- Family emergency: defined as circumstances requiring the parent's immediate attention such as death or illness in extended family, an auto accident, fire or other damage to the home, court appearance or counseling or legal appointments of an urgent nature.
- **Absences considered for the best interest of the child (maximum 10 days).** Vacation times-defined as any circumstance where the parent feels the child will benefit from the absence such as vacations, visit from family or parent has a day off.

A disenrollment process, due to abandonment of care, may result when parents/guardians fail to communicate absences for seven consecutive calendar days. This process is in accordance with regulation 5CCR 18066, 5CCR 180-66.5, FTC FY 24-25.

Health and Safety Policies

Medical Assessment

All medical, dental and immunization forms must be in the office prior to the child's first day. An assessment of the child's health and proof of polio, DPT, MMR and HIB vaccinations as well as current tuberculosis are required of all enrolled children.

Illness

If your child becomes ill, staff will contact you to pick-up their child within 1 hour of staff notifying you.

Medication

Parents must provide child prescribed medication in its original container, and label with child's name, name of medication, dosage, doctor's name and possible side effects. Parent must sign a form with the above information and indicate the time the medication is administered.

Emergencies

During enrollment, all parents complete Emergency Information Cards with phone numbers of parent's day phone, doctor's name and phone and at least three other adults to contact should an emergency occur. Parents are expected to keep the information on these cards up to date and to notify MBFC immediately of any changes.

Should your child be injured or become ill while at the center, staff will contact you immediately to pick up your child. Should the injury or illness require immediate attention, staff will call 911. A staff member will ride with the ambulance to transport the child to the nearest medical facility. Staff will contact parents and provide details. During enrollment, staff ask parents to sign an emergency medical form to authorize emergency treatment for their child.

RELEASE OF CHILD TO ADULT UNDER THE INFLUENCE OF ALCOHOL OR DRUGS

Our primary concern is for the well-being of the children. Any intoxicated or incapacitated individual, who arrives to pick up a child, the staff member will:

- Notify any other parent or guardian in the emergency card of the situation
- Ask the individual to make other arrangements for transporting the child; and
- Offer to call another relative, friend or taxi (at the parents expense) to drive the individual and the child home.

If the individual becomes belligerent and will not leave or insists on driving the child home, center staff will notify the police.

As mandated reporters, the MBFC staff must report any parent/guardian who arrives at the MBFC under the influence of drugs or alcohol.

INDIVIDUALS AUTHORIZED TO PICK-UP CHILDREN

Only a child's parents or legal guardian or the adults authorized by them on the Emergency Release forms are allowed to pick-up a child. Children will not be released to anyone under the age of 18 or anyone not listed on the required forms. In an emergency, the parents may send a signed authorization that is valid for that one day only. The parent must come to the office and add this name to the Emergency form before the individual can pick-up the child again. **Staff will ask for picture identification from unfamiliar adults.**

A court order is necessary to deny a parent access to their child. Please keep the office informed of any changes in custody status.

Supporting children with harmful behavior

At the Maud Booth Family Center, the curriculum is designed to help children learn socially acceptable behavior for their developmental level as part of any child's daily routine. If a child has behavior that consistently requires teacher assistance to self-regulate, or chronically harms oneself, others, or property, the parent/guardian is informed and consulted with and appropriate strategies are developed by VOALA disabilities and mental health staff to address the child's needs within the classroom dynamic. If the child has an IEP or IFSP, with the parent/guardian's written consent, the mental health/disabilities team will consult with the local educational agency (LEA) and/or local regional center on additional methods to support the child for full participation in the program, as well as other services the child might be receiving that may be helpful duplicating in the program. After a period of appropriate time, up to 180 days, where strategies are not working to mitigate the child's behavior and the harm the child does to oneself, others, and property persists, a VOALA multi-disciplinary team (MDTS) will determine any other options that could support the child in the program or whether there are more specific services outside the program that would be better suited to support the child. Parents/Guardians will be informed and consulted with about any program decisions or determinations affecting their child's program participation.

Volunteers of America will not suspend or expel a child due to behavior, or encourage or persuade a family to prematurely pick up a child due to a child's behavior before the program day ends, unless in specific

circumstances and not before collaborating with the child's parents or legal guardians to determine other reasonable options as appropriate. Suspension is only used as a last resort in extraordinary circumstances when there is a serious safety threat that cannot be reduced or eliminated without removal. To the greatest extent possible, Volunteers of America will endeavor to ensure the full participation of enrolled children in all program activities. If suspension is deemed necessary, Volunteers of America will help the child return to full participation in all program activities as quickly as possible while ensuring child safety by doing the following:

1. Continuing to engage with the parents or legal guardians and continuing to use appropriate community resources.
2. Developing a written plan to document the action and support needed.
3. Providing referrals to appropriate community services.
4. If the child has an individualized family service plan or individualized education program, Volunteers of America, with written parental consent, will contact the agency responsible for the individualized family service plan or individualized education program to seek consultation on serving the child. Notice of suspension and expulsion will be communicated in writing to the parent or legal guardian within 24 hours after the decision has been made. Parents have the right to make an appeal to the State Department of Education no later than 14 calendar days after the receipt of the notice, during which time, no services will be provided to the family.

VOALA does not condone suspension or expulsion as a method to mitigate behavior; however, MDTS may determine, after all other strategies have proven ineffective, that these are the only approaches available to secure the safety of the child, other children, and staff. The MDTS recommendation, with documentation of strategies utilized, will be reviewed and approved/denied by the Program Director. VOALA will work to secure a transfer to another more suitable service, as part of a transition process, where there is little to no gap in the child's services during that time. This process is in accordance with WIC code 10491 and WIC code 10491.1. If parents disagree with the program's recommendation via a Notice of Action (NOA), they have a right to Appeal (see Appeal Process on page 5)

School-age children have class rules posted in their rooms. Please look for these and discuss them with your child. Serious or continuing problems will require a parent/child/teacher and MBFC administrator conference in order to maintain the child's safe participation in the program. If the child's behavior presents a continued serious safety threat to the child or other enrolled children, the parents/guardians will have a meeting with mental health and disabilities program managers to discuss options that are in the best interest of all children.

Parents/guardians participating in the CCTR program are welcome to appeal to CDSS at (833)599-2417 and CSPP program to CDE at (916) 322-6233 any decision leading to a modification of or transition of a child's services to another program.

Terms of Care

Clothing

Each child will have a space for artwork and personal possessions. Children learn to be responsible for returning their jackets and other possessions to their storage space. The Center is not responsible for personal belongings.

Children birth-to-five should have a complete change of clothes at the center. Children still learning to use the toilet should have additional underwear, pants and socks. Please send your child in comfortable clothing they can get on and off by themselves and that matches the weather needs. We recommend clothing that is easily washable, as we involve children in many activities that are “messy.” Long dresses and strapless or toeless sandals are not allowed for safety reasons. Tennis shoes or other rubber-soled shoes are best. Please label all clothing with your child’s name! Each room has a lost and found box. VOALA donates unclaimed items to the needy after one month in lost and found.

Field Trips

Field trips are a valuable extension of the educational experience whether they are trips by vehicle to the zoo or science center or walking trips through the neighborhood. Walking trips are part of the regular program while other trips are considered a privilege and based on program budget. For all trips that require transportation, parents must sign a consent for trip release in order for their child to participate. If a child is not able to participate on the field trip but wants to go to school, VOALA will try and make arrangements for that child to be placed in another age appropriate class that day or recommend they stay home. Parent incur no cost from any field trip provided by VOALA. This policy is in accordance with 5CCR 18111.

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

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 the invited parent volunteers.
- 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 a specific field trip, it is suggested the child stay 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.

Nutrition

The MBFC follows the guidelines of the Child and Adult Care Food Program (CACFP). All snacks and meals meet specified government requirements. Breakfast is at 8:00am, lunch is at 11:00am, and snack is in the afternoon, around 2:30pm. In order to follow the Department of Health guidelines, no food may be removed from the center. All school-age children eat breakfast and/or lunch at Fair Avenue elementary school and not at the center. Staff post menus in each classroom for parents’ review. The CACFP is available to all children

without regard to race, color, national origin, age, gender, or disability and a no cost to families. This process is in accordance with regulation 5CCR18278.

Toileting and Diapering

In the two-year classroom, learning to use the toilet is an important part of the daily routine. Parents are encouraged to toilet-train their children prior to enrollment. Teachers take children to the bathroom several times during the day. Please provide sufficient training pants to match your child's level of development. **As with all clothing, mark all items with the child's name.**

Staff routinely change diapers for children who wear them. Diaper changing areas are available in or near the classroom. Staff follow the procedure below:

1. A designated area will be established specifically for diapering that is not located in or near any food handling areas and allows privacy for the child being diapered.
2. Surfaces of mats will be kept clean, waterproof, and free of cracks, tears and crevices.
3. All supplies used in diapering must be kept out of reach of children.
4. If a child is observed to develop a rash or broken skin in the diapered area please contact Nurse.
5. Only staff and/or the child's parent will engage in the diapering of a child. As needed a second staff person should be present or within visibility during the diapering process.

Tooth Brushing

Preschool and kindergarten classes have a tooth brushing time each day before nap. Check with the teacher for specific routine in your child's room. School-age children that are at the center all day will also have a scheduled time for tooth brushing.

Personal Possessions

To prevent personal belongings from being lost or broken, please have your child leave all items of value, including toys, electronic games and jewelry at home. Children are welcome to bring a special item to share with the group on sharing days. Please check with your child's teacher for more information.

Holidays and Birthdays

The MBFC recognizes many holidays from all nations and cultures as part of the regular curriculum. We recommend a child's birthday or any special occasion be celebrated at home.

Visitation Open-door Policy

It is your right to visit the center at any time. We have an open-door policy. Your observation is encouraged. You may wish to visit and observe in your child's classroom and activities. Check with your child's teacher to avoid coming to observe when the children are napping.

ALL VISITORS MUST CHECK IN AT THE UPSTAIRS OFFICE FOR A GUEST PASS BEFORE GOING TO THE CLASSROOM.

Parent Involvement Program

Orientation, Conferences and Class Meetings

Every classroom will have a parent orientation in the summer to start the new program year. This allows parents to meet & greet the teachers, be acquainted with the class routine, and establish involvement with other parents in the classroom. In addition, the teacher will schedule two individual conferences with parents to review their child's progress and collaboratively determine the child's short-term goals. These conferences and meetings are essential and staff cannot do them without parent participation. If special circumstances indicate a need for additional meetings, parents, teachers and/ or center administration can schedule them.

Parent Advisory Committee (PAC)

A Parent Advisory Committee meets one evening every month to assist in the planning and implementation of the daily program and special activities. The PAC has bylaws, elects officers and provides ideas and assistance to the center staff. Periodically the Committee meets with staff to discuss curriculum, problem solve a particular issue and help set policies. The PAC is an active group and parents are the most important part of a child's education, so all parents are welcome to participate. PAC members may be part of the larger Parent Policy Council that governs much of all VOALA Children's Services activities.

Parent Education

In addition to class meetings, newsletters and PAC meetings, educational opportunities are available at the center. Staff arrange speakers and workshops several times a year, usually held after the PAC business meeting. Please check the Parent Bulletin board in the main hallway for announcements of special meetings.

Volunteer Opportunities

Your involvement in your child's education is essential to his/her success. In addition to participating in PAC activities, you are encouraged to volunteer your time and skills in other ways. You may wish to share a special skill (cooking, sewing, woodworking, storytelling, etc.) or talk about your job. You can help seek donations from local merchants or your place of business. You can help organize or work at a fundraising event or center celebrations. **Your child's center is your center. Your involvement is necessary for its success.** This process is in accordance with regulation 5CCR 18275 (Parent Survey), 5CCR 18280.

Publicity

Staff may take photographs and videos of children during the course of the program year. Television and radio stations, newspapers and other media source also contact the center occasionally in order to photograph or interview children, families and staff. Staff request parents sign a Photo/Video Release Form at the time of their child's enrollment. If a parent/guardian does not want the child photographed or videotaped, staff will respect that parent's/guardian's decision.

Procedures of Suspected Child Abuse

All staff are mandated reporters. California State Law requires mandated reporters provide information regarding suspicion of child abuse or neglect to the appropriate authorities such as DCFS or the local police. Staff members failing to report suspected abuse, are subject to a fine, a jail term, or both.

Confidentiality

Maud Booth Family Center staff respect the privacy of every parent and child. Staff do not discuss confidential information in the presence of other parents, children or staff, and encourage parents to do so as well. Staff keep all documents of a family's eligibility and service information in locked files. Access to this information is restricted to authorized personnel only. Release of information or exchange of information from family records requires written authorization by the legal parent or guardian.

The Board of Directors of Volunteers of America of Los Angeles have approved the Parent Handbook for the All Children's Services Programs (CCTR, CDSS, CCP, CSPP, and OHS) thereby assuring that all policies and procedures indicated meet with standards and criteria as stated in the contracts with the State and Federal Authorities.

ACKNOWLEDGEMENT OF CENTER POLICIES

I, _____, have received and read the CENTER CHILD CARE PARENT HANDBOOK. Here after I will adhere to and follow all said rules and regulations outlined in this book.

Parent/ Legal Guardian

Date

PARENT HANDBOOK ADDENDUM

CHILDREN'S PROGRAM

Play

Play is the most important thing children do in their formative years. Through play, children explore their world, rehearse for adult life, vent fear and frustrations, and exercise their considerable imaginations. Play, furthermore, affords them the opportunity to deal with pain and the trauma of personal loss.

Children at play learn that objects can be hard, soft, squishy, climbable, noisy, painful, hot, steep and cuddly. In their interaction with each other and objects, they learn about such concepts as time, space, distance, and cause and effects.

Ultimately, the ability of children to grasp these concepts depends in part upon the play skills in which they engage as they mature. An infant, for example, plays by touching, wiggling, and gazing whereas a four-year-old begins to learn and understand the rules, which pertain to the games he plays. Thus, as infants become preschoolers, their play gives them increased awareness of themselves and their environment.

Teachers can play a vital role in this process by encouraging children to learn through play. Teachers connect with them during play, supply them with stimulating materials, and discuss their experiences with them.

Teaching Techniques

What we teach is not always apparent to the casual observer. We set the stage in order to guide the children unobtrusively. Routine restrictions are few because we try to avoid regimentation. However, through adult guidance and association with playmates, the child learns self-sufficiency at the pace he can absorb.

Perhaps the first and most important goal for children in their early years is the development of a positive self-image. Children who view themselves as important and important people feel more secure in exploring their environment, seeking independence and establishing social relationships. Programs that emphasize the use of language in cooperative social interactions help both adults and children adopt more effective communication strategies by adjusting their messages to the needs of others. Helping children develop into well adjusted, cooperative people who are compatible with themselves, their peers, teachers and other adults with whom they interact is a major responsibility for those working with them each day.

Each child becomes aware of his/her own worth both as an individual and as a member of his peer group, while learning to respect the rights of others and to conform to minor regulations. We attempt to maintain an atmosphere of freedom, friendliness and creativity. Mostly, adults stay in the background, but are always prepared to help.

In a well-balanced classroom, both children and the teachers initiate activities. The daily schedule should reflect times when children are clearly choosing, deciding and implementing activities. At other times, the teacher can initiate activities that allow the teacher to guide the child's learning.

The Environment

- Children learn through touching, smelling, and manipulating, sorting, and arranging materials.
- Materials in the classroom will provide direct experiences and offer new challenges for children.
- Materials are placed where it is inviting for creative expression and cooperative play.
- Adults are ready to take the child's cue for new play, games, or activities.
- All areas of the room are arranged neatly and labeled for children's easy access and clean up.
- Materials are provided to meet the developmental stages of individual children.
- The classroom and outdoor environments are maintained to insure health and safety.

Emotional Climate

- Classroom arrangement will encourage children to become involved, focused stimulated.
- Adults demonstrate genuine caring and concern for children by:
 - Speaking slowly, clearly, quietly and smiling freely.
 - Being aware of what all the children are doing and offering support, encouragement and assistance When needed.
- Adults take pride in their classroom, are relaxed and enjoy being with children.

Setting Limits

- Children are provided security of knowing that his/her strong emotions will not lead to doing things that are later regretted when an adult stops unacceptable behavior until such time as the child is able to do so without assistance.
- Limits teach the child about safety, care of property, good health habits, and consideration of others.
- Children are permitted to make as many decisions as possible within the necessary limits.
- Rules are explained in a cheerful, sympathetic manner to make them understandable and acceptable to the child. Repetition is avoided. Adults will say what must be said once after first being sure that the child is paying attention.
- Each adult in the classroom will be consistent, firm and fair.
- Adults will enforce the rules in a positive way.

Providing Support

Children will always be treated with respect and value to create an atmosphere for mutual trust.

When children have difficulty with their behavior the adults will:

- Remain alert to the total situation. Attempt to foresee and forestall trouble.
- Redirect an uncooperative child to another activity. Redirect the entire activity into a more wholesome direction.
- Allow children to work out their own difficulties whenever possible.
- Encourage the shy child to stand up for himself.
- Encourage the aggressive child to verbalize
- Help children understand one another's actions.
- Treat toilet accidents casually.
- Try to ignore improper language.
- Not allow children to strike and adult or other children. Gentle restraint may be necessary and an admonition, "I don't like to be hit."
- If one child requires too much adult attention he/she should be temporarily removed from the group. This will be done gently, not punitively. The purpose is to help the child.
- When in doubt, it is sometimes best to do nothing unless health or safety is involved.

VOLUNTEERS OF AMERICA
MAUD BOOTH FAMILY CENTER (CCTR only)
ADMISSION AGREEMENT

This Admission Agreement is entered into as of the _____ day of _____, _____ by and between

The Maud Booth Family Center (MBFC) and _____ (child's parents).

1. **Basics Services:**

- 1.1 Services to be Provided by MBFC agrees to provide the following for the child _____ at the MBFC _____
Program at 11243 Kittridge St., North Hollywood California 91606 according to the schedule set forth in Section 2 of this Agreement.

MBFC will:

- A. Provide meals and/ or snacks in accordance with the schedule set forth in Section 2 of this agreement;
 - B. Maintain a set of rules for the protection of children participating in MBFC's Program
 - C. Aid a child in dressing, grooming, and other personal hygiene activities as appropriate
 - D. Provide supervision of child's schedule and activities at MBFC
 - E. Assist with taking the medication as set forth in the Parent Handbook; and
 - F. Walk child to and from school as appropriate when attending Fair Ave. School
- 1.2 **Services not to be provided** - MBFC will not provide the following services for children:
- A. Care of child when ill. MBFC staff will notify parents by telephone when their child becomes ill enough to require isolation. The parent will pick up their child within one hour Of such notice; and
 - B. Care of child outside contract hours unless specifically requested and approved in advance by MBFC administration.

2. **SCHEDULE**

- 2.1 **Basic Schedule** Expect as otherwise provided in this agreement, beginning on _____ 20____.
MBFC will provide the Basic Services according to the following schedule: Full Time: _____ am.
To _____ pm on the days _____ Part time _____ a.m. to and _____ to p.m. on
the days _____
- 2.2 **Holiday Schedule** MBFC operates 246 days each year. The MBFC will not be open in holidays and services will not be provided, according to the schedule set forth in the parent handbook.

3. **Payment Provisions:**

3.1 **Basic Rates** Parents shall pay MBFC monthly based on the rate of

\$ _____ flat rate day for Full Time Care and/ or

\$ _____ flat rate day for Part Time Care

3.2 **Due Date** Except as otherwise expressly stated in this agreement, full payment of the monthly fee is due on fifth day of the month for the current month.

3.3 **Methods of Payments** Unless otherwise expressly provided in this Agreement, any payment may be made by check or money order payable to the order of VOLUNTEERS OF AMERICA-MBFC. All payments are due on or before the 5th calendar day of the current month of service. However, if any payment by check is returned unpaid the parent shall pay any and all bank charges, and thereafter payments by parents to MBFC shall only be made in money order. All payments must be made and delivered directly to MBFC Directing Staff at Center's address. Parent shall be solely responsible for any payment lost, stolen, or mislaid before such payment is received by MBFC directing staff.

3.4 **Termination for Late Payment** If MBFC directing staff has not received payment on or before the 5th day after the payment is due, the payment is considered delinquent. If MBFC directing staff has not received the delinquent payment on or before the 10th day after payment is due, this will result in a written Delinquent Notice. If you have received 3 notices in the fiscal year (July 1 through June 30), this will result in termination childcare services. This is in accordance with Section 6 of this agreement.

3.5 **Absence Policy** Parent shall pay in full to MBFC the daily fee due regardless of whether child is absent for any reason. Parent shall notify MBFC before 9:30am on each day Child will be absent due to illness. Parent shall notify MBFC at the earliest possible date if Child will be absent for any reason.

4 **Rights of Licensing Officials to Interview Children:**

Parent understands and acknowledges that MBFC is a licensed day care center and that, under California law, the Department of Social Services has the right at any time, without notice or prior consent, to privately interview children or staff at any licensed day care center to inspect and audit children's records, to observe the physical conditions of children, including conditions which should indicate abuse, neglect or inappropriate placement, and to have a licensed medical professional Conduct physical examinations of children.

5 **Withdrawal by Parent:**

Parent may withdraw child from the program at MBFC at any time provided the Parent notifies MBFC in writing 2 weeks in advance of withdrawing Child. If parent provides MBFC will refund any advance fees due.

6 **Termination Condition:**

Immediate MBFC may terminate Child's enrollment in MBFC's Program effective immediately upon notice to Parent of such termination, if any of the following conditions arise:

- a. Any payment owed by Parent to MBFC is not paid within 10 days after such payment is due;

- b. Child is picked up late more than 3 times in a year or after any 1 report of abandonment;
- c. On more than 3 times in any year, parent fails to pick up child from MBFC promptly when notified by MBFC that child is ill, or Parent fails to notify MBFC when a school age child will be absent from MBFC, or find Emergency information to be incorrect when contacting parent.
- d. Child has more than 5 unexcused absence in 1 year; or
- e. Child is absent for more than 2 weeks and parent has failed to notify MBFC.

6.2 Two-weeks Notice

MBFC may terminate child's enrollment in MBFC's program effective upon 2 weeks prior written notice to Parent if any of the following conditions arise:

- a. Any of the conditions listed under 6.1 above, provided MBFC has not exercised its right to terminate Child's enrollment immediately;
- b. In the sole judgment of MBFC's Directing Staff, MBFC's program does not meet the development of special needs of the child;
- c. Parent fails to notify MBFC of any changes in need or eligibility status within 14 days of said change;
- d. Parent fails to renew Eligibility 2 weeks prior to the expiration date as outlined under Section 10 of this agreement.
- e. Parent fails to abide by any other terms of this Agreement and/or MBFC's Parent Handbook; or
- f. MBFC terminates its childcare Program.

If MBFC terminates its Child's enrollment in MBFC's Program pursuant to this Section 6, MBFC will refund any portion of advanced fees due.

7 Modification:

Parent understands and acknowledges that, under California law, MBFC may modify this agreement whenever circumstances covered in this Agreement change, provided that any such modification shall be signed and dated by parent and MBFC and provided further that MBFC shall provide written Notice at least 14 days in advance of any changes in fees.

8 Parents Additional Responsibilities and Obligations:

8.1 Certification That All Information is Correct

The attachments listed below form a part of this Agreement. Parent certifies that she/he has accurately completed all such attachments and that she/he has read and agrees to abide by all provisions of this parent handbook. Parent agrees to notify center immediately in writing of any Changes in the information supplies on the forms listed below:

Eligibility application forms, Emergency Forms, Child Abuse Pamphlet, Parent's Rights, Personal Rights, and a copy of the child's social security if he/she has one.

8.2 Medical Assessment

Parent agrees to provide to MBFC prior to the child's first day of enrollment, a written medical Assessment of child performed by or under the supervision of a licensed physician and dated within 12 months of the child's first day of enrollment.

8.3 Necessities

Parent agrees to provide MBFC with (3) changes of clothing sufficient to meet the Child's needs.

8.4 Release of Child

Parent will provide a list of adults authorized by parent to pick up child from MBFC.

Parent agrees to notify MBFC in advance, in writing if any adult other than the parent or their authorized representatives will pick up child from MBFC. Parent understands that child will not be released to any individual for whom MBFC has not received prior written authorization from parent.

8.5 Drop-off

Parent agrees that each day parent will not bring child to MBFC earlier than the scheduled drop-off time as provided in Section 2.1 of this agreement.

8.6 Sign-In

Parent agrees that each day parent shall not leave child to MBFC unless and until parent or parent's authorized representative has made personal contact with a member of MBFC's staff and signed the child in.

8.7 Sign-Out

Parent agrees that each day parent shall not remove child from MBFC unless and until parent or parent's authorized representative has signed child out.

8.8 Change in Telephone Number

Parent agrees to provide immediate oral notice (by phone or otherwise), followed by written confirmation within 2 days, of any change in parent's home or work telephone number.

9 Destruction of Facility

If at any time during the term of this Agreement, MBFC's facility is damaged or destroyed to such an extent that in the sole discretion of MBFC's Direction Staff it would threaten the health or well being of the children enrolled to continue to provide childcare at the facility, MBFC may elect to suspend this agreement including its obligation to provide services and parent's obligation to pay for such services, until MBFC locates another facility and notifies parent of MBFC's intent to resume providing services under this agreement at such other facility.

10 Term

This agreement shall be in effect until the _____ day of _____, 20____ or until child is withdrawn by parent pursuant to Section 5 of this Agreement, or until terminated sooner in accordance with the provisions of this Agreement.

11 Entire Agreement

This Agreement, together with the attached forms as listed in Section 8.1 and the Parent Handbook, incorporated herein by this reference, contains the entire agreement and understanding between Parent and MBFC.

12 Invalid Provisions:

The invalidity or unenforceability of any provision of this Agreement shall not affect the other provisions.

13 Waiver of Compliance:

No right under this Agreement shall be waived merely by delaying or failing to exercise it. Consent to one act shall not be considered consent to any other or subsequent acts.

14 Assignability:

This Agreement is binding upon and shall insure to the benefit of MBFC and its successors, but shall be personal to parent. This interest of parent hereunder may not be transferred to assigned, by operations of law or otherwise without the written consent of MBFC.

15 Interpretation:

The Section headings contained in this Agreement are solely for the purpose of reference, are not part of the Agreement and shall not in any way affect the meaning or interpretation of this Agreement.

16 Governing Law

This Agreement shall be governed by and interpreted in accordance with the laws of the State of California.

PARENT (S)

SIGNED: _____
Parent/Guardian (Mother)

SIGNED: _____
Parent/Guardian (Father)

Maud Booth Family Center:

SIGNED: _____
Authorized Representative

Title