



**SAY EXTENDED DAY PROGRAM
PARENT INFORMATION, POLICIES AND PROCEDURES
2017-2018**

SAY, San Diego

Phone: 858-565-4148 Mailing address: 8755 Aero Dr., Suite 100, San Diego, CA 92123.

Days: The program will be open on all school days. The program will be closed on days when children do not attend school, such as holidays, vacation periods, and school staff development days. Full day programs may be available on these days and are described in Section IV.

Hours: Program hours vary according to bell times of host school.

The following provides information about the program and should be read carefully. The enrollment documents you sign includes an agreement to read, understand and adhere to these policies. If you have any questions, please contact SAY's Administrative Office at 858-565-4148. Policies written in Spanish are available upon request.

❖ **Pólizas están disponibles en español, si ocupa por favor pídala**

Enrollment is open to all elementary and middle school students attending the host school, without regard to race, sex, national origin, religion, physical handicap or disability, on a space-available basis. Enrollment forms must be completed and returned with appropriate fees paid prior to a child's first day in the program. Forms must be updated as changes occur.

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I. PROGRAM PURPOSES AND GOALS

A. Program Purpose

SAY, San Diego. (Social Advocates for Youth) is a non-profit agency dedicated to supporting the positive development of young people, their families and communities. The Extended Day Program is provided as a community service to address the need for quality before and/or after school extended day programs for school-age children.

Philosophy

SAY Extended Day Programs exist for the purpose of promoting, nurturing, and enhancing all areas of children's development. Basic to the purpose is the assumption that all children are individuals that develop at different rates and have different interests. We recognize that children bring with them a unique mixture of family background, language, culture, personality and learning style. The programs we create must serve all children and families, and we must constantly seek ways to accommodate the unique needs of the populations served by the programs. SAY Extended Day programs serve as a bridge between home and school. They provide a balance of creative, educational, social, and physical opportunities in an atmosphere conducive to promoting healthy life styles. Children need many opportunities to make their own choices through programs that are well organized and equipped with age-appropriate material. Above all children need to have fun being children. Programs provide a safe, secure, flexible and stimulating environment supported by warm and caring staff that is responsive to the children's emerging needs and interests encouraging growth and self-esteem. The programs foster partnerships with families, schools and communities to meet the needs of the whole child.

B. Program Overview

SAY's high quality, well-supervised program offers a balance of activities designed to develop self-esteem and provide a creative educational and recreational experience for children. Planned curriculum includes:

- Academic Enrichment
- STEM – Science, Technology, English and Math
- Nutritious snacks
- Physical Fitness
- Literature and music
- Field trips
- Arts and crafts
- Social skills
- Just Say I Know How Prevention Program
- And more

SAY Extended Day Programs are licensed by the California State Department of Social Services and adheres to regulations set forth by the Department to insure the safety and well being of your child (ren). Staff is professionally prepared in the fields of child development, elementary education, and/or related fields. Religious instruction or worship will not be provided.

The parent is a partner in insuring the well-being of her/his child(ren). Program staff relies on the parent for emergency and other relevant information about the child and the family. Open communication and documentation are required for this purpose. It is the parent's responsibility to insure that information provided is correct and updated as changes occur.

The Extended Day Child Care Program maintains a ratio of 1 staff for every 14 children, not to exceed the capacity set forth by the license. Individual care cannot be provided. Staff will seek out additional resources and/or referrals for children who require further support beyond what can be provided within the program. Staff cannot provide care outside of program hours.

C. Goals

1. To provide licensed quality programs on or near the school site for elementary school children.
2. To provide an environment that is safe and well supervised by qualified staff.
3. To provide a balance of educational and recreational activities to meet children's needs and interests.
4. To maintain enrollment according to admission policies and wait list priorities, and to clearly inform families about program policies, due process, and personal rights.
5. To maintain staff policies which promote staff development and program effectiveness.
6. To provide developmentally appropriate curriculum which encourages growth and positive self-esteem.
7. To provide opportunities for parent involvement and education.
8. To inform the community about our programs, encourage community involvement, and utilize community resources.
9. To annually involve parents, schools, staff, and children in evaluating our success in meeting these goals.

II. PROGRAM

A. Family Information Profile

SAY's Extended Day Program offers a culturally and developmentally appropriate curriculum, with a balance of activities designed to foster creativity, independent thought, and a positive self-concept. Each parent will be required to complete a Family Information Profile as part of the annual enrollment process. This document will enable the Site Supervisor to access and provide services to meet the needs of each child and family.

B. Homework

Each day, 30 minutes are scheduled for children to work on their homework. If children do not have homework, or if parents request that homework not be done in the program, children will be allowed to participate in alternate academic enrichment activities. Staff will make every effort to provide assistance to each child. However, due to the number of children each staff must supervise (up to 14), staff cannot be responsible for correcting homework assignments. The purpose of the homework time is to provide a structured setting to work on their assignments, not to replace the individual attention that parents can provide.

C. Snack

Snack will be served every afternoon and will include nutritious foods from two basic food groups. If your child has any dietary restrictions, be sure to indicate them on the health form and tell your Site Supervisor. Candy, gum and other non-nutritious foods should not be brought to the program.

D. Field Trips

Bus and/or walking field trips are provided periodically as part of the Extended Day Program. Parents are welcomed to attend whenever possible. Parents who do not wish their children to participate must make other child care arrangements for the day. The program will not be operating on the school site and there will be no staff present on site. No credit will be given for the day missed. Should a child seriously misbehave during a field trip, a parent or guardian may be required to attend subsequent field trips.

E. Transportation

Transportation to and from the Extended Day Program is not available. Transportation is provided for field trips through a professional bus company.

F. Clothing, toys and backpacks

Children will participate in a variety of activities, some of which may soil clothing. Please encourage your child to dress in comfortable clothing that allows for active play. It is assumed that the children will remain in school clothing, but a change of clothing, marked with the child's name, can be left at the program for use as needed. Sandals, flip flops, boots, or dress shoes limit your child's safety. Please send a pair of appropriate play shoes.

Individual storage is provided for each child and children will be encouraged to take responsibility for storing their own belongings. Program staff cannot be responsible for lost articles, but will make every effort to protect the children's belongings within the confines of program space. Toys should not be brought from home unless prior arrangements are made. Toy weapons are not allowed.

G. Cell Phones

SAY adheres to the school district's policy regarding personal cell phones and other electronic devices. During before and after school program operation, cell phone use by children is not allowed. These devices must be kept out of sight and turned off during the program. Unauthorized use is grounds for confiscation of the device by SAY staff. Parents may use the site landline or program cell phone at any time, to contact the

children. With permission from staff, children may also use the site phone. Exception to this policy must be submitted in writing to the Site Supervisor for approval.

H. *Entertainment*

The only films which will occasionally be shown during program hours are those which are considered educational and/or instruction-based. Staff will pre-screen all films to ensure their appropriateness. Parents will be notified in advance. Alternative activities will be available while films are shown.

I. *Voluntary Services*

Social services personnel (i.e. Extended Day Clinician) provide individual counseling and educational groups on a voluntary basis for children enrolled in the Extended Day Program. Topics of groups include social skills, self-esteem, conflict resolution, violence prevention, and drugs and alcohol awareness. Parents have the right to deny permission for their child to participate.

III. **GUIDANCE**

A. *Policy*

The Extended Day Program practices a positive approach to discipline. The environment is designed to be child-centered and adult-child interactions are stated in a positive rather than a negative way. Each site has a guidance policy, which is available for review by parents. The policy includes consequences for both positive and negative behavior. Behavior management systems and rules often differ from those used by the elementary school itself.

The staff will attempt to work with the child and parent to resolve any behavior concerns. The Extended Day Clinician and/or Behavior specialist may be asked by the Site Supervisor to observe and/or assess the child for the purpose of making recommendations to improve the situation. Recommendations may include a meeting with parent(s), Site Supervisor, and the Extended Day Clinician and/or Behavior specialist to help determine the best course of action.

B. *Rules and Consequences*

Specific rules that children are expected to follow are posted at the program site. Rules include:

1. Stay where a teacher can see you.
2. Use appropriate words and actions
3. Respect people and property.
4. Follow directions.

If a behavior problem should occur which cannot be handled by redirection or talking in a positive manner to a child, a "cool off" method may be employed to temporarily remove the child from the area of concern. After a cooling-off period the child is free to rejoin activities. If a child is deemed out of control, the parent will be called to pick up the child for the remainder of the day.

It is the intent of the program to provide a safe environment for all children enrolled. If a child cannot adhere to program rules and thereby threatens the safety of herself/himself,

a staff person or other children, the Site Supervisor may decide that a child be removed from the program either temporarily (suspension) or permanently (disenrollment). Immediate suspension will occur if a child physically attacks another child or a staff person or is deemed to be out of control. A refund will not be issued if a child must be removed from the program.

Any corporal punishment (such as spanking, striking, jerking, shaking) or any other humiliating or frightening experiences (sitting in a corner, leaving him/her alone, shaming in front of other children) are strictly prohibited. In addition, discipline can never be associated with food, rest, isolation for illness, or toileting.

IV. ENROLLMENT

A. Registration/Enrollment

Each family must complete an enrollment packet. Program fees for the first month of enrollment and registration processing fees are due before services begin. Separate registration forms need to be completed for each school year. Separate registration is required for our Vacation programs.

Parent(s)/Legal Guardian(s) signing the fee schedule and enrollment forms are considered the “enrolling parent(s)” and are the only persons authorized to make changes in the schedule or other enrollment forms.

One designated Parent/Legal guardian must sign the enrollment agreement as the parent/legal guardian that is responsible for payment of fees.

Legal documentation defining the “other” parent’s (not living in the same household) custodial and parental rights must be provided before services begin.

SAY reserves the right to request a Pre-Admission Interview if needed to assess a child’s needs in case accommodations are needed.

B. Changes in Enrollment

A minimum of 2 weeks’ notice is required for any change in enrollment, including withdrawing from the program. Please notify your Child Care Enrollment Specialist at SAY’s Administrative office by email, sayextendeddayprogram@saysandiego.org if you would like to change your schedule and/or withdraw from the program.

If the date of your schedule change falls in the first half of the days of service in the month, you will be charged the entire month at the new schedule rate. If the date of your schedule change falls in the last half of the month, you will be charged 50% (1/2) of the monthly fee at your old schedule rate and 50% (1/2) of the monthly fee at your new schedule rate.

Leaves

Requests for leave of more than 14 days must be put in writing to the enrollment department. 50% of the monthly fee will be charged to hold your child's placement in the program. Parents may withdraw from the program (see section B under Enrollment) and reenroll if space is available.

Family Vacations

We do not prorate fees for family vacations. Parents may withdraw from the program (see section B under Enrollment) and reenroll if space is available.

C. Vacation Programs

When schools are on vacation, a full day program may be available only at selected sites. Registration for these programs is separate from the regular before/after school program, and is accepted on a first come, first serve basis. Enrollment information will be mailed to you. The locations of these programs vary. We work with the School District to secure the best possible site for each program, but all sites are not available. Parents are responsible for providing lunch for their children.

D. Termination of Services

SAY desires to work with the parents in every way possible to prevent termination of services. However, at times, a child may be asked to leave the program. Some of the reasons a child or family's services may be terminated are:

- Failure to pay fees on time.
- Failure to pick up child (ren) before the end of the program (6pm) three times in one school year.
- Failure to notify SAY of changes (including address, telephone, and emergency contacts) or complete required forms.
- Failure to observe program procedures and policies.
- Behavioral difficulties, which the program is not staffed to address. In these instances, staff will work with the parent to try to find assistance for the problem as well as other child care resources for the family.
- Giving false information
- Failure to observe program hours (for example, late pick-up).
- Failure to sign in and out.
- Child leaving the grounds (or area supervised by staff) without permission.
- Inappropriate behavior by the parent, guardian, or other individuals designated by the enrolling parent(s) to pick child (ren) up. This includes disruptive, abrasive, or abusive behavior or behavior that makes staff less efficient in performing their jobs. It is not our intent to prevent the parent from expressing his/her views, positive or negative, but we must prevent situations which frighten the children, disrupt our activities, or damage the relationship between children and staff.

V. ATTENDANCE

A. *Signing Children In and Out of the Program*

Before school: Parents or other authorized persons are required to sign children in each day. **Full signatures (first and last name) are required.**

After school: At the end of the school day, children will be signed in by the program staff. Attendance will be monitored; however, staff cannot be responsible for children who either do not attend or who leave the grounds without permission. In such circumstances, emergency procedures may be employed (emergency numbers, school, police). If a child will be staying after school with his/her teacher, the child or teacher must notify the SAY staff. If the child will be spending more than 15 minutes with the teacher, written parent permission is required.

Parents or other authorized persons must sign children out. **Full signature (first and last name) is required.** A child will not be released to anyone other than the enrolling parent(s) unless there is written authorization on file. Parents must advise the Site Supervisor in advance and in writing, if a person not listed on the emergency card is to pick up the child. Identification is required.

Parents must also advise the Site Supervisor in writing, if a child is to walk home alone, walk home with another minor, or if the child is to be released to sports or other activities (staff will sign out the child). A Special Release Request form must be completed by parent and **approved** by the Site Supervisor for any of these cases. Site Supervisors may deny or revoke the special release request if they feel the safety of the child is a concern.

After closing time: If a child is picked up after your program's closing time, a late pick-up fee will apply (see fees). If a child is picked up late three times in one school year, the child may be disenrolled from the program. If a child has not been picked up within 30 minutes after closing time and emergency contacts are not reachable, the police will be notified by site staff.

PLEASE be sure your emergency numbers are current and that we have at least four phone numbers other than those of the parent's home and work place to call if a parent can't be reached.

B. *Absences*

You must CONTACT THE SITE BY PHONE OR EMAIL to report all absences. If we do not hear from you, emergency procedures will be implemented to insure the safety of your child. Children may not attend the program on days they do not attend the school. When you enroll your child, you are reserving time, space, staff, and supplies for your child whether or not the child attends.

VI. FEES

A. Payments

Fees are established to cover the cost of operating the program. Monthly fees guarantee your child/ren retain his/her placement in the program. A discount is available for additional siblings enrolled by the same parent. The discount is applied toward the lesser amount of monthly fees charged, and will not apply to other fees. Financial assistance is available for families who qualify. To apply, please contact Accounts Receivable at SAY's Administrative Office, see page 14 for contact information.

Credit can only be issued when parents provide a minimum of 2 weeks' notice of a schedule change or withdrawal from the program. Credit is not given for the child's absence, vacation, illness, holidays, suspension or emergency closure of the program. Credit will not be given if a child is withdrawn from the program without notice.

Parents who do not provide a 2 week notice will be charged the full month tuition. If your 2 week notice of withdrawal date falls during the first half of the days of service in the month, you will be charged 50% (1/2) of the monthly fee. If your 2 week notice of withdrawal date falls during the last 50% of the month you will be charged the full monthly fee.

Monthly billing statements will be mailed to the enrolling parent between the 15th and the 21st of each month for the following month. If you do not receive your bill by the 25th, please notify SAY's Administrative Office. Billing cannot be split between two parties. The designated parent from the enrollment form will be responsible for all fees. The designated parent will also be responsible for all fees due if other funding sources that have agreed to pay for child care fail to pay (employer, YMCA, County, etc.)

If you are paying online via bill pay, please note your payment is NOT electronically sent to us the day your account is charged. Your bank will print a check and mail it to us. A late fee will still be applied to your account if your online payment is not **received** in our office by the third business day. Any complaints regarding an online payment not reaching us in time will need to be directed to your bank.

Please do not send post-dated checks. All checks will be deposited upon receipt.

Fees will be due on the 1st of each month and will be considered late if not received in our office by the third business day of the month. Fees should be mailed to SAY San Diego, 8755 Aero Drive, Suite 100, San Diego, CA 92123. Please allow sufficient mailing time, as we cannot be responsible for lost or late mail. Payments will not be accepted at the child care sites. Fees for full day programs may be billed separately and are in addition to before/after school fees.

If you have a question or disagreement about the amount due, please contact the Accounting Generalist at SAY's Administrative Office prior to the payment due date. If you still cannot resolve the matter, please see our complaint resolution policy. When fees are being disputed, the total due needs to be paid by the due date to avoid disruption of services. See page 14 for contact information.

SAY will provide a year-end statement to be used for tax purposes, in January, to the enrolling parent and to the address on file. Requests for additional copies are subject to a \$25.00 per copy fee; due at the time of the request. SAY's Tax ID # is 23-7107958.

B. Returned checks

If the bank returns a check, there will be an additional \$25.00 returned check fee. Re-payment and future payments must be in the form of cash or money order for a period of six months. Cash payments need to be brought in to the SAY's Administrative Office.

C. Additional Charges

Payment of fees for child care services, if applicable, is always due by the first of the month. There will be a \$20 late payment charge for payments received after the third of the month.

A \$60 for a single child or an \$90 family, more than one child, non-refundable, non-transferable registration-processing fee is required each school year.

Failure to pick up child on time:

A fee of \$5.00 per child will be charged for the first five minutes and \$1.00 per child for every minute after the first five minutes if children are picked up after the program closes. For example, if a child is picked up at 6:20, a \$20.00 fee will be assessed. Late pick-up fees will be billed separately. Failure to pay the late fees may result in termination of services. Three late pick-ups in one school year may result in disenrollment. Site staff will contact the Police Department if a child has not been picked up by 6:30 p.m. and we have not heard from the parent.

In case of child's injury or severe behavior issues:

Site staff will notify parent that a pick up is necessary. If the parent fails to pick-up the child after one hour, there will be an additional fee of \$5.00 per child for the first five minutes and \$1.00 per child for every minute after the first five minutes, to cover the cost of providing individualized care and/or 1:1 supervision.

FOR YOUR CHILD'S BENEFIT, PLEASE MAKE APPROPRIATE ARRANGEMENTS TO PICK UP YOUR CHILD ON TIME. REMEMBER THAT LATE PICK-UP OF CHILDREN MAY LEAD TO TERMINATION OF SERVICES.

D. Delinquent Fees

A delinquent fee notice including a \$20 late fee will be issued if payment is not received by the third of the month or a credit card payment is declined. A \$25 fee is assessed if the bank returns a check. The parent must respond within one week of the date of the notice by either making the payment in full, or submitting a reasonable plan for repayment. All repayment plans must be pre-approved by the Accounting Generalist. Disenrollment may occur if the parent does not comply. More than three late payments within one year (July 1st – June 30th) may result in disenrollment. If disenrollment is due to non-payment of fees, the family will not be eligible for re-enrollment for a period of six months following full payment of fees and may be subject to wait list procedures.

VII. HEALTH AND SAFETY

A. Illness and Medication

Health rules are designed to protect the well being of all children. If a child becomes ill at the program and cannot participate in the normal routine, the parent or emergency contact may be phoned, at the Site Supervisor's discretion, and asked to pick up the child within the hour.

Children having or showing symptoms of a contagious illness/disease should be kept at home. If your child contracts a communicable disease, please inform the Site Supervisor. Similarly, the Site Supervisor will inform parents when a child may have been exposed to a communicable disease. Children who have contracted a communicable disease will be readmitted to the program when free of symptoms, per Health Department guidelines. Information regarding length of time or other factors affecting readmittance is available from your Site Supervisor.

When a student is identified as having head lice and/or nits, the student will be isolated from the program and the parent will be called immediately. Parents are subject to the same policy for picking up their child and late fees as when being called for illness or injury. The child will be readmitted to the program when the hair has been treated with a lice shampoo and there are no live lice or live nits in the hair. Live nits can be found within ¼ inch from the scalp. Parents are asked to bring in proof of treatment (empty treatment bottle).

The Site Supervisor will recheck the child for any signs of infestation before the child is allowed in the program. Reinfestation and/or recurrent infestation may result in exclusion from the program until the student is free of live lice. In persistent or ongoing cases a doctor's note stating the child is not contagious may be required.

Should your child require medication, it is recommended that the school nurse administer it during school hours. If that is not possible please ask the Site Supervisor for the Medication Authorization form, which must be completed by the parent prior to any administration of medication. Any prescribed or over the counter medication must be purchased in the United States and can only be administered if there is a form signed by the child's parent with specific instructions as to quantity and time to be administered and a prescription or note signed by a physician. All medication must be in original containers. Refrigeration may not be available. Parents are welcome to come to the program to administer the medication. Children are not permitted to carry their own medication.

B. Injury or Medical/Dental Emergency

If your child is injured while at the program, the Site Supervisor will attempt to contact you and/or those listed on the child's emergency card. If necessary, an ambulance or paramedic will be contacted to transport your child to an emergency hospital. Parents are responsible for all charges related to emergency medical treatment for their child.

All SAY Extended Day staff are required by law to report any injuries which appear to have been caused by other than accidental means. If your child has had an accident away from the program that resulted in an injury, please advise the Site Supervisor.

C. Disaster Preparedness

Each site has prepared a plan to maximize the safety of children in the event of an emergency or disaster. Parents may request a copy of this plan. It is important for parents to be aware of the following information:

- If a parent cannot be reached, SAY will attempt to contact those listed on the child's emergency card.
- In the event of a disaster, SAY will only release children to adults listed on the emergency card.
- SAY will only be able to make contact if phone lines are viable.
- Children may be relocated/transported to evacuation centers and/or authorities if SAY cannot contact anyone on the emergency card.
- Parents must provide at least one emergency phone number outside of the San Diego area in case local phone service is not available.

D. Physical/Emotional Well-being of the Child

It is the responsibility of the staff to respond immediately and appropriately to any and all threats a child may make towards themselves, other children or staff. SAY staff trained in responding to the emotional needs of children may be called without prior notice to parents to assist with determining the appropriate course of action to ensure the safety of the child. Proper authorities will be notified and an incident report filled out.

All site staff are by law, mandated reporters. If a staff member suspects child abuse or neglect, he/she is required to report to Child Welfare Services. All reports are confidential.

E. Incapacitated Parents/Guardians

To ensure the safety of the child (ren), in the case of an incapacitated parent, those that appear to be under the influence of alcohol, drugs etc., staff will request permission to contact individuals listed on the child's emergency card to arrange alternative pick up for the day. If an incapacitated parent insists on taking their child (ren) from the program, the police (911) will be notified immediately by site staff.

F. Parent Cell Phone Use

We request that cell phones not be used during drop off and/or pick up time at the program. At no time may a cell phone or other electronic device be used to photograph staff or students, including your own child (ren) during program hours.

VIII. STAFF

SAY adheres to affirmative action policies in accordance with California Administration Code, Title 2, Fair employment and Housing Commission, Chapter 5 (nondiscrimination). SAY employs staff who meets the job requirements and State Regulations for specific positions.

Some discussions of children may occur at staff meetings. This information is confidential and will not be discussed outside the context of staff meetings. Discussion may occur between Extended Day staff and school staff regarding a child's progress when such discussion will benefit the child and enhance our ability to address the child's

needs. If you prefer that information not be shared with school staff, please advise the Site Supervisor.

IX. PARENT INVOLVEMENT

A. Parent Participation and Advisory Board

Activities designed to meet the specific needs and interests of parents will be planned each year, based on the information included in the annual Family Information Profile. Plans will include an annual program orientation, meetings, and socials at the program site, and opportunities for parents to participate in parent support groups, Parent Advisory Board, and SAY Board Meetings at SAY's Administrative Office. Donations are tax-deductible and always welcome.

Parent/staff conferences are an ongoing component in providing quality care for your child (ren). Conferences are available on request. Conferences should be arranged in advance to avoid interruption of activities in progress.

Parents are welcome to observe or participate in the program at any time without prior notice.

B. Parent Advisory Committee

Extended Day programs have Parent advisory Committees composed of parent/guardians, school staff and other community members interested in participating. This group meets periodically to provide feedback on services that meet child and family needs and as a sounding board for new ideas. Please let your site supervisor know if you are interested.

C. Parent Notices and Information

Important notices to parents will be placed in a family folder or pocket located near the sign in/out sheets. See your Site Supervisor for exact location. It is the responsibility of the enrolling parent to retrieve and review this information. The individual designated to sign the child in/out (including minors authorized to pick up children, or children authorized to walk home) will be responsible for delivering the information to the parent.

Parent information will also be posted on a Parent Board located at the site.

A roster of enrolled families is available to enrolled parents upon request. Only parents giving permission are listed on the roster.

D. Complaint Resolution Policy

It is the intent of the SAY Board of Directors that all grievances be resolved at the lowest possible level. Any person having a complaint in regard to Extended Day operations should first speak with the Site Supervisor in an attempt to resolve the issue. If the problem is not resolved, the complaint should be brought to the attention of the next appropriate supervisor in the chain of command outlined below.

For program or staff issues contact:

1. Site Supervisor at the program your child is enrolled.

Call 858-565-4148 to reach:

2. Program Director – name and contact information posted on site
3. Vice President of Child, Youth Development– Chris Jewell
4. President/CEO – Nancy Gannon Hornberger

For enrollment issues: Call 858-565-4148

Enrollment Specialist – Monica Villar
Manager of Enrollment and Attendance – Colleen Bone
Vice President of Child, Youth Development – Chris Jewell
President/CEO – Nancy Gannon Hornberger

For billing issues: Call 858-565-4148

Accounts Receivable Clerk – Greg Furseth
Accounting Supervisor –
Director of Finance – Lynn Deng
Chief Financial Operator – Jane Drover
President/CEO – Nancy Gannon Hornberger

President of the Board of Directors (written appeal)

UNIFORM COMPLAINT POLICY

The SAY Board of Directors recognizes that the agency has primary responsibility for insuring that it complies with State and Federal laws and regulations. The agency shall investigate and seek to resolve complaints at the local level in accordance with applicable laws and regulations. The agency shall follow uniform complaint procedures when addressing complaints alleging unlawful discrimination or failure to comply with state or federal law in all programs funded with state and federal money.

The SAY Board of Directors prohibits retaliation in any form for the filing of a complaint, reporting alleged discrimination, or participating in the complaint process. In processing complaints, the Board acknowledges, respects and protects rights to privacy. This includes keeping the identity of the complainant confidential when possible, as determined by the Executive Director or designee. The Executive Director or designee shall ensure that persons designated to investigate complaints are knowledgeable about laws governing the program, and have legal counsel as needed.

**State of California Health and Welfare Agency
Department of Social Services**

PERSONAL RIGHTS

Child Day Care Facilities

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

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

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

**COMMUNITY CARE LICENSING
7575 METROPOLITAN DRIVE #110
SAN DIEGO, CA 92108**

619-767-2200
STATE OF CALIFORNIA HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
COMMUNITY CARE LICENSING

NOTIFICATION OF PARENTS'S RIGHTS

INSTRUCTIONS:

This form is intended to meet the requirements of California health and Safety Code Sections 1596.857 and 1596.859, which pertain to the right(s) of parents or guardians to inspect the child care facility their child attends.

The facility is required to:

1. Post this notice in a prominent place.
2. Make sure the child's parent(s) or guardian(s) completes and signs the acknowledgement at the bottom of this form.
3. Detach the signed parental acknowledgement and file it in the child's record, and give the child's parent(s) or guardian(s) the top portion of this form.

Parent's Rights

1. Parents/guardians, upon presentation of identification, have the right to enter and inspect the child care facility their child attends without advance notice to the provider. This right can only be exercised during the facility's normal operating hours or at any time the child is receiving care in the facility.
2. Parents/guardians have the right to file a complaint against the facility with the licensing agency.
3. Parents/guardians have the right to review, at the facility site, licensing reports of facility visits and substantiated complaints against the facility. The facility is not required to keep this information beyond three years. Only information available in the public file of the local licensing agency is to be made available to parents/guardians at the facility. Public information on inconclusive complaints is only available at the local licensing agency.
4. The law prohibits discrimination or retaliation against any child or parent/guardian should the parent/guardian choose to exercise his or her right to inspect the facility or to file a complaint against the facility.
5. The law requires that parent/guardians be informed of their rights (see Nos. 1, 2, and 3 above).
6. The law requires that this notice be posted in the facility in a location accessible to parent/guardians.
7. The law authorizes the person in charge of the child care facility to deny access to a parent/guardian if:
 - a) The parent/guardian is behaving in a way that poses a risk to children in the facility. OR:
 - b) The adult is a non-custodial parent, and the custodial parent has requested the facility in writing not to permit access to the non-custodial parent.

ACKNOWLEDEMENT OF SAY PARENT POLICIES

Thank you for taking the time to read through these policies. We look forward to working with you to provide quality services for your family. If you have any questions, please contact your Site Supervisor or SAYs Main office.

Return signed form with enrollment packet

School: _____

Child Name: _____

Child Name: _____

Child Name: _____

I have read, understood and agree to adhere to the policies and procedures included in this packet.

(First) Enrolling Parent/Legal Guardian:

Print Name: _____

Sign: _____ Date: _____

(Second) Parent/Legal Guardian:

Print Name: _____

Sign: _____ Date: _____