



## PRESCHOOL PROGRAM

# FAMILY HANDBOOK 2009-2010

Welcome to the Campbell Union School District Preschool Program. This handbook is designed to give you information about our early childhood programs and familiarize you with our policies. We welcome your questions, comments, and concerns.

### **General Information**

Our preschool program consists of preschool classrooms for three to five year olds at Blackford, Capri, Forest Hill, Marshall Lane, Castlemont and Rosemary Schools. A state subsidized preschool is located at Capri and Rosemary. Our fee-based preschool classrooms are situated at Blackford, Capri, Castlemont, Marshall Lane and Forest Hill Schools. Our preschools are designed to provide a positive and successful school experience that will serve as a strong foundation on which to build long term educational and life successes. The program is sponsored and administered by Campbell Union School District.

CUSD preschool classes are uniquely involved in the life of the home school. The Preschool Program is operated on a non-discriminatory basis, according equal opportunity for access to services and employment without regard to race, color, religion, national origin, ancestry or sexual preference. No religious instruction of any kind is provided. Children are enrolled according to established admission and eligibility policies or waiting list procedures. The fee-based preschool programs at Blackford, Forest Hill, Capri, and Castlemont operate from 8:15 a.m. to 12:15 p.m. Monday through Friday. Marshall Lane Preschool operates from 8:15 a.m. to 1:15 p.m. Monday through Friday with a Pre-K extended care option. Blackford Preschool is our only site that offers full-day extended care. Our subsidized preschool classrooms at Rosemary and Capri operate from 7:55-2:30. All sites, except our subsidized classrooms, follow the district calendar. Summer enrichment programs operate on a week to week basis and are offered, from 8:30 a.m. to 12:30 p.m..

### **Adult/Child Ratios & Staff Qualifications**

All of our classrooms follow Title 22 regulations enforced by the California Department of Social Services, Community Care Licensing division. Our fee-based classrooms are staffed with one qualified teacher for every twelve children. A teacher and a qualified aide can serve up to 18 children. Two qualified teachers and an aide staff classrooms where the number of students exceeds 24. Each center is staffed with qualified early childhood teachers and teaching assistants. Our class size never exceeds 30 children.

## **Enrollment and Eligibility Policies and Requirements**

Enrollment in the program is based on the following criteria:

- Children are 3 years to entry into kindergarten.
- Children who are medically fragile, have special needs or physical or mental disabilities may be enrolled if it is determined by the center teachers and parents that the program is appropriate and the individual needs of the child can be accommodated within the group experience.
- Each child enrolled should be ready for the type of group experience the program has to offer and should be able to benefit from the early childhood program. The first three weeks of attendance provide a time for parents and center teachers to ascertain if the program is well suited for the child. Teachers will keep in close contact with parents if problems arise.
- Children should be **completely** toilet trained prior to entering the program.

### **EDUCATIONAL PHILOSOPHY**

Children deserve to be in an aesthetic environment that respects and understands the process of growth and development of the child. We believe play is the natural medium through which growth and development can best be realized for each child. Therefore we reflect a modified High/Scope philosophy and implement developmentally appropriate practices. High/Scope promotes active learning through play, plan-do-review as part of the routine, and adults supporting children to learn to solve their own problems and build conflict resolution skills. We strive to provide a safe and nurturing environment that promotes the physical, emotional, social and cognitive development of young children.

We believe that children learn through active exploration of their environment: the richer the environment, the more concrete opportunities there are for children to learn by interacting with people and materials. Our role is to create an environment that invites children to observe, be active, make choices, and experiment. Our intent is to enable children to interact in a positive manner with others, accepting diversity and differences, thereby building self-esteem.

While children play, they put their ideas into action. They learn to communicate effectively. They discover how to get along with other children. They make things happen and enjoy a sense of mastery. Play allows children to experiment and try things out. It fosters the ability to focus attention and to concentrate for long periods of time. Play provides opportunities for children to express their feelings. It fosters imagination and encourages them to generate creative ideas.

Learning experiences are developmentally appropriate and are matched with the age of the child, their individual interests, their abilities, and their temperament. Workbooks, coloring books, and pre-cut art materials are ready-made adult models for children that

provide little or no opportunity for individuality and creativity. Our preschool classrooms display a rich array of open-ended materials and authentic experiences that enable the child's involvement in the learning process.

Learning experiences are a balance of child-directed and teacher-directed activities. Children are presented with many opportunities for selecting materials, initiating activities themselves, participating in activities others have chosen, and following through to satisfactory mastery. Children have the opportunity to choose from different areas of the classroom. We focus on the process not the product in all areas. A more "structured" environment will occur in kindergarten.

Children are given ample opportunity and time to discover, invent, create, feel, taste, touch, relax, and enjoy a full range of activities within the preschool classroom.

The curriculum is ethnically diverse, non-sexist, and anti-biased as demonstrated by use of appropriate materials, toys, books, pictures, and foods. We utilize *Growing With Math*, published by the Wright Group, as our hands on, literacy based Pre-K Math Curriculum. We implement *Doors to Discovery* as our early literacy curriculum. We integrate guided language acquisition design strategies throughout our routine. As part of Campbell Union School District our Preschool Teachers articulate with the kindergarten teachers and prepare the children to enter kindergarten ready to succeed. We have a diverse staff and are often assisted by our parents in providing ethnic and cultural experiences, food, dress, and celebrations.

It is our goal to create an environment and foster interactions which provide children with the opportunity to:

- Develop a positive self concept, feel unique, and know they are valued individuals.
- Establish lasting relationships with teachers and peers based on respect and trust.
- Build their strength, muscular coordination and physical skills.
- Establish a foundation for sound health and safety habits.
- Grow in their ability to understand their social and cultural environment.
- Develop problem solving skills, the ability to concentrate and to think creatively.
- Learn to be responsible for their own actions, to act independently with confidence.
- Grow in their ability to recognize and express feelings appropriately.
- Strengthen each child's communication skills

**Daily Sequence of Experiences** Ample blocks of time inside and outside set the framework for children to become engaged in activities with the whole group, small groups or individually. Schedules are designed to be flexible and meet the needs of the group. The daily routine is posted on the classroom wall.

### **Curriculum Planning Documentation**

Genuine questions and reflections emerge from meaningful relationships and experiences children have at home and at school. Teachers and parents are an important source of these experiences and, in the process, contribute their passions, values, and beliefs to the learning environment. In deciding what interests to plan for and actively support, we attempt to assess the potential of any interest expressed for in-depth learning by both the child and other members of the adult-child community. To

accomplish this we document children's play and activities over time by keeping journals, taking pictures, and collecting samples of children's work. It is from this documentation that we are able to decide which interests to explore and what activities to initiate with the children. A portfolio of samples of children's work is compiled and combined with children's developmental assessments. These are reviewed and discussed during parent-teacher conferences each year.

### **DISCIPLINE PHILOSOPHY**

The physical environment and general atmosphere of our preschool classrooms is designed to be safe and to encourage age-appropriate behavior from young children. The limits or rules set by the staff for the children are simple and consistent. A positive approach is used with children in ensuring their safety and emotional well-being while in the program. The teachers are trained to effectively use positive approaches of discipline such as redirection, role-modeling, and problem solving discussions. Harsh and humiliating punishment techniques such as spanking, hitting, yelling, and shame are not allowed. Depending on age, temperament, and individual needs of a child, the following techniques and accommodations are used to foster cooperative, peaceful, and safe behavior of children in our programs:

- Modeling and recognizing acceptable behavior
- Recognizing each child's individual needs
- Structuring or modifying the environment and schedules as needed
- Anticipating and eliminating potential problems
- Planning routines to allow children a successful mix of choice and structure
- Engaging children in purposeful activities
- Recognizing and encouraging children's attempts at solving their problems
- Identifying and discussing what a child might be feeling
- Stating what a problem is and discussing ways to respond
- Giving choices
- Encouraging children to use their words and social problem solving abilities
- Redirecting a child's attention to another activity or area of the room
- Using natural or logical consequences

Our curriculum is established to encourage and highlight caring and responsible behavior. We believe that an important part of a child's learning in the preschool classroom comes from the give and take required in a group setting. Our staff is committed to actively listening to children and assisting them with finding the words to express themselves and their feelings appropriately. When we use this method with children, it teaches empowerment and self-control. Our staff facilitates problem solving in conflict situations, allowing children to arrive at solutions for themselves to the greatest extent possible.

The practice of time-out as a punishment is not used. When consistent unsafe behavior persists, a child's actions will be stopped. Physical restraint will only be used when another person's physical safety is being threatened. For example, this includes instances of physical and verbal aggression towards other children or teachers, bullying, inappropriate throwing of objects, kicking, biting, and hair pulling. If needed, the child is asked to remove him/herself away from the existing situation and is directed to another activity in the room. Staff allows the child to return when they believe it will be safe.

When children are asked to leave a play situation because of unsafe behavior, staff gives a simple explanation of the situation and the reason why the child is being asked to leave. The child is able to return to the play situation as soon as both the teacher and the child feel the child has calmed down and can behave safely and cooperatively.

**Under no circumstances will corporal punishment be allowed in the center. This holds true for parents as well. We DO NOT allow any hitting, spanking or verbal abuse from parents towards their children in the classroom.**

If a child's behavior leads program staff to believe that our program is unable to meet the needs of a particular child, a minimum of two conferences will be scheduled to develop a plan of action to find a way to meet the needs of all. If after two conferences the Director determines that the program is unable to meet the needs of a particular child, the parent will be given a notice of termination. **It is important to remember that we MUST keep ALL children safe at all times.**

### **Parent Participation**

Parents are a vital and important part of our early childhood program. We attempt to talk to parents each week about their child's experience in our program. Parents are always welcome in the classroom.

**We require that an adult representing each family participate in our classroom at least once a month for 3 hours.** This could be a parent, grandparent, other relative, or nanny. There will be a calendar on the wall where you can sign up for your volunteer day. It is suggested that you discuss with your child's teacher what role you feel most comfortable playing while in the classroom. Some possible volunteer roles are: observer, reading with children, facilitating child created snack, running a small group, assisting with cleaning up, helping with an art, construction, or science project.

California Department of Social Services, Community Care Licensing regulations require that any adult that volunteers in a center must provide the results of a test for tuberculosis performed not more than one year prior to or seven days after initial presence in the center. In addition each volunteer must sign a statement affirming that he/she is in good health. Therefore, in order to ensure the health and safety of our preschool children, and to meet Title 22 regulations, we will require that all family representatives who will be volunteering in the classroom to sign a statement that affirms that he/she is in good health and to turn in a tuberculosis test result that was administered and read not more than one year prior to initial participation in the center. If an adult has had a prior positive result they are not required to take another tuberculosis test but they will be required to prove that they do not pose an exposure risk to the others in the center.

During classroom participation, parents are able to observe strategies and behaviors that have been modeled for them by the teaching staff. It encourages parents to allow their children to take responsibility for their “OWN” behaviors, work habits and interactions. We ask parents not to discipline the children while in the classroom. We have specific positive behavior management methods we like to use with children who need guidance.

Field trips, parent meetings and parent-teacher conferences are part of the program. Parents are encouraged to assist us in presenting authentic cultural experiences for our children by visiting the classroom, providing cultural dress and food items for activities, providing cultural music and language experiences, and teaching us about cultural celebrations that they regularly observe. Parent-teacher conferences will be held twice yearly.

A representative from each family must participate in 2 required Saturday workdays per year. Workdays will be scheduled in the fall and spring for general program organization, clean up and other program needs. If your schedule does not allow you to attend the workdays, you may arrange to do something before the workday or send someone else to represent your family. It is an opportunity to get to know some of the other parents who have children in the program.

We believe it is critical for parents to share our philosophy so that we can work together to meet the needs of the children we serve. We believe that by creating partnerships with parents, we can provide a challenging, nurturing, and culturally diverse environment in which children can play and grow.

### **Schedules and Contracted Hours**

Capri, Castlemont, and Forest Hill Preschools are open Monday through Friday from 8:15 a.m. to 12:15 p.m. Marshall Lane Preschool is open 8:15 a.m. to 1:15 p.m. There is a Pre-K extended care option at Marshall Lane that ends at 2:30 p.m. every day but Wednesday. Wednesday the program operates until 1:30 p.m.

### **Changes**

It is the responsibility of the parent/guardian to notify preschool staff or the Director of any change in address, telephone numbers, emergency contacts, or schedule.

### **Fees & Payment Schedule**

Payment is due by the 5<sup>th</sup> of each month. You **WILL NOT** receive a monthly bill. Payments can be left in the drop box on each preschool site. A late fee of \$15 will be charged for payments received after the 5th of each month. All fee payments will be collected in advance of providing services. If payment is delinquent for a month, the child may be removed from the program until the payment is made in full. Parents/Guardians will receive a 30-day written notice of any rate/fee change. A written notice will be used to inform families that are delinquent on their fees of the following: (1) the total amount of unpaid fees; (2) the fee rate; (3) the period of delinquency; and (4) the date by which services will be terminated.

There are no refunds for absences, vacations, holidays or unused preschool services due to discontinuation of services. If a child is asked to stay home from the program for any length of time due to disruptive behavior, refunds will not be given. Parents are expected to give a minimum of a two-week notice prior to ending or changing their preschool services. If a child is terminated for reasons beyond the parent's control, a refund will be issued to parents calculated by multiplying the daily rate by the number of days in the month that are remaining. If a child is terminated as a result of parents' failure to comply with program requirements, no refund will be issued. All payments must be made by **check, ACH (Automated Clearing House) or money order payable to Campbell Union School District**. Cash will not be accepted except at the Extension Programs Office. Parents will be charged a \$25 fee for a bounced check. Parents whose children are participating in our preschool program agree to reimburse Campbell Union School District for any bank charges relating to but not limited to returned checks. Parent agrees that if CUSD brings action to enforce this agreement that the venue is in Santa Clara County and agrees to fully reimburse CUSD for any and all costs associated with the collection of unpaid amount, including but not limited to, court costs, attorney fees, collection agency fees and CUSD staff time associated with the process to collect the unpaid balance.

Upon termination of services for nonpayment of delinquent fees, the family shall be ineligible for preschool services until all delinquent fees are paid. An annual non-refundable registration fee is due upon registering in the program.

### **Arrival and Pick-up Times**

Families are expected to adhere to their contracted hours. Children are expected to arrive at the center no earlier than 8:15 a.m. and be picked up at 12:15, 1:15, 1:30, or 2:30 depending on their perspective program. If unavoidably late for pick up time, parents are expected to arrange for another adult to pick up their child. Late pick up will result in a late fee being charged. **The late fee is \$5.00 per minute**. Services may be terminated when late pick-up is persistent.

### **Absences**

Parents should notify their child's teacher if their child will be absent. Each classroom has phone recorders to leave messages. If a child is absent without notification and an explanation for three or more days, termination of services may result.

### **Daily Sign In and Out**

Campbell Union School District requires that each child is signed in daily upon arrival and signed out daily by an authorized adult when leaving the center. Each adult must sign their full signature, record the time and date every day. The Department of Social Services, Community Care Licensing Division legally requires all licensed centers to ensure a responsible party signs in and signs out each child daily. If you or another adult fail to sign your child in or out you will be called to immediately return to the center to fulfill that legal requirement. Children will be released only to authorized persons whose names are on the emergency forms. The person picking up the child must be at least 18 years old. If an adult, who arrives to pick up a child is not recognized by the teachers, their name and photo ID will be requested and verified by looking at the child's

emergency list. If the name is not on the emergency list, the child will not be released to them. Parents or guardians will be contacted immediately.

### **Safety and Security of Children**

Parents are required to fill out an *Identification & Emergency Information, Consent for Emergency Medical Treatment, Preschool Admission Agreement, Personal Rights, Parents Rights*, and a *Child's Pre-Admission Health History: Parent's Report, Adult Statement of Good Health* form **prior to the first day of attendance**. It is the parents'/guardians' responsibility to keep these forms current. It is crucial that the Identification & Emergency Information card be updated whenever information changes. The most important part of the Emergency Card is the list of family and friends whom we may contact in the event of an emergency or disaster and the list of people authorized to pick your child up. Licensing also requires that all parents provide proof of negative tb and that the preschool keep it on file for them to view if they visit.

Your child's teacher will care for minor cuts and scrapes in the classroom. Parents will receive an accident report documenting the injury and treatment. In the event that a more serious injury occurs, parents are notified at once. If necessary, the authorized persons will be contacted and/or specific directions designated on the emergency card will be followed. In the case of an emergency situation that we feel needs immediate medical attention, we will call 911 and try to contact you. Unless otherwise specified, a child will be taken to Community Hospital of Los Gatos or San Jose Valley Medical Center and appropriate emergency medical treatment services and procedures will be administered as deemed necessary.

The center staff will respond to an emergency on campus or in the community such as fire, floods, and earthquake, as specified in the Campbell Union School District Emergency Handbook. Our evacuation plan for fire or earthquake is posted in all classrooms, near the door. Our sites have drills that we practice periodically. If necessary, children will be evacuated to the multipurpose room on campus. Emergency food and water are stored on campus. Designated program staff will remain with the children until parents arrive to pick up their child. We would expect you to arrive as soon as possible to pick up your child in this event. Children will be released only to authorized persons whose names are on the emergency forms.

### **Meals and Snacks**

Parents will be scheduled to bring snack for the class. Special food requirements or food allergies must be identified during enrollment. Parents should obtain written information from the child's physician about their child's food allergies. Specifically written instructions are to be included on the enrollment forms, and discussed with center staff. Parents may need to supply food items for their child if the center is unable to meet the special food requirements.

### **Extra Clothing**

Each child has a cubby or plastic container at the center to hold extra clothing. Please make sure your child has an extra pair of socks, underwear, long pants and a shirt in their cubbies at all times. We strongly recommend that you label your child's clothing, especially jackets and sweatshirts. ***Children are asked to keep food items, gum,***

*candy, and toys at home. The only exception is when it is your child's sharing day.*

### **Birthday and Holiday Celebrations**

On special occasions, parents may provide store bought snacks for children to celebrate birthdays or holidays. Please discuss your plans with staff prior to the celebration. Examples of snack items include fresh fruits and vegetables, bagels, cheese and crackers (for further ideas consult center teachers). We value healthy cooking and nutrition and therefore avoid highly processed food with high fat, salt and sugar content. We are unable to serve children food that has been prepared at home. All food items must be purchased from a store or prepared in a commercial kitchen. Food may be prepared as part of a snack project in class.

### **Visits and Conferences**

We strongly encourage parents to visit the centers, chat with the staff, and participate in the program as much as possible. More formal parent-teacher conferences are scheduled each semester. If you have any questions, comments, or concerns, feel free to make an appointment with your child's teacher or the program director. We are happy to meet with you.

### **Photo and Video Documentation Policy**

Documentation of children's play and curriculum activities is a vital part of our program. Consequently, center staff and supervised volunteers may frequently photograph children while they play. These photographs and videotapes may be used in parent teacher conferences, for educational purposes, on bulletin boards and photo displays, in newsletters, and in articles about the CUSD Preschool Program.

### **Adults as Role Models**

All adults coming into the center and play yard are role models for our children. Consequently, we expect all adults to behave in a courteous, respectful manner with the children and with each other at all times. The preschool classroom is not to be used as a place to settle disputes, school/work, personal, or related issues. **Please do not discuss children or their behavior while in their presence.** No smoking is allowed anywhere on the campus.

### **TERMINATION OF SERVICES**

There are some situations when our program may have to terminate services.

- ❖ Serious child misbehavior
- ❖ Serious parent/guardian misconduct
- ❖ Uncooperative parent or guardian
- ❖ A parent or guardian who is verbally or physically threatening any staff or child
- ❖ Serious health or mental problems/conditions that cannot be adequately served in our program.
- ❖ More than (3) late pick-ups
- ❖ Unpaid late fees
- ❖ Failure to meet parent participation requirements

- ❖ Failure to supply our administrative office with mandated documentation by office deadlines
- ❖ Failure to pay fees due to program

## **HEALTH POLICY FOR CHILDREN AND TEACHERS**

The incidence and severity of illness can be greatly reduced if we work cooperatively together to prevent the rapid spread of communicable infections among the children at our center. All parents are requested to help their child wash their hands when they first enter the classroom in the morning and when they go to leave the classroom after class in order to reduce the spread of germs. A daily health assessment will be made of each child upon admission as mandated by the state. If a child shows any signs of illness or infection, the child will not be accepted at the center. Any health concerns will be directly discussed with the parent.

If a child shows signs of illness or infection while at the center, the parent will be contacted. Parents will be asked to pick up their child within 30 minutes, or to designate another adult to pick up the child. Children must be *free of symptoms for 24 hours* before returning to the center.

Parents are required to notify the center if they or their children contact a communicable disease such as chicken pox, giardia, conjunctivitis (pink eye), strep throat, measles, etc. Parents will be notified if their child is exposed to a communicable disease while at the center. Please observe your child each morning for signs of illness. Our sick policy also applies to our staff, who remain home when ill.

### **Children must stay home if any of the following symptoms are evident:**

**Fever:** 100° orally, 101° rectally, 99° auxiliary before fever medicine is administered.

**Colds and Runny Noses:** runny nose with fever, lack of appetite, lethargy, or irritability; runny nose plus other signs of illness. Any symptoms that persist for two or more weeks usually require medical attention. *Child can come to center with a runny nose if there are no other symptoms.*

**Cough:** a wet, wheezy cough with mucous secretion or a constant cough, especially if the child gets red or blue in the face or makes high-pitched croup or whooping sounds after coughing

**Ear Infection:** with fever, lethargy, nausea, vomiting, loose stools, drainage, irritability, tugging on ears. Child may return to center when on medication and 24 hours after symptoms are gone.

**Eye Infection:** with yellow or green drainage. (Pinkeye or other undiagnosed eye discharge.) Child must be on medication 24 hours and have very little drainage before returning to center.

**Vomiting:** recurring or with fever. (Vomiting more than once in a period of 24 hours).

**Skin Infection or Rash:** Any undiagnosed skin rashes, irritations, or infections with drainage. Child having dried skin lesions may come to the center.

**Lice or Scabies:** Child may return to the center after all lice and nits have been removed from the child's hair and scalp. All clothing, toys, bedding, furniture must be washed or enclosed in a sealed plastic bag to prevent a recurrence of lice. A child must have completed the prescribed treatment for scabies before returning to the center.

**Diarrhea:** All cases of diarrhea must be reported to the center. Diarrhea is defined as having more than one loose, watery or mucousy bowel movement within a 24 hour period usually accompanied with additional signs of child being sick (fever, runny nose, lack of appetite) Diarrhea has more serious consequences than catching a cold. Severe dehydration can lead to hospitalization. The risks of spreading diarrhea are more serious than the risk of spreading colds.

- Difficult or Rapid Breathing
- Yellowing Skin or Eyes
- Unusual Coloration of urine or Stool
- Headache and stiff neck
- Any illness or injury which prohibits a child from actively participating in the program within the past 24 hours
- If your child experiences allergies, asthma, or any other type of chronic illness or discomfort, please inform our staff in writing.

## **Medications**

Program staff will not administer medication of any kind unless it is related to asthma or extreme allergies. This will be determined on a case by case basis. Parents may visit the center at any time and administer the medication themselves. Only emergency medication will be stored in the centers to treat asthma or extreme allergies. Epi-pens and/or inhalers will be kept in a secure location out of the reach of students. Parents and the child's physician must sign a **Medication Administration at School** form which includes written instructions for the staff on what to look for in deciding if a child needs immediate treatment and exactly how to administer the medication.

## **Health and Immunizations**

State licensing regulations require that all children have a current medical examination upon entrance into the program or as needed. The child must be fully immunized according to age specific regulations. Proof of a negative TB test is required unless a physician signs that there are no risk factors. A physician must complete and sign a Physician's Report or other Health Evaluation Form (such as a CHDP Assessment or Report of Health Examination for School Entry) indicating that the child has had the medical examination and immunizations are up-to-date.

## **Optional Services**

The only optional service that our program provides are field trips for the children into the community and Pre-K extended care at Marshall Lane. Parents will be contacted with information and a permission slip prior to all field trips. Parents will be asked to cover the full cost of field trips for their child.

## **Transportation Policy**

Campbell Union School District does not provide transportation to and from preschool. Transportation is provided by the district for any preschool field trips. All field trip activities are carried out under the direction and sponsorship of Campbell Union School District. When traveling to and from site activities, the group will be accompanied by a minimum of (1) adult to (6) preschool children. Transportation will be provided by a school or city bus. Advance notification of all field trips will be given, through the form of a permission slip and parent notes. Parents have the right to refuse permission on any particular field trip by simply notifying the classroom teacher in writing. When a child does not attend a particular field trip, the parent/guardian must make other child care arrangements for that day.

## **Utilization of Consultants and Community Resources**

We presently do not utilize any consultants in our preschool programs. All classrooms have a community resource guide to connect families with needed resources. Please ask the teacher in your classroom or call the Family Learning Center if you need assistance in being connected with a needed resource.

## **Grievance Procedures**

If a problem or concern arises, parents are encouraged to speak directly with the classroom teacher. If further discussion is needed, parents may contact the Director. We will attempt to address the concerns as quickly as possible.

**LICENSING AGENCY RIGHTS:** A representative from Community Care Licensing has the right to enter the preschool facility at any time to speak with staff, perform investigations and investigate complaints. They also have the right to speak to or interview children any time they feel it is appropriate. Licensing representatives also have the right to look at any records pertaining to children in the program.

**PARENT'S RIGHTS:** Parents have the right to do the following: contact the California Department of Social Services (DSS) to determine if any complaints have been filed about the Preschool Program and/or file a complaint if necessary; and to observe the program during any hours of operation.

- ❖ The Campbell Preschool Program is in compliance with the equal rights of every individual without regard to their gender, ethnicity, age, religious beliefs, physical handicap, ancestry, national origin, or sexual preference.

**PROGRAM AND LICENSING RIGHTS:** I understand it is required by law that my child care provider must report any unusual marking on a child, statements from a child that make a teacher feel child abuse may have taken place, or any type of physical or emotional neglect, to Child Protective Services. I understand that Community Care Licensing has the right to review my child's file at any time for any reason.

## **Uniform Complaint Procedures**

Campbell Union School District Governing Board Policy 132.3 and Administrative Regulation 1312.3 outline the uniform procedures Campbell Union School District will

follow when complaints alleging unlawful discrimination or failure to comply with state or federal laws are received. Areas covered are:

- (1) Equity in gender, ethnicity, religion, age, color, or disability
- (2) Compliance with state and federal law in categorical aid programs
- (3) Child care programs
- (4) Child nutrition programs
- (5) Special Education programs

Each school and work site has copies of the Uniform Complaint Procedures on file for access by employees, parents, and the public. The District's Deputy Superintendent of Human Resources serves as Compliance Officer. Complaints may be filed by calling the Deputy Superintendent's office at 341-7213.

### **Campbell Preschool Program** **Phone Numbers and Contacts**

• For information or questions concerning enrollment, general daily program operations, or billing questions contact:

**Extension Programs Office, Kristi DeRego**      **(408) 341-7000 x 6378**  
**Kristi\_DeRego@campbellusd.k12.ca.us**

• For information, clarification and elaboration concerning licensing regulations, curriculum, instruction, children's behavior, teacher behavior, or teachers' interactions with children, grievances, complaints and issues, contact:

**Program Director: Gina Phi**      **(408) 341-7124**  
**gphi@campbellusd.org**

• For specific information about children, contact the child's teacher

<b>(408) 341-7000 x 4622</b>	<b>Capri Preschool</b>
<b>(408) 341-7000 x 4742</b>	<b>Forest Hill Preschool</b>
<b>(408) 341-7000 x 4487</b>	<b>Marshall Lane Preschool</b>
<b>(408) 341-7000 x 4380</b>	<b>Castlemont Preschool</b>
<b>(408) 341-7035</b>	<b>Blackford Preschool</b>