

Santa Monica – Malibu Unified School District

Childcare – Recreation- Enrichment – Sports – Together



CREST Family Handbook

Policies and Procedures

2011 – 2012

Approved by SMMUSD board July2012

WELCOME

Dear Parents/Guardian:

Thank you for choosing Santa Monica-Malibu Unified School District – Child Development Services department for your child. We are committed to providing a quality educational program that focuses on the whole child, and we support services that address the needs of all of our families. We value diversity and communication between parents and staff members. Parents are encouraged to be active participants in their child’s education to enhance their learning experience.

In this Parent Handbook you will find valuable information regarding CREST and opportunities for you to be involved in your child’s education, as well as the roles and responsibilities of both parents and staff members. You will also find detailed information about the regulations that govern our programs.

We provide this Parent Handbook to every family electronically. As parents you are your child’s first and most important teacher. We sincerely hope that you enjoy your experience with us, and benefit from being a part of our Child Development family.

Respectfully,

Judy Abdo

Child Development Services Director

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SMMUSD MISSION STATEMENT

Extraordinary achievement for all while simultaneously closing the achievement gap.



CREST MISSION STATEMENT

Through **CREST**, we strive to:

- Provide a positive, fun and safe environment.
- Employ a well - trained and caring staff.
- Provide a program that balances educational, social, and recreational opportunities.
- Respond to the changing needs and interests of children.
- Be partners with parents.
- Stay involved with the school community.
- Work with support agencies throughout the community to strengthen program activities.

Santa Monica-Malibu Unified School District

Board of Education

Dr. Jose Escarce – President
Ben Allen – Vice President
Oscar de la Torre – Member
Laurie Lieberman- Member
Ralph Mechur – Member
Nimish Patel– Member
Maria Leon-Vasquez - Member

District Administration

Sandra Lyon – Superintendent of Schools
Debra Moore Washington– Assistant Superintendent, Human Resources
Jan Maez – Assistant Superintendent, Chief Financial Officer
Sally Chou – Chief Academic Officer

CREST Administration

Judy Abdo , Child Development Services Director
Monica Simon- Cain, Coordinator
Perla Brisky, Multi – Site Supervisor
Reham Dabash, Multi-Site Supervisor
Dorie Meek, Multi-Site Supervisor
Diedra Wilson, Multi-Site Supervisor

OUR PROGRAM

Child Development CREST and Teen Center Locations

Child Development Services Enrollment and Fiscal
2802 Fourth Street

Santa Monica, CA 90405

Phone (310) 399-5865

Enrollment Fax Number (310) 314-0859

Fiscal Fax Number (310) 396- 1618

CREST Office open: 8:00 a.m. – 4:00p.m. for walk-ins

Hours: 7:00 – 8:00 a.m. by appointment only

4:00 – 6:00 p.m. by appointment only

Cabrillo Elementary

K – 5th grade

30237 Morning View Drive

Malibu, CA 90265

(310) 457-0360 Ext 60-128

Edison Language Academy

K – 3rd

2425 Kansas Ave

Santa Monica, CA 90404

(310) 828-0335 x 61 -129

Franklin Elementary

K- 3rd

2400 Montana Ave.

Santa Monica, CA 90403

(310) 828-2814 x 62- 146

Grant Elementary

K- 3rd

2368 Pearl Street

Santa Monica, CA 90405

(310) 452-1688 or 450-7651 x 63- 168

John Muir Elementary and SMASH

K- 3rd

2526 6th Street / 2525 5th Street

Santa Monica, CA 90405

(310) 392-3914 or 399-7721 x 64-131

McKinley Elementary

K – 3rd

2401 Santa Monica Blvd.

Santa Monica, CA 90405

(310) 828-5011 x 65-131

Will Rogers Elementary

K – 3rd

2401 14th Street

Santa Monica, CA 90405

(310) 452-2364 ext. 67-407

Lincoln Middle School

6th – 8th

1501 California Ave.

Santa Monica, CA 90403

(310) 393-9227 ext. 73-510

Roosevelt Elementary

K – 3rd

801 Montana Ave.

Santa Monica, CA 90403

(310) 395—0941 ext 68-140

School Calendar 2011 -2012

Days School Closed:

- | | |
|--------------------------|-------------------------------------|
| ❖ September 5, 2011 | ❖ Labor Day Holiday |
| ❖ September 29, 2011 | ❖ Admissions Day Holiday (observed) |
| ❖ November 11, 2011 | ❖ Veterans' Day Holiday |
| ❖ November 24 & 25, 2011 | ❖ Thanksgiving Holidays |
| ❖ December 26, 2011 | ❖ Legal Holiday |
| ❖ January 2, 2012 | ❖ Legal Holiday |
| ❖ January 16, 2012 | ❖ Martin Luther King Jr. Holiday |
| ❖ February 20, 2012 | ❖ President's day Holiday |
| ❖ April 6, 2012 | ❖ Local Holiday |
| ❖ April 9, 2012 | ❖ Lincoln's Birthday (observed) |
| ❖ May 28, 2012 | ❖ Memorial Day Holiday |

OPEN DOOR POLICY

Child Development Services maintains an open-door policy. We welcome parents to visit our classrooms unannounced to observe their child at anytime during program hours. Our programs are based upon a partnership with the parents of the children enrolled. Therefore, parents are encouraged to participate in our programs in some form.

RELIGIOUS INSTRUCTION

SMMUSD refrains from religious instruction or worship, and complies with the regulations which stipulate that religious instruction or worship is prohibited.

EQUAL ACCESS

SMMUSD does not discriminate on the basis of sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, or mental or physical disability in determining which children and families are served. Our district understands and implements the requirements of the Americans with Disabilities Act (ADA) to make reasonable accommodations for children with disabilities.

- ADA-Title II: SMMUSD complies with Americans with Disabilities Act of 1990, Public Law 101-336 and 42 U.S.C. 12101 et seq. These regulations prohibit discrimination on the basis of disability, and require that no qualified individual with a disability be denied the benefit of Child Development services, programs, or activities.

Program Philosophy, Goals, & Objectives

DESIRED RESULTS PROFILE

The goal of Child Development Services is to ensure that all children are making progress in the domains of self and social development and health.

- We use the DRDP-SA (2010), a tool developed by the CDE, CDD to assess the development of children.
- Children are assessed within 60 days of enrollment and every six months thereafter.
- Parent or guardian input is a necessary component of this assessment.
- The assessment is also used to plan and conduct age and developmentally appropriate activities for the children.

NUTRITION

Child Development Services provides meals (lunches during breaks and summer and afternoon snacks) at the following sites: Edison, Rogers, McKinley and Muir. All meals served meet or exceed requirements set by the U.S. Department of Agriculture and the California Department of Education, Child Care Food Program (CCFP). Our department participates in the California State Child and Adult Care Food Program and is subject to California State monitoring for compliance to the regulations.

Due to CCFP regulation, food served at the centers:

- Cannot be taken outside of the school.
- Cannot be offered to children who are not enrolled in our program.

PARENT INVOLVEMENT

Our programs are strengthened by your involvement. However, we understand the challenges faced by parents who are working, maintaining busy schedules, and running their homes. Involvement can and will be different for each parent.

Here are some suggestions about how you might become involved:

- Volunteer in the classroom.
- Assist with field trips.
- Bring items from home that might support projects or activities.
- Attend or join Child Development Services District Advisory Committee (DAC).

- Attend the parent /teacher conferences offered twice a year.
- Complete and return the annual State required Parent Survey.

ENVIRONMENTAL RATING SCALE

Each CREST teacher is required to assess their classroom using the School Age Environmental Rating Scale (SACERS) tool at least once each school year. The goal is that each classroom is designed to meet the minimal state requirement. The objective is for each sub-scale to receive a minimum 5 out of 7 score. The information obtained from this assessment is then used to help teacher design and purchase materials each school year to enhance their classroom environments. This tool and classroom scores are available for parents to review upon request.

EDUCATION PROGRAM

The standards for the child development and education program component shall include, but are not limited to, the following:

- 1) The program approach is developmentally, linguistically, and culturally appropriate.
- 2) The program is inclusive of children with special needs.
- 3) The program encourages respect for the feelings and rights of others.
- 4) The program supports children's social and emotional development by:
 - a) Building trust;
 - b) Planning routines and transitions so they can occur in a timely, predictable, and unhurried manner; and
 - c) Helping children develop emotional security and facility in social relationships.
- 5) The program provides for the development of each child's cognitive and language skills by:
 - a) Using various strategies, including experimentation, inquiry, observation, play, and exploration;
 - b) Ensuring opportunities for creative self-expression through activities such as art, music, movement, and dialogue;
 - c) Promoting interaction and language use among children and between children and adults; and
 - d) Supporting emerging literacy and numeracy development.
- 6) The program promotes each child's physical development by promoting sufficient time, indoor and outdoor space, equipment, materials, and guidelines for active play and movement.
- 7) The program promotes and maintains practices that are healthy and safe.

TITLE 5. Education – 18273

COMMUNITY INVOLVEMENT

The Child Development Services District Advisory Committee consists of CDS staff, parents and members of the community. The committee meets each month to discuss, advise and give input concerning program policies and procedures, as well as, to plan activities events. Parents are encouraged to fill out an application to become a member of this committee.

STAFF DEVELOPMENT

SMMUSD hires qualified staff. All staff hold the appropriate credential/ permit required by the state of California.

- New employees are provided an orientation to guide them to understand how district policies relate to their respective job description.
- We support continuous staff growth by assessing the needs of the staff and providing professional development activities to enhance their growth.
- Out staff are evaluated annually.
- We have sound internal communication mechanisms which include email and phone to provide staff with information necessary to carry out their respective duties.

PROGRAM SELF-EVALUATION PROCESS

The Child Development Services Department conducts a self review of its programs yearly as required by the California Department of Education.

After the review is completed, an action plan is written and implemented to correct any items that were found to be out of compliance.

PROGRAM FEES

FEE PAYMENT / DELINQUENT FEES

Payment: Fees are payable in advance of service and are due the 25th of the preceding month.

Methods of payment: Personal or Certified Check, Money order, Visa/Mastercard.

Payments are received only at the Child Development Services office via walk in or mail – Attention Fiscal Services.

Child Development Services
2802 4th Street
Santa Monica, CA 90405

Payments are made payable to “SMMUSD” and must include your child’s first and last name and school on the memo line.

Returned or bounced checks will be charged a \$15 service fee. The amount of the original check plus the service fee must be paid within 10 days of notification. In the event a personal check is returned, SMMUSD will no longer accept a personal check as payment, and fees will need to be paid by money order, certified check or credit card.

Delinquent Fees: 7 calendar days after the due date, services shall be terminated within 2 weeks unless paid within the two weeks. A reasonable repayment plan may be requested. If a repayment plan is granted, the parent must comply with the repayment plan for continued services.

Fees are charged on the basis of enrollment, not attendance. No deduction may be made from the fees for absences (vacation, personal reasons, playdates, etc.).

Fees are prorated for the number of school days each year and collected in ten (10) equal payments.

ABIDE BY AGENCY POLICIES, PROCEDURES and REQUIREMENTS

It is the responsibility of the parent to abide by all policies, procedures and requirements to continue to receive childcare services.

Program Policies

DROP OFF AND PICK UP (LATE POLICY)

Drop Off: No child shall be accepted without contact between the classroom staff and the authorized adult bringing the child to the center.

Sign In/Out : A full authorized signature is required by law for the safety and supervision of the children and for program fiscal accountability. The parent or other authorized adult shall enter the **exact** time of arrival and departure on the sign in/out sheet using a **full** signature.

Failing to pick-up your child by 6:00 p.m. may result in termination of services.

Pick Up: Staff will request picture identification if they are unfamiliar with the adult picking up the child. Individuals under eighteen (18) years will not be allowed to sign children in or out, unless they are the child's custodial parent or there is a "Release and Waiver of Liability an Indemnity Agreement" on file.

Parents/guardians must authorize CDS staff in writing to release the child to adults **not** identified on the emergency card. Please note that a fax is acceptable; however, arrangements cannot be made by telephone.

Children must be picked up from the center as agreed by their contracted time, **under no circumstance** should parents/guardians leave their children at school after the closing hours. Parents picking up their child after 6:00 P.M. will be charged \$ 1.00 per minute. No exceptions.

Consequences for Late Pick-Up (\$1.00 per minute per child) <i>Late Fees are due within 5 days of the date of the late pick.</i>		
<i>First Incident</i>	<i>Second Incident</i>	<i>Third Incident</i>
Sign late pick-up form	Sign late pick-up form	Sign late pick-up form
Verbal warning	Receive written warning letter	Receive written warning letter
Receive written warning letter	Conference with Teacher	Meeting with Supervisor
		Termination of services might be issued at this point.

NOTE: It is imperative to authorize, and list several adults on the emergency card. Please ensure that all contact information is current.

HEALTH and SAFETY

Discipline

Our goal in the CREST program is to help children develop positive social skills that help move them toward lifelong success. We recognize that children succeed best when the CREST staff, parents and children work together. The CREST program provides for the well-being and safety of each child by helping children understand the positive and negative effects of their behavior and helping children become skilled at making choices. Our staff understands that as children grow in their need for independence and freedom, they also need the security of structure and clear limits. By *establishing clear expectations* with each student and the group, CREST staff is committed to teaching conflict resolution skills, responsibility and dependability.

We are committed to:

- Creating a positive after-school environment for students to play together;
- Providing opportunities for children to select activities;
- Modeling desired behaviors such as respect, fairness, and cooperation;
- Redirecting inappropriate behavior quickly by moving the child to another activity;
- Involving children in verbal conflict resolution;
- Using verbal reminders;
- Helping children learn appropriate alternatives to fighting;
- Creating an intervention as soon as a behavioral challenge is identified with staff, student and parent.

We may implement an individualized behavior plan, in consultation with parent/guardian, and /or classroom teachers, if other methods fail. Please let staff know if your child has a behavior plan in his or her classroom during the school day.

After other interventions have been implemented, or if the child's behavior places the safety and welfare of other children or an adult at risk, parents may be called to pick up their child. The State of California Health and Safety Code Regulation #1596.885 requires this action. If a parent refuses to comply with this requirement, the child may be suspended from the program the following day.

Students who have been suspended from their regular school day for disciplinary reasons may not attend any CREST programs during the suspension.

Health Policies

The following rules and procedures have been adopted to ensure your child's well-being. Please remember that the welfare of all of the children in CREST is our primary concern.

DAILY HEALTH INSPECTION

Our staff will check each child daily for symptoms of colds, unusual fatigue, and contagious diseases. Please keep your child home if he or she:

- seems listless;
- is unusually irritable;
- complains of stomach ache;
- complains of headache;
- has a fever;
- has an earache;
- appears unusually pale or flushed;
- or has a rash.

It is better to be cautious than to risk discomfort to the child or expose the rest of the children and staff to infection. Children should be free of fever for 24 hours before returning to any CREST program. The school nurse is available for consultation to staff and parents.

If a child is excluded from the program site because of a communicable disease or surgery, a doctor's release is required before the child may be readmitted to the program. These are some of the more common *conditions that require a release from the doctor or County Health Department for a child to be readmitted:*

- Chicken pox
- Impetigo
- Conjunctivitis (Pink Eye)
- Pediculosis/Nits (Head Lice)*
- Ringworm
- Scabies

*HEAD LICE (PEDICULOSIS) AND NITS

Signs and Symptoms of Pediculosis:

There are incidences of Pediculosis (head lice) in virtually all schools. Remember, head lice can happen to anyone. The most important fact to remember is that the problem should be quickly treated. Delays in treating head lice will spread the infestations throughout the school. Persistent itching around the back of the ears and nape of the neck are the earliest and most common symptoms. Severe infestation can cause inflammations, open sores, and sometimes swollen lymph glands in the neck. Eyelashes and eyebrows may also become infested.

Signs and Symptoms of Nits:

It is relatively rare for the adult organism to be seen, but upon examination white eggs, usually close to the scalp and more often in back of the head and around the ears, are visible. Note that dandruff flick off easily and hair "casts" caused by hair sprays and other buildup on the hair move up and down the hair shaft. NITS are glued to the hair shaft and they do not flick off. A child's hair must be clear of live lice and nits before re-admittance to the program.

Treatment for Pediculosis and Nits:

A doctor's prescription will be needed for KWELL SHAMPOO. The County Health Department (2509 Pico Blvd., Santa Monica) will provide it free of charge. Follow these directions carefully:

- 1) Shampoo well and rinse.
- 2) Shampoo again and leave suds on head and cover with terry cloth towel for 30 minutes.
- 3) Rinse well. Use 2 TBSP. VINEGAR in 1-QUART water.
- 4) Comb with a fine-tooth comb to aid in removal of NITS.

If necessary, the shampoo treatment can be repeated in 24 hours, but not more than twice in one week. Because the NITS often still cling to the hair even when dead, repeated vinegar rinses soften them up and aid in removing them with the comb. Another treatment available without a doctor's prescription is R.I.D. shampoo which is sold at your local pharmacy. Follow the directions on the package.

Control in the Home for Nits and Pediculosis:

- Hairbrushes, combs, hair curlers, etc. should be washed with KWELL, R.I.D. or other prescribed shampoo.
- All washable items, sheets, pillowcases, towels, etc. should be washed in very hot water in the washing machine (not by hand).
- Clothing or other articles that cannot be washed should be dry-cleaned. If this cannot be done, place items, including stuffed animals, in a plastic bag and seal them up for two weeks.
- All sofas, rugs, chairs, etc. should be vacuumed.
- All surfaces in living and sleeping areas and bathrooms should be thoroughly washed, including the back of chairs, seats, etc.
- The sprays that are available (such as KWELL or R&C) should only be used on upholstered items or on fabric, **not on the skin or the hair.**

Readmission to School or Site

A note from the family health advisor or the public health department and an inspection by the school nurse or designated person at school or site is necessary in order to readmit your child to CREST programs.

Medications

If your child is taking prescription or over-the-counter medication, the following is required for the child to receive medication during CREST:

- A doctor's note with a written description of the condition for which the medication is prescribed, including the name and dosage of each medication signed by the doctor. Forms are available from the school nurse or staff. Medication must be contained in the original prescription bottle only.
- A medication form granting CREST staff permission to administer the prescription signed by the parent or guardian. You must include dosage and times that the medication is to be given to the child. Please note: Our staff will do their best to ensure that your child receives his/her medication at the correct time. However, it is the child's responsibility to remind the staff when it is time for his/her medication. Parents/guardians are also welcome to call the site and remind the staff about the correct time to dispense their child's medication.
- Please do not send any medication (with the exception of inhalers, either prescription or over-the-counter) with your child. Please make sure to give all medication directly to a staff member, including Epi-Pens, along with the information requested above. Please inform staff in writing of any potential side effects of your child's medication, as well as any activity limitations which may be warranted.

Procedures when the child becomes ill or injured

You will be called to pick up your child if he or she shows any signs of illness or is injured. When staff calls you to pick up your child, you will need to come immediately. In the event that you cannot be reached, we will notify one of the people listed on your emergency form.

Please keep this information up to date!

Allergies

When a doctor diagnoses a child as having an allergy, a statement from a physician must be given to us immediately upon diagnosis. It is especially important to inform staff of any food allergies.

First Aid

At CREST, we make every effort to make sure your child is safe. However, minor accidents beyond our control do happen. Simple injuries will be cared for at school by applying ice, soap and water, and/or Band-Aids. In the event that a more serious injury occurs, you will be notified at once and, if necessary, the directions you designated on your emergency card will be followed. Unless otherwise requested we will call Santa Monica paramedics. All staff is CPR and First-Aid certified.

Safety Policies

Please adhere to the following guidelines to aid in the prevention of accidents.

- Please label clothing with your child's first and last name;
- Underwear and shorts under skirts are recommended for children to feel comfortable on climbing apparatus;
- Earrings should not have loops or dangle in a way so as to catch on clothing or be pulled in any way.
- Necklaces and strings on jackets or sweatshirts can catch on climbing equipment; please make sure your children do not wear such items when participating in CREST programs;
- Send swim suits for water play when scheduled;
- Send sweaters or sweatshirts that can be layered for changes in weather;
- Sunscreen is recommended. Send sunscreen with your child to apply as necessary. CREST staff cannot be responsible for applying or reminding your child to apply sunscreen.
- If your child uses adaptive equipment (i.e. hearing aids, glasses or a mobility aid), make sure the child brings it every day.

Send children in appropriate play clothing that will allow them to participate comfortably. This includes rubber-soled shoes and socks. As a safety precaution, children wearing open-toed shoes will not be allowed to participate in outdoor activities for the day. Remember that long skirts and dress-up clothes inhibit climbing and running freely on the playground.

Disaster and Emergency Drills

Fire and disaster drills are held regularly to familiarize your child with evacuation procedures in the event of an emergency. CREST staff have access to your child's school personal emergency kits. Consult with CREST staff about your child, especially if they require special consideration (i.e. medication, medical devices, adaptive equipment, special diet, etc.).

The following pick-up procedures apply when picking –up a student directly from CREST programs in an emergency:

Our staff will stay with the children. We are prepared to stay and have enough food and water for three days. If you are able to pick up your child during such an emergency, you must notify CREST staff that you are taking your child home with you and sign a release form indicating time of pick –up.

CHILD ABUSE REPORTING

Child abuse and neglect are serious issues for personnel who work with children on daily basis. We hope never to encounter incidents of child abuse or neglect. However, we recognize that there could be a possibility that a child in our program may be suffering from abuse or neglect at home. This information is given not to frighten you, but rather familiarize you with our responsibilities as teachers, child-care professionals, and service providers.

The Child Abuse Reporting Law clearly states:

"... any childcare custodian, medical practitioner, or employee of a child protective agency who has knowledge of or observes a child... he or she reasonably suspects has been the victim of child abuse shall report the known or suspected instance of child abuse to a child protective agency immediately or as soon as practically possible by telephone."

Possible child abuse indicators are (*According to Penal Code Section 11165*):

- **Physical abuse** – Unexplained bruises, burns, welts, fractures, lacerations etc.
- **Sexual abuse** – Difficulty walking or sitting, pain when urinating/defecating, injury or pain to genital area, unusual foul odor emanating from genital area.
- **Mental/Emotional abuse** – Failure to thrive, depression (child appears sad often, empty facial expression), severe aggression towards self and others.
- **Neglect** – Underweight, poor growth pattern, consistent hunger, unattended physical problems or medical needs, general unattended appearance (soiled clothing, inappropriate clothing, and unusual body odor).

General Policies

FIELD TRIPS

The program includes local trips and walking excursions. Date, time of departure / return, methods of transportation and designation posted will be posted at least 24 hours in advance. Some field trips will require children to use district and city busses.

For the safety and accountability of all participants, parents/guardians are NOT allowed to drop their child off at or pick their child up from the location of a field trip. If a child cannot attend the entire trip (from departure time to return time), the parents is responsible for finding alternative child care for the day.

WELLNESS POLICY

The Board of Education recognizes that sound nutrition, optimal physical fitness, emotional well being and the adoption of life long healthy habits correlate with learning readiness, academic achievement and decreased discipline problems. Life long healthy habits include the daily consumption of fruits and vegetables and daily physical fitness activities. Such habits can prevent Type 2 Diabetes, some Cancers, Cardiovascular Disease, Obesity and Osteoporosis.

As part of this policy and consistent with California state law, the Santa Monica-Malibu Unified School District has established policies regarding the types of foods which can be sold or served to elementary school students during the day and 30-minutes before and after school. This policy has implications for our school breakfast and lunch programs, for food sales after school, and for birthday parties, classroom parties, and/or potlucks that are held during the school day and governs what we can and cannot provide to students during the school day and for one-half hour before or one-half hour after school.

While many parents and teachers like to bring in treats for the class to celebrate special events, such observances must be coordinated with the multi-site supervisor. Sugary or fatty snacks (cupcakes, cake and ice cream, chips, etc.) are not allowed during the school day or in the after school program, and only 100% juice, milk and water may be served to students. Rather than bringing in foodstuffs, consider bringing a ball for the classroom, art supplies, or a book for the class library. All these make a nice gift for special occasions and will be enjoyed by all the students. If you want to bring in food, stick to fruits or vegetables or other foods that meet the nutrition guidelines (a complete copy is available from the school office or on the district web site at www.smmusd.org.)

Party celebrations also require staff to be sensitive to the philosophical/religious traditions represented by the families in our program and staff. All party planning must give the children and staff the privilege of excuse from participation because of personal conviction.

The above policies apply to Preschool and After-School programs operated by SMMUSD. Please keep children with allergies in mind when discussing treats with parents.

CONFIDENTIALITY OF RECORDS

Santa Monica-Malibu Unified School District is in compliance with the regulations that mandate confidentiality of records. This represents that all information obtained from families to determine eligibility, complete, and maintain enrollment is strictly confidential. All information is maintained by authorized district personnel, and viewed only by funding source personnel. Confidential records will not be released unless stipulated by written parent/guardian permission or court order.

UNIFORM COMPLAINT POLICY

A complaint is a written statement alleging discrimination, harassment, or a violation of a federal or state law or regulation. A complaint must be as written in the *California Code of Regulations*, Title 5, and sections 4600-4687. Schools shall have a complaint form available for these types of complaints. Schools will not reject a complaint if the form is not used as long as the complaint is submitted in writing.

The following documents describe the process in filing a complaint. Topics include referring complaint issues, local educational agency responsibilities, district policies and procedures, filing a local complaint, time lines, appealing local agency decisions, department resolution procedures, the on-site investigation process, and the California Dept of Education's investigation procedures and investigation report.

The Governing Board recognizes that the district is primarily responsible for complying with applicable state and federal laws and regulations governing educational programs. The district shall investigate complaints alleging failure to comply with applicable state and federal laws and regulations and/or alleging discrimination and shall seek to resolve those complaints in accordance with the procedures set out in Sections 4600-4687 of the Title 5 Regulations and in accordance with the policies and procedures of the governing board. (5 CCR 4620)

The district shall follow complaint procedures when addressing complaints alleging unlawful discrimination against any protected group as identified under Education Code 200 and 220 and Government Code 11135, including actual or perceived sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, or mental or physical disability, or age, or on the basis of a person's association with a person or group with one or more of these actual or perceived characteristics in any district program or activity that receives or benefits from state financial assistance. (5 CCR 4610) (AR 1312.3)

Complaint procedures shall also be used when addressing complaints alleging failure to comply with state and/or federal laws in adult education programs, consolidated categorical aid

programs, migrant education, career technical and technical education and career technical and technical training programs, child care and development programs, nutrition services, and special education programs. (5 CCR 4610) (AR 1312.3)

Complaint and fair hearing process: When actions are taken by the program, that directly impacts a participating family (i.e. termination of services, etc.) the family has a right to a fair hearing regarding the action/s.

Parents are strongly encouraged to meet and resolve issues at the center. The administrative staff is eager to hear your suggestions and concerns regarding programs. However if concerns or issues are not resolved, parents may use the following procedure:

- 1) Complete a Complaint Form, which may be obtained from the Lead Teacher at any center/site. All unresolved complaints proceeding beyond center meetings must be in writing.
- 2) Within three (3) days of receiving the complaint, a program administrator shall meet with the complainant to try and resolve the issue.
- 3) Within five (5) days, all parties to the complaint shall meet to further attempt to resolve the issue.
- 4) Within thirty-days (30) a report shall be given to the complainant describing what actions will be taken to resolve the issue.
- 5) If the complainant is dissatisfied with the resolution of the issue, the written complaint can be forwarded to the SMMUSD Board of Education for a hearing.

The rules above mentioned are according to “complaint procedures” of the Board of Education Regulation # AR 1312.3 Title 5, Section 430. The “Notice of Action” Also covers the parent’s rights that receive subsidized services for their children.

If you are not satisfied with the decision made by CDS, you also have other options through the Federal or State Court. Any person with discrimination allegations or violations has the right to file a Civil Case including but limited to a judicial mandate, restriction orders, or any other legal order. Please be aware that it is recommended that you seek legal help. (Legal costs are paid by the plaintiff.) Complaints of discriminations with valid bases can also be made with:

- Assistant Superintendent, Human Resources/SMMUSD (310) 450-8338, ext 375
1651 16th Street. Santa Monica, CA 90404.
- Or to: United States Department of Justice (800) 541-0301 (voice TDD/TTY)

The Superintendent or designee shall meet the notification requirements of the Code of Regulations, Title 5, Section 4622, including the annual dissemination of district complaint procedures and information about available appeals, civil law remedies and conditions under which a complaint may be taken directly to the California Department of Education. The

Superintendent or designee shall ensure that complainants understand that they may pursue other remedies, including actions before civil courts or other public agencies. The Superintendent or designee shall annually provide written notification of the district's complaint procedures to students, employees, parents/guardians, the district advisory

committee, school advisory committees, appropriate private school officials or representatives, and other interested parties. (5 CCR 4622)

Parents also have the right to appeal or submit a complaint to the State Department of Education/Child Development Division if they feel they have been discriminated against by the Department of Child Development Services. The complaint must be in writing to the following address:

Child Development Division
Complaint Coordinator
1430 N Street, Suite 3410
Sacramento, CA 95814

SEXUAL HARRASSMENT

Sexual harassment is not acceptable student, parent, or staff behavior in the Santa Monica – Malibu Unified School District/ Child Development Services Programs. Personnel, Parents, Students, and all other public and private visitors are expected to adhere to a standard of conduct that is respectful and courteous to fellow students, staff, and to the public.

Sexual harassment is considered a serious offense that may result in serious disciplinary action up to and including termination of services or employment.

Prohibited sexual harassment include, but is not limited to, unwelcomed sexual advances, requests for sexual favors, and other verbal, visual or physical conduct of a sexual when (education Code 212.5)

1. Submission to the conduct is explicitly or implicitly made a term or condition of an individual's employment, academic status or progress, and child-care services.
2. Submission to or rejection of the conduct by an individual is used as the basis for academic, employment, childcare services decisions affecting the individual.
3. The conduct has the purpose or effect of having a negative impact on the individual's academic or work performance, or of creating an intimidating, hostile, or of creating an intimidating, hostile, or offensive educational or work environment.
4. Submission to or rejection of the conduct by the individual is used as the basis for any decision affecting the individual regarding benefits and services, honors, programs, or activities available or through the program.

Examples of conduct which are prohibited in the Child Development Services Programs and which may constitute sexual harassment include:

1. Unwelcome leering, sexual flirtations or propositions.
2. Unwelcome sexual slurs, epithets, threats, verbal abuse, derogatory comments or sexually degrading descriptions.
3. Graphic verbal comments about an individual's body or overly personal conversation.
4. Sexual jokes, stories, drawing, pictures, or gestures.

5. Spreading sexual rumors.
6. Teasing or sexual remarks about students enrolled in a predominantly single-sex class.
7. Touching an individual's body or clothes in a sexual way.
8. Purposely limiting a student's access to educational tools.
9. Cornering or blocking of normal movements.
10. Displaying sexually suggestive objects in the educational environment.
11. Any act of retaliation against an individual who reports a violation of the program's sexual harassment policy or who participates in the investigation of a sexual harassment complaint.

Any student or parent who feels that he/she is being sexually harassed is encouraged to immediately report such incident/s to a program or district administrator or other staff member. Should sexual harassment alleged, it is the policy of SMMUSD/Child Development Services to investigate and appropriately address the problem immediately. To contact a program administrator please call (310) 399-5865, and request to speak to a supervisor. If a program or district administrator does not promptly remedy a situation involving sexual harassment, a complaint of harassment can be filed using the Uniform Complaint Procedure (Policy #AR 1312.3 and Title 5, Section 40) found in the Family Handbook.

Parents and students have the right to file a direct written complaint with: California Department of Education/ Child Development Division. To file a written complaint please mail correspondence to:

**Child Development Division
1430 N Street, Suite 3140
Sacramento, CA 95814**

Withdrawal Procedures

WITHDRAWAL POLICY

Families planning to withdraw from the CREST childcare program are required to notify the CREST office in writing at least two weeks advance to avoid fee penalties. In the event you fail to notify the CREST office of your intent to withdraw, you will be responsible for paying one half month of tuition.

REFUNDS

Families requesting a refund must put their request in writing to the Program Supervisor. Refunds are decided on a case by case basis. Refunds that are approved and are subject to a 15% administration fee deducted from the refund amount. If the original payment was made by check or money order, a refund check will be issued in the name of the original payee and mailed to the address on file. Refunds could take up to 4 to 6 weeks to receive.

ATTACHMENTS

PARENT'S RIGHTS

1. CREST invites parents to drop in unannounced at any time to observe our programs. Upon presentation of identification, parents/guardians have the right to enter and inspect the childcare facility in which their child(ren) is/are receiving care, without advance notice. Entry and inspection are limited to the normal operating hours while their child(ren) is/are receiving care. Please note: Parents visiting the site are not allowed to interact with or discipline other children in the program. All concerns should be addressed to a staff member.
2. The law authorizes the person in charge of the facility to deny access to a parent/guardian under the following circumstances:
 - a. the parent/guardian is behaving in a way which poses a risk to children in the facility;
 - b. the adult is a non-custodial parent and the facility has been requested in writing through a court order to not permit access to the non-custodial parent.
3. The law prohibits discrimination or retaliation against any child or parent/guardian for exercising their right to inspect.
4. The law requires that parents/guardians be notified of their right to enter and inspect.
5. The law requires that this notice of Parents' Rights to enter and inspect be posted in the facility in a location accessible to parents/guardians.
6. Parents do not have the right to intimidate or be disrespectful to staff.

ACKNOWLEDGEMENTS

We hope your child has a great CREST experience and CDS welcomes any feedback positive and/or constructive to better our program.

SMMUSD Child Development Services, (310) 399-5865

Judy Abdo, Director
Extension 79-524
jabdo@smmusd.org

Monica Simon-Cain, Coordinator
Extension 79-534
msimon@smmusd.org

Katy Larios, Enrollment Specialist
Extension 79-540
klarios@smmusd.org

Sharon Lee, Enrollment Specialist
Extension 79-523
slee@smmusd.org

Thank you for choosing CREST.