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School District  
Preschool Programs  
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**Preschool/Toddler  
Parent Handbook**



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# Welcome

Dear Parents & Guardians:

Welcome to the Palermo Union Elementary School District (PUESD) Preschool! We are excited to work with you and your child to develop the foundation for your child's future academic success. We strive to offer a quality program that recognizes and values each child's unique traits and potential. The curriculum is child centered and organized around the following basic skill areas: English language development, early literacy (rhyming, letter knowledge and sounds), early writing, children's literature, science, number sense, art, and music. Our preschool curriculum and instructional methods are based on the *California Preschool Curriculum Framework* and the *California Preschool Foundations* developed by the Department of Education. We look forward to a year of amazing growth and social development for your child.

PUESD Preschool Programs offer a developmentally appropriate, multicultural, early childhood education experience. We refrain from any religious practice or instruction and our programs do not discriminate on the basis of sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion or mental/physical disabilities. We adhere to all state, county, and district policies including, but not limited to, child care licensing, fire, safety, and nutrition. Our goal is to provide a safe, nurturing, and stimulating environment in which all children have the opportunity to learn and develop.

Our preschool programs, both full day and part day, serve children who are three and four years of age. Our toddler program serves children who are 18 months to three year of age. All preschool/toddler teachers and instructional aides are fully qualified to teach preschool-aged children. In order to ensure your child's success, they are committed to nurturing a collaborative partnership with parents and families

This handbook was designed to acquaint you with our program policies and procedures. Please read and refer to this handbook as needed. Feel free to discuss any concerns or questions with our staff or our program Director, Kimberly Butcher.

The Preschool office is located at the Palermo Union Elementary School District office.

## **Palermo Union Elementary School District**

### **Preschool Services**

**7390 Bulldog Way**

**Palermo, CA 95968**

**(530) 533-4842**

**(530) 532-1047 fax**

## **CALIFORNIA STATE PRESCHOOL PROGRAM (CSPP) and General Childcare (CCTR) Guidelines**

Palermo's preschools are part of the California State Preschool Program (CSPP) and our toddler program is part of General Child Care (CCTR) and Early Head Start (EHS – CCP) funded by the California Department of Education (CDE) and the federal government. We provide subsidized part day and full day services for eligible children 18 months to 5 years following guidelines developed by the CDE. Due to the complexity of public funding, there are many rules and regulations that preschool staff and families participating in the CSPP program must follow. We understand that the enrollment process and ongoing eligibility for the program can be confusing, overwhelming and at times feel invasive. All enrollments are processed by the Palermo Union Elementary School District Office. The staff at the District Office will assist families through the process. Palermo Preschool Programs maintains all personal information in strict confidence. When determining eligibility for services and providing appropriate resources to families, it is often necessary for our staff to require families to share private, confidential information about themselves. The use or disclosure of all information pertaining to families shall be restricted to authorized personnel strictly on a need –to-know basis. Personal, private, or sensitive information regarding eligibility and attendance may be disclosed to any regulatory agency with which we are required to comply with or for the purpose of reporting suspected fraud, responding to fraud investigations, or licensing reporting requirements. Other agencies providing subsidy programs such as CalWORKs or Child Care Food Programs, as well as fiscal auditors and representatives from the California Department of Education are provided access to parent files as needed for the purpose of fulfilling contract compliance requirements, and/or fraud prevention or investigation.

### **Program Philosophy**

We believe children learn and develop when engaged in an intentionally designed learning environment. We believe highly qualified teachers, a child centered curriculum and developmentally appropriate educational materials and equipment, support early educational experience that enhance children's development. Our quality preschool education provides early education experience that support children in their development and incorporates activities that encourage children learning through a balance of pre-literacy and numeracy activities, choice time, and numerous hands-on play experiences.

### **Curriculum**

Palermo Union Elementary School District offers high-quality early childhood programs that prepare children to arrive in kindergarten with the foundational skills necessary for school success. We believe that our Preschool program quality is measured best using two dimensions—structural quality (teacher education, class size, length of day, teacher–child ratio) and process quality (teacher–child interactions, appropriate learning activities and materials, and effective instructional practice). The structural quality of the early childhood program plays an important role in influencing process features of the program environment. For instance, low adult–child ratios (8 to 1 preschool, 4 to 1 toddler) make it possible for teachers to engage in the responsive interactions known to contribute to positive child outcomes. As young children engage with classroom staff and peers, they learn best through play and exploration. Well-designed learning environments with a variety of activities enhance young children's learning and development. In an environment in which children have the opportunity to observe, ask questions, plan investigations, gather and interpret information, and communicate findings and ideas, they explore concepts of science, math, history and social science. Dance, music, and drama introduce children to the arts, and they provide opportunities for children to practice self-regulation and to understand the perspective of others. Our teachers organize daily lessons and activities utilizing a variety of curriculum articulated with our district kindergarten. The California preschool Learning Foundations and Frameworks are a reference and guide to our best practice.

This design approach:

- Promotes physical well-being and motor development
- Promotes positive social and emotional development
- Develops multiple approaches to learning
- Fosters & Builds language development
- Instills cognitive development and general knowledge

Our inclusive classroom environments foster early learning and development for all children. Children benefit from teachers that understand cultural differences in language use and incorporate them into the daily routine. Culturally responsive teaching practices create a positive learning environment. They incorporate the strengths, linguistic and cultural resources that children bring with them and thereby promote their learning and overall growth.

## California Desired Results Assessment System

The California Desired Results assessment system documents the progress made by children and families in achieving desired results and provides information to help teachers improve their teaching strategies and outcomes. Desired Results for Children and Families are the outcomes (or results) that California wants for all children and families.

The CA Desired Results for Children and Families are as follows:

- Children are personally and socially competent
- Children are effective learners
- Children show physical and motor competence
- Children are safe and healthy
- Families support their child’s learning and development
- Families achieve their goals

Classroom staff continuously observe and document student learning on the Learning Genie App. These observations are then used for a Desired Results assessment and rating of each student’s development within the first 60 days of enrollment and again within 6 months. Toddler aged children are assessed with more frequency, typically three times per year.

As part of our participation in Butte County’s “Steps to Quality” program, our classroom staff also work with families to complete the ASQ, Ages and Stages Questionnaire, and the ASQ-SE, Ages and Stages Social Emotional Questionnaire. This assessment provides the classroom staff and parents with developmental information that support the development of appropriate lessons and activities. Both the California Department of Education and Butte County office of Education require the use of the Environment Rating Scale, to assess our program quality according to each classroom’s arrangement of space, materials and activities, interactions, daily schedule, and support given to families and staff. This annual process, including the Desired Results Parent Survey results and Desired Results student data assist us in the creation of annual goals to best support student learning.

## Classroom Information

### Days and Hours of Operation:

<p><b>Part Day preschool</b> classes are in session from August 11, 2021 to June 9, 2021*.</p> <p>AM Classes: 8:00 – 11:00 Helen Wilcox PM Classes: 11:30 – 2:30 Helen Wilcox 8:30 – 11:30 Palermo</p> <p><b><u>PART DAY</u></b> preschool classes are <b><u>CLOSED</u></b> on the following days:</p> <ul style="list-style-type: none"><li>• September 6, 2021 Labor Day</li><li>• October 4 - 8, 2021 Fall Intersession</li><li>• November 11, 2021 Veteran’s Day</li><li>• November 22-26, 2021 Thanksgiving Holidays</li><li>• December 20- 31, 2021 Winter Break</li><li>• January 17, 2022 Martin Luther King, Jr. Birthday</li><li>• February 14-21, 2022 February Intercession</li><li>• April 11-18, 2022 Spring Intercession</li><li>• May 30, 2022 Memorial Day</li></ul> <p><i>*All dates are subject to change; notification will be given in advance.</i></p>	<p><b>Full Day</b> preschool classes are in session from July 1, 2021 to June 30, 2022*.</p> <p>Daily Hours: 7:30 – 5:30 Helen Wilcox 7:30 –3:00 Palermo</p> <p><b><u>FULL DAY</u></b> preschool classes are <b><u>CLOSED</u></b> on the following days:</p> <ul style="list-style-type: none"><li>• July 5: In observance of Independence Day</li><li>• August 10, 2021 Staff Development</li><li>• September 6, 2021 Labor Day</li><li>• November 11, 2021 Veteran’s Day</li><li>• November 25 – 26, 2021 Thanksgiving Holidays</li><li>• December 20 – 31, 2021 Winter Break</li><li>• January 17, 2022 Martin Luther King, Jr. Birthday</li><li>• February 18, 2022 Washington’s Birthday</li><li>• February 21, 2022 Lincoln’s Birthday</li><li>• May 30, 2021 Memorial Day</li><li>• June 10, 2021 – Staff Development</li></ul> <p><i>*All dates are subject to change; notification will be given in advance.</i></p>
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## Clothing

- Preschool children participate in many active, exciting and potentially messy learning activities. Although we make every effort to keep your child's clothes clean, we cannot guarantee that clothing will not become soiled or stained. Please send your child in clothes that are ok to get dirty and allow them to engage in active play.
- For safety reasons, please make sure that your child wears non-slip, closed toe shoes; flip-flops are not acceptable footwear.
- Please dress your child appropriately for the weather. We play outside almost every day, weather permitting. Please send a jacket or sweater with your child when the weather is cold.

## Toileting

- Children will be expected to manage their toileting needs with minimum adult assistance. Children will be supervised while using the restroom, but they should be able to:
- Tell an adult that they have to go potty.
- Pull down their pants and/or undergarments and get them back up without assistance.
- Clean/wipe after toileting without assistance.
- Get on and off the toilet without assistance.
- If your child still requires specific prompts for toileting, please alert classroom staff.

## Meals/Nutrition

- Children enrolled in the Part Day program will be served breakfast if they are enrolled in the AM session; they will be served lunch or a snack if they are enrolled in the PM session.
- Children enrolled in the Full Day Program will be served breakfast, lunch, and snacks, if their contracted hours of service occur during the times that those meals are served.
- Meals and snacks meet all CA mandated nutritional requirements.
- Meal Menus are posted on the Parent Communication Board in each classroom and on the Learning Genie App.
- Notify your child's teacher if they have any known food allergies. This meal information will need to be documented in the student file and verified by a licensed physician on the districts medical form.

## Napping/Rest Times (Full Day Program)

- Full day students are provided with a naptime every day from approximately 12:00 PM to 2:00 PM.
- A mat/cot is provided for each child.
- Your child may bring a small blanket and/or a small pillow or comfort item to use during the nap/rest time.

## Birthdays

- Please talk to your child's teacher at least one week in advance if you would like to provide a healthy snack for your child's classmates in honor of their birthday.
- Recommended party foods: fruit/cheese kabobs, fresh fruit, cheese & crackers, vegetable sticks w/dip, yogurt, etc.
- Party foods to avoid: candy, cupcakes, cookies, cake, doughnuts, soda, etc.
- Notify your child's teacher if you do not wish for them to participate in birthday celebrations.
- **Only store-bought items are allowed.**

## Holidays/Celebrations

- PUESD Preschool Programs will celebrate various holidays and special events throughout the year with classroom learning activities, stories, music, and projects.
- Notify your child's teacher if you do not wish for your child to participate in these activities.

## Personal Items

- "Treasures" from home are allowed only on a Sharing Day **IF** offered in your child's class (see your child's teacher for specific details).
- Valuable items, such as jewelry, money, electronics, expensive toys family heirlooms, should always be left at home.
- Label all items (jackets, blankets, backpacks, items for Sharing Day, etc.) with your child's name.
- Preschool staff members are not responsible for lost, stolen, or damaged personal belongings.

## Parent Participation/Volunteers

- The PUESD Preschool Programs have an open-door policy and parents are welcome in their child's classroom at any time while school is in session to observe and/or volunteer.

- Parents/Guardians have the right to inspect the preschool at any time during the regular operating hours without advance notice.
- All volunteers must be fingerprinted and have a negative tuberculosis test, proof of MMR (measles, mumps, rubella), proof of TDAP immunization (pertussis), and an annual flu shot or waiver, prior to volunteering in the classroom. Contact the District Office to complete the required paperwork.
- Formal parent/teacher conferences occur two times a year. Informal conferences may take place any time throughout the year.
- Classroom newsletters will be sent home monthly and will be posted on the Learning Genie App.
- Each classroom has a Parent Communication Board located near the classroom entrance. It contains menus, weekly lesson plans, the calendar of events, parent volunteer sign-up sheet, program information, and the class newsletter. Also included on the board is state licensing documents. Please check the board on a daily basis. Whenever possible parent communication is posted on Learning Genie.
- Parent Meetings and/or Advisory Committee meetings are held throughout the year to encourage parent input on issues that relate to the services of children and families.

### Sign In/Sign Out Procedures and Pick-up Policies

- Children must be signed in and out each day by a designated responsible adult (18 years or older).
- This will take place by using the Kindersign CA App. Please download this app to your mobile device (see instructions below)
- Only adults listed on the child’s application form will be allowed to take the child from the preschool program. Anyone picking up the child must be prepared to show picture identification. This policy is strictly enforced to ensure the child’s safety. Please keep your child’s emergency card current. All updates need to be given at the District Office in person or by phone. Office staff will provide updated information to classroom staff.

### Kindersign Instructions for iPhone Users

In order to use Kindersign, you will need to first download the app on your device.

- Open the app store
- If iPhone asks if the app store may access your location, tap Allow. If the iPhone asks if you want to set up “Family Sharing,” tap not now.
- In the search box, type **Kindersign California** to find the correct app.
- Once the correct app is located, download it to your device. If your iPhone asks you to sign in, enter your Apple ID and password.
- Once Kindersign is downloaded, you will need to register your device by scanning the parent code, which your child’s teacher will provide. You will only need to do this **ONCE**. (Anyone that will be picking up your child will also need to follow these steps).
- After registering with the parent code, you will need to scan the classroom code (located in your child’s classroom) every day to sign your child in and out.

### Kindersign Instructions for Android Users

In order to use Kindersign, you will need to first download the app on your device.

- Open the Google Play Store
- In the search box, type Kindersign California to find the correct app
- Once the correct app is located, download it to your device.
- Once downloaded, you will need to register your device by scanning the parent code, which your child’s teacher will provide. You will only need to do this **ONCE**. (Anyone that will be picking up your child will also need to follow these steps).
- After registering with the parent code, you will need to scan the classroom code (located in your child’s classroom) every day to sign your child in and out.

### Intoxicated/Impaired Person Picking up a Child

- Any parent or other person authorized to pick up a child from school, arriving to the classroom in an impaired physical condition will NOT be allowed to transport the child. Classroom staff will use their best judgement in determining if there exists a condition which may endanger the child’s welfare. The classroom staff will make alternative

arrangements for child pick-up, including attempting to contact another person on the Authorized Child Pick-Up list. If no alternative pick up is reached, the local authorities will be called. For any parent or other authorized person who arrives at the classroom in an intoxicated or physically impaired condition to pick up a child, the following will occur:

- One written warning
- Removal from the list of individuals authorized to pick up a child after the second occurrence.

## Attendance

**Regular and consistent attendance in preschool is the number one predictor of your child's intellectual and social-emotional success. Unless children attend the preschool program on a regular basis, they are not likely to fully benefit from the learning experiences and opportunities provided.**

- In the event that it is necessary for your child to miss preschool, please contact your child's teacher/site supervisor by 8:30 AM to report your child's absence and the reason for the absence.
- The child may be withdrawn from the preschool program after 5 consecutive days of absence without notification to the child's teacher.
- On the first day the child returns to the preschool program, the parent/guardian must ensure that the reason for the absence is noted on the attendance record.
- In the event of illness, the reason should specify who was ill (child or parent).
- A full legal signature is required on the attendance record in order to verify the absence.
- After five (5) unexcused absences, services may be terminated.

## Best Interest Days

- Each family will be offered 10 "best interest" days per program year. These days may be used at any time for reasons that are in the best interest of the child, such as: visits with grandparents, family vacations, religious observance, etc....

## Excused absences include:

- Child or Parent Illness
- Doctor/Dentist Appointments, Child or parent.
- Family Emergency includes illness of family member, death in the family, fire, etc.
- Court Ordered Visitation (copy of court ordered required for Family File).

## Unexcused Absences include:

- Didn't feel like coming to school
- Sleeping in
- Non parent work day once the child's 10 Best Interest Days have been exhausted.

*Reminder: Families with a family fee are charged for contracted days regardless of the reason for the absence as determined by the California Department of Education.*

## Health and Safety

### Immunizations

- All children must have a current and up-to-date immunization record.
- In the case of a medical exemption, the health care provider must provide written documentation of which immunizations are to be exempt and whether it will be a permanent or temporary exemption.

### Daily Wellness Checks

- A daily wellness check will be conducted by the preschool staff before the adult signing the child in leaves for the day. This is necessary to ensure that the child is healthy and able to participate in the daily activities. Children brought to the classroom that meet medical exclusion criteria will not be permitted to remain in the classroom until symptoms cease.

### Illness Exclusion Guidelines

- The observation of illness at home can help to prevent prolonged illness, infectious outbreaks, and personal inconveniences. If a child is out due to illness for more than 3 days in a row, a medical note from the child's doctor is required before the child can return to the classroom.
- Children must be symptom free for 24 hours before returning to preschool.
- If you observe any of the following symptoms of illness, please keep your child at home:
  - Fever (must be fever free, without fever reducing medication, for 24 hours before returning to school)
  - Diarrhea (No instance of diarrhea for 24 hours before returning to school. Resolution without medication.)

- Vomiting in the past 24 hours (No instance of vomiting for 24 hours before returning to school. Resolution without medication.)
- Conjunctivitis (Pink Eye) - Children need to receive medical treatment and a doctor's note. The doctor's note needs to include the child's diagnosis and the timeframe of when the child may return to the classroom.
- Skin Lesions, eye lesions, or rashes that are severe, weeping, or pus filled. Children need to receive medical treatment and a doctor's note. The doctor's note needs to include the child's diagnosis and the timeframe of when the child may return to the classroom.
- **Children may be sent home from class under the following conditions if their symptoms are preventing their participation in learning activities:**
  - Difficulty breathing, wheezing, or severe coughing
  - Signs of possible severe illness- Children who exhibit lethargy, irritability, persistent crying, yellowing of skin/eyes, or other symptoms need picked up by the parent/guardian.
  - Head Lice- If live lice are found on a child, the child's parent will be called and asked to pick up their child. The parents may treat the condition overnight and the child will be readmitted to class if no live lice are present and there are no nits within ¼ inch of the scalp. The school health aide or school nurse will perform a head check of the child and confirm that the child is eligible to be readmitted to class.
  - Lack of the Mandated Health Examination, immunizations, and tuberculosis skin testing requirements within 30 days of enrollment.
- A child who is not well does not benefit from our program and can adversely affect the health of other children. If you have any doubts about your child's health, please keep your child at home.

### Administering Medication

- Children taking prescription medication or over-the-counter medication while at school require the following:
  - Medical form with a written detailed description of the condition, including the name and dosage of each medication, signed by a doctor. Forms are available at school offices and at the District Office.
  - Written permission for school officials to administer the medication signed by both the parent and the doctor. Dosage and times that medication is to be administered must be included.
  - Medications must be in their original container. All prescription medications must have the pharmacy label attached.
  - Expired medications will not be administered to children.
  - The school nurse will review all requests for administering medication at school.
  - The teacher and school nurse must be notified immediately of any updates or changes to medication/prescription via an updated medical form.
  - Medications are to be picked up by an adult and taken home when expired and on the last day of school.

### Allergies/Medical Conditions

- All diagnosed allergies and medical conditions must be documented in the child's file. While the teacher will review student files, parent should share severity of symptoms and best response techniques with classroom staff.
- Staff members are first-aid certified and trained on the use of EpiPens in the case of an anaphylactic reaction.

### Safety

Emergencies are stressful. We understand that emergencies that take place when children are at school are especially stressful for parents. Please assist us by following the instructions listed below.

- **Do not go directly to the school site:** It is essential that we are able to keep clear access for First Responders and Emergency Vehicles.
- **Do not call the school during a crisis:** We need to keep the school phone lines open for emergency support calls. PUSD will communicate with parents through the automated calling system and the district website. We will contact you when it is safe for us to do so.
- **Visit palermoschools.org for updated information:** You may also check the local radio and television stations, as we will keep them informed.
- **Preschool staff will remain with their classes throughout the incident:** Staff will provide comfort and first aid if necessary. We will reunify children with their families as soon as it is safe to do so.
- **Emergency Drills are practiced throughout the year:** In addition to conducting monthly fire drills, we also conduct an annual Earthquake drill and intruder/lock down drills.

## Behavior Management

PUESD Preschool believes that all children are entitled to a safe environment in which children's behavior that might pose a risk to the safety of themselves and/or others is minimized. The goal of this policy is to work with parents in a partnership to encourage children to become creative, independent, responsible, and socially appropriate. This involves teaching children to make responsible choices, and accepting the consequences of such choices.

Our staff will use these management strategies:

- Teaching, practicing, and re-teaching classroom routines and procedures
- Active listening
- Positive verbal praise and acknowledgment
- Redirection
- Planned ignoring of minor misbehavior following by positive feedback when the student is able to self-correct the behavior
- Calm down techniques and reminders
- Modification of the environment, schedule, or transitions
- Clear and consistent direction and expectations
- Problem Solving with open-ended questions
- Natural consequences
- Intervention techniques where child sits next to or within teacher's view to assist child in gaining self-control until they can safely return to the group

Aggressive behavior may result in a phone call to parents to pick up their child from the program.

- Aggressive behavior is defined as deliberate, repeated, and uncontrolled attacks on others physically and/or verbally, and uncontrolled behavioral patterns including, but not limited to, defiance, disrespect, biting, hitting, kicking, excessive profanity, or throwing of equipment.

If negative behavior becomes chronic, PUSD may convene a student study team. This team will be made up of all those involved with the child, either directly (parent and child care staff) or indirectly (PUSD Preschool director and other professionals as appropriate). This team will review the child's progress and develop a behavior intervention plan.

If it appears that the child is not benefiting from the PUSD preschool program, the student study team may make the determination of discontinuing services based on the following factors:

- A child's behavior is consistently disruptive to the class and/or
- The child is of danger to themselves or to others and/or
- The behavior intervention plan has been followed but has not yielded desired results

## Enrollment Eligibility

Children are admitted according to eligibility and admission priorities established and monitored by the California Department of Education.

### Age Eligibility

- Children must be age three (3) or four (4) years old by December 1<sup>st</sup> of the program year (July 1- June 30)
- Children must be 18 months to three (3) years for our toddler program.

### Eligibility criteria

Families must meet 1 of the following for our preschool programs.

1. Be income eligible according to the established State Income Ceilings (Preschool Program)
2. Be income eligible according to both state and federal Income Ceilings (Toddler Program)
3. Be a current Cal-Works Program cash aid recipient
4. A child who has documentation of receiving child protective services through the county welfare department or is at risk of abuse, neglect, or exploitation.
5. Be homeless

## Need Criteria (for full day services only)

- **In order to qualify for full day services, the family must meet one or more of the following need criteria:**
  - Employment/Self Employment
  - Educational/Vocational Training
  - Seeking Employment
  - Parental Incapacity
  - Child Protective Services (CPS) or children are at risk of abuse, neglect or exploitation
  - Seeking Permanent Housing

## Admission Priorities

- Priority 1- Child receiving Child Protective Services through the local county welfare department.
- Priority 2- Children at risk of abuse or neglect, upon written referral from legal, medical, or social services agency.
- Priority 3- Four (4) year old child who were previously enrolled in the California State Preschool Program (CSPP) as a three (3) year old or toddlers previously enrolled.
- Priority 4- Four (4) year old children, based on lowest gross monthly income adjusted for their family size.
- Priority 5- Three (3) year old children, based on the lowest gross monthly income adjusted for their family size.

## Enrollment Process

Before a family is enrolled in the program, the parent/guardian will meet with an enrollment staff member to submit all information and complete all paperwork required by PUESD

Preschool, California Department of Education, and Community Care Licensing, prior to student attendance.

### The parent will provide:

- Documentation to verify the family's income, and family size.
- Documentation to verify the family's need for child care (not applicable for part day services)
- The following information for each parent/adult residing in the family home;
  - Full Name, Last, First, MI
  - Address
  - Telephone Number
- Supply the following information for each child residing in the family home:
  - Full Name, Last, First, MI
  - Birth Certificate (or other documentation to demonstrate the relationship between the parent's and the children).
- Supply up-to-date immunization records for the child being enrolled
- Within 30 days of enrollment, supply a physician's report (LIC 70) for the enrolled child(ren) that was completed less than a year previously.
  - A physician's report completed up to one year prior to the enrollment date is acceptable.
- An application for child services (9600) will be completed based on the above documentation. The application must be signed by the parent and the PUESD staff member conducting the certification.
- After the enrollment packet has been reviewed, a Notice of Action (NOA) will be given or mailed to the parent stating whether services have been approved or denied. If services are approved, the Notice of Action will include the family's "certified child care schedule" which reflects the days and hours in which the child is enrolled. Full day schedules will be determined based on the family's need, any applicable travel time, sleep time, and/or study time. Child Development services are not approved until an approved Notice of Action has been issued.

Please note: It is important for parents to complete the enrollment requirements as quickly as possible after an enrollment appointment is scheduled. Delays in completing the enrollment requirements may cause a delay in the family's enrollment or loss of the enrollment space. While staff will assist as much as possible in providing parents a list of documentation necessary to meet the need and eligibility requirements, ultimately the burden of proof is the parents' responsibility. If a parent cannot supply verifiable documentation to verify need and eligibility, PUSD is prohibited, by state regulations, from enrolling a child or continuing a child's enrollment in California State Preschool or general child care programs.

## Full Day State Preschool Fees

State Preschool Fees are based on gross monthly income and family size. The monthly fee is calculated using a sliding scale provided by the California Department of Education. Palermo Union Elementary School District accepts payment for monthly fees by cash, check, or money order. The monthly fee is due on the first day of each month for services provided in that month and fees are considered late after the 7th day. Drop boxes for payment are located in each of the preschool classrooms. Parents/Guardians are required to pay their monthly contracted fee even if the child is absent or uses the facility for a small amount of time.

If fees are not paid by the 7th, a notice of action (NOA) will be given to the family for termination of services due to delinquent fees. Families will have 14 to 19 days, depending on whether the NOA was mailed or hand delivered, to pay their fees or develop a repayment plan acceptable to PUSD and have the termination notice rescinded.

Please notify the PUSD Office of extenuating circumstances. A meeting can be scheduled with the Preschool Director to develop a payment plan with the intent of getting back to a zero balance as soon as possible. Ultimately an outstanding balance will result in a termination of child development services. The Palermo Union School District reserves the right to take legal action to collect delinquent fees.

There will be a \$30.00 processing charge should the bank not honor a personal check. Please make checks payable to the Palermo Union Elementary School District (PUESD).

## Confidentiality of Records

The use of disclosure of all information pertaining to the child and his/her family shall be restricted by the contractor to purposes directly connected with the administration of the program. The contractor shall permit the review of the family data file by the child's parent(s) or parent's authorized representative, upon request and at reasonable times and places.

## Fraud and Ineligible Services

PUSD is charged with administering public funds on behalf of families who meet the need and eligibility guidelines set forth by the State of California. To ensure only those families who are eligible receive services, PUSD has developed a strong alliance with regulatory agencies responsible for providing subsidized assistance to families, such as the California Department of Education Early Care Division and the Butte County District Attorney's office, which investigates and prosecutes suspected child care subsidy fraud. PUSD actively cooperates with these agencies in their suspected fraud investigations.

## When Fraud is suspected by PUSD

Any fraudulent, false, or misleading information provided to PUSD regarding attendance, employment, self-employment, seeking employment, enrollment in a vocational training program, parental incapacity, income, family size, or any other information related to parent need and/or eligibility, will be grounds for termination.

When PUSD suspect's fraud, the case may be referred to the District Attorney's office for investigation, which may result in charges being filed, repayment of ineligible child care services received and/or subjects the parent to prosecution under State and/or Federal criminal statutes. Any parent who is **being actively investigated** for fraud will be prohibited from participating in any of PUSD's programs. Any parent who has **committed fraud or has intentionally misrepresented their eligibility** will be prohibited from participating in any of PUSD's programs.

## Recovery of Funds

PUESD may recover any funds that were issued in error due to parent's failure to report pertinent information timely, and parent ineligibility, misrepresentation, or fraud. Depending on the circumstances, parents will either repay PUSD directly or through the Butte County District Attorney's Office. The funds collected are either put back into the California State Preschool Program to be used for families meeting the eligibility requirements or the funds are returned to the California Department of Education.

## Termination of Child Development Services

Services may be terminated at any time for the following reasons:

- Excessive unexcused absences – 5 per school year
- A total of three late pickups
- Harm or injury to another child or adult in the program
- Continuous disruptive behavior from a child or parent, with no improvement following a student study team plan

- Failure to submit the physical report within 30 days of enrollment
- Delinquent Fees
- Over-Income at recertification
- Parent Request

PUSD has carefully developed these conditions to ensure the safety of your child and the quality of the program.

## Formal Complaints

We strive to maintain quality programs and classroom staff are diligent in their efforts to develop meaningful relationships with children and their families. Staff are open to hearing concerns and exploring solutions. If a parent feels their efforts to resolve a complaint is failing, the Preschool Director is available to review, offer support and possible solutions. Ultimately, the district has a process for formal complaints. Prompt and equitable resolutions of complaints are practiced in the following manner:

- Initial contact should be made with the teacher/site supervisor. If the issue is not resolved, then contact:  
     Preschool Director: Kimberly Butcher, 530-533-4842 ext. 8  
     Superintendent or Designee: Kathleen Nolind-Andoe, 530-533-4842 ext. 7

Any person may file a complaint alleging a violation of law, policy, or regulations governing the program. The procedure for handling any such complaint shall be the procedure detailed in Board Policy 1312.3. Formal complaint forms are available upon request from the district office. Additionally, the complaint process is available on the back-side of each Notice of Action.

## Due Process Requirements

- Notice of Action, Application for Services; Notice of Approval or Denial (5 CCR 18094)
  - The contractor's decision to approve or deny services shall be communicated to the applicant by mailing or delivering a written statement referred to as a Notice of Action, Application for Services within 30 calendar days from the date the application is signed by the parent(s).
  - The Notice of Action, Application for Services shall include:
    - The applicant's name and address;
    - The contractor's name and address;
    - The name and telephone number of the contractor's authorized representative who made the decision;
    - The date of the notice. For families being certified to receive part-day services, the NOA may be issued up to 120 calendar days prior to the first day of the beginning of the new program year;
    - The method of distribution of the notice.
  - If services are approved, the notice shall also contain:
    - Basis of eligibility;
    - Daily/hourly fee, if applicable;
    - Duration of the eligibility;
    - Names of children approved to receive services;
    - Hours of service approved for each day.
  - If services are denied, the notice shall contain:
    - The basis of denial;
    - Instructions for the parent(s) on how to request a hearing if they do not agree with the contractor's decision in accordance with procedures specified in 5 CCR 18120 and 18121.
- Notice of Action, Recipient of Services (EX 8261 and 8263; 5 CCR 18095)
  - If upon recertification or update of the application, the contractor determines that the need or eligibility requirements are no longer being met, or the fee or amount of service needs to be modified, the contractor shall notify the family through a written Notice of Action, Recipient of Services in accordance with 5 CCR18119. The contractor shall maintain copies of all Notices of Action, Recipient of Services in the family's data file.
  - The Notice of Action, Recipient of Services shall include:
    - The type of action being taken;
    - The effective date of the action
    - The name and address of the recipient;
    - The name and address of the contractor;

- The name and telephone number of the contractor's authorized representative who is taking the action;
  - The date the notice is mailed or given to the recipient;
  - The method of distribution to the recipient;
  - A description of the action;
  - A statement of the reason(s) for the changes;
  - A statement of the reason(s) for termination, if applicable;
  - Instructions for the parent(s) on how to request a hearing if they do not agree with the contractor's decisions in accordance with procedures specified in 5 CCR 18120 and 18121.
- Changes Affecting Services (EC 8261, 8263©; 5 CCR 18119)
  - The contractor shall complete a Notice of Action (NOA), Recipient of Services when changes are made to the service agreement. Such changes may include, but are not limited to, an increase or decrease in parent fees, an increase or decrease in the amount of services, or termination of services.
  - The contractor shall mail or deliver the NOA to the parents at least 14 calendar days before the effective date of the intended action. (If the NOA is mailed, the 14-calendar day period is extended by 5 calendar days, which establishes a presumption that the parent received the NOA.)
  - To promote the continuity of child care and development services, a family that no longer meets a particular program's income, eligibility or need criteria may have their services continued if the contractor is able to transfer that family's enrollment to another program within the same contracting agency or to another agency that administers state or federally funded child care and development programs.
- Parent(s) Request for a Hearing & Procedures (EC 8261; 5 CCR 18120)
  - If the parent disagrees with an action, the parent(s) may file a request for a hearing with the contractor within 14 calendar days of the date the Notice of Action was received. Upon the filing of a request for hearing, the intended action shall be suspended until the review process has been completed. The review process is complete when the appeal process has been exhausted or when the parent(s) abandons the appeal process.
  - Within 10 calendar days following the receipt of the request for a hearing, the contractor shall notify the parent(s) of the time and place of the hearing. The time and place of the hearing shall, to the extent possible, be convenient for the parent(s).
  - The hearing shall be conducted by an administrative staff person who shall be referred to as "the hearing officer." The hearing officer shall be at a staff level higher in authority than the staff person who made the contested decision.
  - The parent(s) or parent's authorized representative is required to attend the hearing. If the parent or the parent's authorized representative fails to appear at the hearing, the parent will be deemed to have abandoned his or her appeal. Only persons directly affected by the hearing shall be allowed to attend.
  - The contractor shall arrange for the presence of an interpreter at the hearing, if one is requested by the parent(s).
  - The hearing officer shall explain to the parent(s) the legal, regulatory, or policy basis for the intended action.
  - During the hearing, the parent(s) shall have an opportunity to explain the reason(s) they believe the contractor's decision was incorrect. The contractor's staff shall present any material facts omitted by the parent(s).
  - The hearing officer shall mail or deliver to the parent(s) a written decision within 10 calendar days after the hearing. The written decision shall contain procedures for submitting an appeal to the CDE.
- Appeal Procedure for CDE Review (EC 8261; 5 CCR 18121)
  - If the parent(s) disagree(s) with the written decision from the contractor, the parent has 14 calendar days in which to appeal to the CDE.
  - The appeal must be received within 14 calendar days of the date on the contractor's written decision. If the parent(s) does not submit an appeal request to the CDE within 14 calendar days, the parents' appeal process shall be deemed abandoned and the contractor may implement the intended action.
  - The parent(s) shall specify in the appeal request the reason(s) why he/she believes the contractor's decision was incorrect. A copy of the contractor's notice of intended action and written decision shall be submitted by the parent(s) with the appeal request.
  - Upon receipt of an appeal request, the CDE may request copies of the family's data file and other relevant materials from the contractor. The CDE may also conduct any investigations, interviews or mediation necessary to resolve the appeal.
  - The decision of the CDE shall be mailed or delivered to the parent(s) and to the contractor within thirty (30) calendar days after receipt of the appeal request.

- Contractor Compliance with the CDE Decision; Reimbursement for Services during the Appeal Process (EC 8261; 5 CCR 18122)
  - The contractor shall comply with the decision of the CDE immediately upon receipt thereof. The contractor shall be reimbursed for child care and development services delivered to the family which is appealing during the appeal process. If a contractor's determination that a family is ineligible is upheld by the CDE, services to the family shall cease upon receipt of the CDE's decision by the contractor.