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Program Services

Welcome to University of California, Riverside Early Childhood Services (ECS) Programs. The purpose of this handbook is to provide all UCR ECS parents a comprehensive overview of our program services, policies and procedures.

UCR’s ECS Program is a developmental early childhood program that provides safe and nurturing environments for children from birth through 11 years of age and promotes physical, social, emotional, and intellectual growth. Children of families enrolled are provided services from eight weeks through five years of age in the Early Education Programs and Five years of Age in the Kindergarten Program and Summer Care for School-Age children, six years to eleven years of age.

**PROGRAM DESCRIPTION**

UCR’s ECS Program operates year round, Monday through Friday and offers the following:

- Full-Day Infant and Toddler Services
- Full-Day and Part-Day Preschool Services
- Full-Day Kindergarten and After-School Care
- Full-Day Summer Camp

Tuition-Assistance is provided for students, staff and community members, primarily funded by the State of California Department of Education, CCAMPIS Programs.

The approach of the ECS Program is based on the philosophy that children learn best in an environment which is family friendly and respectful of all cultures. Partnerships between parents and teachers are promoted through consistent and ongoing communication. Classrooms are “child centered” and the children are seen as individuals who play an active role in their own learning by selecting activities from learning centers, which provide developmentally appropriate experiences. Tuition-Assistance is provided for students, staff and community members, primarily funded by the State of California Department of Education, CCAMPIS Programs.

**ENROLLMENT**

Children must be at least eight weeks of age to begin services and remain eligible until entrance into Kindergarten. Children who are 5 years of age on or before September 1 are eligible for ECS Preschool services until the end of August annually. Parents who wish to continue at UCR ECS may enroll in our Private Pay Kindergarten and after-school program which begins in the Fall each year. Our Summer Camp Programs are available to children between the ages of 5 and 11 years.

Eligibility guidelines for children receiving subsidy or tuition assistance have been established by the CA Department of Education: Early Education and Support Division (EESD) and US Department of Education, CCAMPIS Programs.

UCR’s Early Childhood Services does not discriminate based on sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, and color or physical disability (5 CCR 4900). In addition, UCR does not promote or practice any religious instruction or worship.

Inclusion is a practice that offers children with special needs the same opportunities to be involved in all aspects of a program that are available to children without disabilities. Experts in the field of child development believe that all children benefit in inclusive childcare environments that include children with disabilities. UCR’s Early Childhood Services program follows the Americans with Disabilities Act and welcomes families and children with special needs and will make reasonable accommodations to meet a child’s specific needs. If the program is not able to meet a child’s needs, we will work closely with the family and link them to appropriate services.

UCR Early Childhood Services believes that all children despite their skill level or special needs are considered children first and are entitled to quality care that consists of the following practices:

- Child centered classrooms that allow all children to make choices
- Developmentally appropriate activities and environments
- Routines and activities that foster autonomy and a positive sense of self
- Positive partnerships between staff and parents that support families’ needs
- Environments and activities that support the needs of individual children
- Acceptance and support of cultural and individual differences of children and families, which includes supporting families home language
- Fostering children’s sense of self-control over one’s destiny
- Supporting cooperation and friendships between all children.

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**CURRICULUM**

The Creative Curriculum for Infants and Toddlers—Overview

The Creative Curriculum for Infants and Toddlers adheres to the belief that a quality and developmentally appropriate curriculum concentrates on what is most important for children’s whole development, which includes developing warm and responsive relationships with children and families.

The goal of using a research-based curriculum is to help our programs and teachers provide quality services, which includes developmentally appropriate care, meeting individual needs, and supporting children’s home culture.

The Creative Curriculum For Preschool— Overview

The Creative Curriculum gives teachers a framework to provide children with developmentally appropriate care and instruction. This approach suggests that children learn best through hands-on interactions in a well-organized environment. The Creative Curriculum gives emphasis to the different learning areas throughout the classroom.

Classroom environments and arrangement has a significant impact on how children learn and as a result, teachers organize materials/equipment in separate interest areas.

In smaller groups, children are able to focus on their activities and cognitive learning, skill acquisition and play becomes more elaborate and complex.

**CHILD PORTFOLIOS, ASSESSMENTS & PARENT-TEACHER CONFERENCES**

Child Developmental Portfolios

The Desired Results Developmental Profiles (DRDP) are maintained for children who are enrolled in a California Department of Education program. The DRDP is a required measurement tool based on naturalist observations of young children (i.e., observing children actively engaged in learning centers and group activities) and are used to track children’s development.
over time to ensure they are making progress in all developmental domains.

Teachers compile a portfolio for each child that includes samples of their work, for example children’s art, writing and pictures of them accomplishing developmental tasks, such as motor skills; catching a ball, completing a puzzle, block building; that highlight their developmental progress.

The DRDP assessments are completed within 60 days of program enrollment and at least every 6 months thereafter; this schedule is dependent on the program option/age group of your child. The DRDP assessment helps teachers create curriculum objectives to support children’s individualized goals/needs. It also assists teachers in seeing overall trends in their group’s progress and as a result, educators modify the curriculum to address specific developmental areas.

Assessment

Ages and Stages and Ages and Stages Emotional Questionnaires (ASQ-3 and ASQ-SE) are initial Screenings which are completed within 45 days of enrollment; staff work in conjunction with parents utilizing this tool. ASQ-3 screens overall development and ASQ-SE addresses the area of appropriate and advancing social-emotional development.

The results of the ASQs are reviewed with the family and used as a communication tool to help the teachers and families learn more about their child’s abilities.

This information is used to help individualize activities to support children’s development. The results of the screening may also be used with early identification of developmental delays, in which case, early intervention has been proven to benefit children through adjusting focuses on less developed areas.

Environment Rating Scales

Annually, the program conducts the Environment Rating Scales (ERS) in each classroom and using either the Environment Rating Scale-Revised for Preschool/Center Based or the Infant Toddler Rating Scale for Infant/Toddler Center Based programs.

ERS is utilized to ensure that our program is meeting all health and safety regulations, providing enriching language skills, and offering a variety of educational activities in a warm and supportive environment. Based on the results of ERS, the program also creates a training action plan annually for each classroom in order to enhance the quality of care and instruction being provided.

Parent-Teacher Conferences

Parent and Teacher conferences occur at least twice per year. Teachers document children’s progress and create at least two developmental goals every six months. Plans are developed to support these goals and with the help of parents are also incorporated at home.

Parent Surveys

Annually, the program administers a parent survey to obtain feedback from parents regarding the quality of our Early Childhood Services. The results from the survey are used to develop program goals and training plans. The combination of information from various assessments including ERS, ASQ, CLASS® and parent surveys offer the program valuable information for enhancing quality services for our children and families.

Program Self Evaluation

The Program Self Evaluation addresses family and community involvement, shared governance, administration, contract compliance, external funding reviews, standards, accountability, staffing and professional growth, opportunity and equal educational access and approaches to teaching and learning. Program quality is assessed annually and reviews are conducted by California Department of Education, US Department of Education and Community Care Licensing program staff.

Staff Development

UCR’s ECS program is committed to quality early childhood education. To ensure high quality, we hire well qualified staff, with education in early childhood development that hold teaching permits and credentials from the California Commission on Teacher Credentialing. All new ECS staff are provided with an orientation to acclimate to our philosophy, organization, program policies and procedures. All staff have annual professional development plans which address his/her professional development and ensure updated access to the fields best practices. Staff receives performance evaluations on an annual basis.

Parent Involvement

UCR supports parents in raising their children and recognizes that parents are the primary educators of their child. We welcome parents’ ideas and insights; in addition, we have an open door policy and parents are encouraged to visit their children’s classroom at any time. Parents are able to observe their child’s classroom in a private observation booth and are also encouraged to contact their child’s teacher or site supervisor regarding volunteer opportunities.

Ways parents can be involved:

• Attend parent meetings, trainings and workshops
• Review lesson plans and suggest activities and classroom experiences
• Volunteer to assist with special events
• Participate on the ECS Parent Advisory Committee (PAC) or Parent Policy Council (PC)
• Assist in arranging parent and community information areas
• Share your talents, heritage or special abilities with your child’s classroom
• Read a story or bring a pet to share with your child’s classroom
• Assist teachers in preparing materials to use for an activity
• Assist during mealtime routines & with various classroom/outdoor learning areas
• Complete evaluation surveys and provide feedback to help us serve you better

PARENT EDUCATION & FAMILY SUPPORT PROGRAMS

• Work-Life Balance Workshop Series
• Health and Nutrition Workshop Series
• Behavior Modification Techniques and Behavioral Intervention Training
• Toilet Training
• Vision and Hearing Screenings
• Pediatric Dental Screenings

Parent Rights

Parents have the right to enter and inspect our centers without advance notice whenever their children are in care. Parents have the right to review reports of licensing visits and substantiated complaints if any against a licensee made during the prior three years. Parents have the right to file complaints to the local licensing office if they have concerns and they are not addressed by the program or a parent feels the issue is a gross violation of child safety. Filing a complaint or raising concerns to administration or oversight authorities should be done without fear of discrimination or retaliation against a parent or a child.

Personal Rights of Children

• Be treated with dignity in his/her personal relationship with staff and other persons
• Be accorded safe, healthy and comfortable accommodations, furnishings and equipment to meet his/ her needs
• Be free from corporal or unusual punishment, infliction of pain, humiliation, intimidation, ridicule, coercion, threat, mental abuse, or other actions of a punitive nature, including but not limited to: interference with daily living functions, including eating, sleeping, toileting; or withholding of shelter, clothing, medication or aids to physical functioning;
• Not to be locked in any room, building or facility premises by day or night;
• Per Personal Rights, CCL See Section 101223, children are not to be placed in any restraining devise, except a supportive restraint approved in advance by the CA Community licensing agency.
General Program Information

VACATION POLICY
Requests for tuition-free leave must be submitted in writing to the Enrollment Department at least two (2) weeks in advance. Vacation days and leave are limited to five (5) consecutive days during the academic year; September through June and five (5) consecutive days during the summer months; July through August. Approved vacation/leave days will be tuition free. Families requesting to take more than the allotted ten (10) vacation days will be required to withdraw for the program, spaces will not be reserved. If a parent intends to return to the program, it is in their best interest to request to be placed on the waitlist. Families wishing to re-enroll after a break in service will be required to complete the application/enrollment process.

DROP OFF & PICK UP
All children must be signed-in and out on a daily basis by a parent or authorized adult that is listed on your emergency contact form and must be at least 18 years of age.

If you are participating in either the CDE or CCAMPS subsidized program, please adhere to your approved drop-off and pick-up times. Late pick-ups are especially stressful for children, giving rise to fear when their routine is adjusted without warning. If you know someone different is going to pick-up your child, please speak to them in advance so they are prepared for the change.

In the event that there are three late pick-ups in one fiscal year, a meeting with the assigned center Supervisor will be immediately scheduled to discuss your child care hours. After meeting with the Supervisor, if there are two additional late pick-ups, your child care services can be terminated.

If an emergency occurs, please call the classroom teacher and let them know if you will be arriving late or if another authorized adult will be picking up your child.

Children will not be released to anyone other than the parent/legal guardian or individuals listed on the child’s emergency form with advanced notice. This is for your child’s safety and protection. Photo identification, such as a driver’s license, passport or military ID will be required before a child will be released to anyone unknown to staff other than the parent. Each child must have a minimum of 3 emergency contacts with current contact information on file at the center at all times.

CLASSROOM & PROGRAM TRANSITIONS
“Transition” refers to the change in your child’s routine from a home environment to a classroom environment or from one classroom to another. The ECS teaching staff is committed to providing support for parents to ease their child into the daily classroom routine. Each morning the parents and/or caregiver can stay as long as needed to help transition a child into the program, the suggested maximum amount of time is 15 minutes so children become accustomed to their new environment. When children are transitioning from one classroom to another, they will spend a couple hours in their new classroom over a 2 week period so the adjustment is smooth. ECS is committed to ensure that your child’s journey at UCR Early Childhood Services is a positive experience for the entire family.

PARKING
Designated parking spaces are available for parents at both CDC North and South, please park only in designated spaces with signage for Parent Parking. Children under the age of 12 cannot be left unattended in your vehicle in either of our parking lots. Please do not double park or park in a Handicap Space unless you have the proper UCR or State of CA Placard.

PERSONAL ITEMS
Please mark all items such as hats, sweaters, and coats with your child’s name in permanent marker. Please do not bring items that are highly sentimental or of a high-value as the University of California, Riverside is not responsible for lost, stolen, or damaged items in either center.

JEWELRY POLICY
Some jewelry may present a hazard when children are involved in active play. To minimize risk, we highly recommend that children do not wear necklaces, bracelets, watches, hoops, dangling earrings or rings when they are in care.

EVACUATION PLAN
Fire and disaster practice drills are conducted monthly. In case of an actual emergency, parents will be notified of their child’s well-being as soon as possible. All UCR center based programs are equipped with key card access areas to classrooms and hard-wired emergency systems, including fire alarms, sprinklers, carbon monoxide detectors and emergency kits. ECS has staff been thoroughly trained on best practice emergency procedures and CPR. In addition, the UCR system has its own Police Department and Fire Department and therefore in the event of an emergency, the Centers receive prompt services.

CHILD ABUSE REPORTING
UCR staff is trained in Child Abuse identification and are also mandated by law as reporters. Any signs of suspected child abuse or neglect will be automatically reported to Child Protective Services to ensure the safety of all children.

Special Events

UCR observes the following holidays:

<table>
<thead>
<tr>
<th>Event</th>
<th>Centers Closed</th>
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<tbody>
<tr>
<td>Martin Luther King Jr.</td>
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<tr>
<td>Presidents Day Holiday</td>
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<tr>
<td>Caesar Chavez Day</td>
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<tr>
<td>Memorial Day Holiday</td>
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<tr>
<td>Fourth of July</td>
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<tr>
<td>Labor Day Holiday</td>
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<tr>
<td>Veteran’s Day Holiday</td>
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<tr>
<td>Thanksgiving Holiday</td>
<td></td>
</tr>
<tr>
<td>Winter Break Holiday</td>
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To ensure that the classroom is an inclusive and supportive environment for all children, any exchange of gifts, cards or invitations must happen outside of the classroom or center environment, unless they are extended to include all children. Children who have parents who request that they do not participate in celebrations will be provided with alternate activities.

FIELD TRIPS
Children will have the opportunity to participate in field trips during the year. All field trips are voluntary and a limited number of parent volunteers will be requested to chaperone. The center utilizes a 1:6 teacher-child ratio for all field trips. In order for your child to attend an off-site field trip, a permission slip will be required to be signed for each event. Alternate arrangements will be made for children, if their parents do not wish for them to participate.

CELEBRATING CHILDREN’S BIRTHDAYS
Parents are welcome to provide one type of treat to celebrate their child’s birthday. If parents bring a party treat (e.g., cake, cupcakes, or ice cream or any type of treat), it must be store purchased and unopened. All celebrations should be discussed in advance with your child’s classroom teacher. Please keep in mind due to staff and children with severe allergies; we are a peanut-free environment.

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Health & Nutrition; Discipline

DAILY HEALTH CHECK
Maintaining the health and safety of children, families and staff is a primary goal of our program. Therefore, it is essential that we evaluate the health of each child before they are signed in for the day and ensure they are well enough to participate. Upon greeting the child and parent each morning, the teacher will conduct a brief visual health check. The purpose of the health check is to determine if the child has any symptoms associated with a communicable illness. If the child does have symptoms of an illness, the child will have any symptoms associated with a communicable illness. If the child does have symptoms of an illness, the child will not be allowed into care.

SICK DAYS
As stated above, a daily health check is given every morning to each child as they are signed-in. If teachers feel that a child is showing signs of illness at sign-in time, the child may not be permitted to enter on that date to protect the health of the sick child and the other children in the center. A child who becomes ill while at care will be separated from the other children and parents will be called to pick up their child. When requested, children must be picked up within an hour, to reduce the spread of illness. If you know you will be outside of the vicinity in which you would not be able to pick-up your child due to injury or illness, please ensure that your emergency contacts are local. Each family must have at least 3 accessible local emergency contacts on file at all times.

Please keep your child out of child care for 24 hours if he/she shows any of the following symptoms:

- Diarrhea (more than two times within an hour)
- Fever (above 100 F armpit or > 100.3 F oral degree)
- Rash of unknown origin
- An earache
- Pink eye
- Sore throat
- Green or yellow mucus
- Salmonella
- Vomiting
- Persistent cough

MEDICATION
UCR staff will administer medications only with written permission from a physician and the parent. All medications must be in the original container. Prescription medications must display a label that has the child’s name, date, doctor’s name and the prescribed dose.

Children prescribed medication for a communicable illness or condition that requires oral or eye antibiotics will need to stay home for at least 48 hours and will need a doctor’s note confirming that they are no longer contagious.

IMMUNIZATIONS
All immunizations must be up to date prior to enrollment (per Title 22-Community Care Licensing). As of January 1, 2015, all children enrolled in an Early Childhood Education Program must be fully-immunized as reflected in the vaccine guidelines. Those who have previously opted to not vaccinate your child must provide the program with a medically prescribed scheduled plan of bringing your child up to full vaccination.

All parents who have a personal exemption on file prior to January 1, 2015 shall be able to carry that exemption to your child’s next age-group progression in which full vaccination is required. For those in the 0-5 programs, a personal exemption on file prior to January 1, 2015 is currently recognized until entrance into Kindergarten and for those in Kindergarten and entering 1st grade in 2016, that is valid until your child is in 8th grade. The exception to the mandatory vaccination regulations are for those who have an IFSP or IEP on file. Parents with children who have federally diagnosed special educational needs shall be able to file for an exemption from vaccines for personal reasons.

NUTRITION AND MEALS
UCR participates in the USDA Food Program. The nutrition program ensures that children are being served healthy, well-balanced meals and snacks. The program also provides two types of infant formulas: an iron fortified and soy based formula; as well as baby food for children less than 12 months old.

Meals and snacks are served family style to help children develop self-help skills and to foster independence. Mealtime are also a time for children to learn appropriate manners, social skills and expand their vocabularies through informal conversations with teachers and peers.

ALLERGIES & INTOLERANCES
Please ensure that staff is aware of any allergies or intolerances your child may have (i.e., food, bee stings, medications, animals, etc.). Food allergies will be posted in your child’s classroom to inform staff during mealtimes. A signed statement from a medical doctor must support a special diet request due to a medical condition or disability. The statement must document the condition/disability, the form of food needed to meet the child’s special dietary needs and any other dietary modifications that your child requires.

INCIDENT REPORTS
You will receive an “Ouch” report for any minor accident that occurs. An incident or ouch report will describe what occurred and what actions were taken by staff any time your child gets a bump, bruise, scrape, or other injury. There may be times when a teacher will speak directly to parents regarding an incident to ensure parents understand the circumstances and ensure that any questions a parent may have are answered. If there is a more serious incident, the teacher will contact the parent/s or legal guardian and the incident report will require parents/legal guardians to review and sign a copy will be provided for your records.

TOILET TRAINING
Toilet training is another step in your child’s development. Staff will begin toilet training around the age of 2 years old; depending on the child’s readiness/ development and parent permission. Parents and staff will work together to plan and implement this process, please ensure you communicate any special techniques that you may utilize at home so we can ensure consistency for your child.

DISCIPLINE & GUIDANCE
UCR’s Early Childhood Services does not allow any form of physical punishment. Staff guides children’s behavior by setting reasonable limits, being consistent in our practices and applying rules, having regular and predictable routines and by reinforcing behaviors to develop children’s self-esteem. We encourage parents to help develop consistency for their child by utilizing these techniques in your home.
Some of the techniques we may use are:

- Demonstrating appropriate behavior
- Giving praise and positive reinforcement for desirable behaviors
- Re-directing children to engage in more desirable activities
- Implementing logical consequences to behaviors
- Problem solving and conflict resolution through words and body language
- Providing a quiet relaxing area with activities to help the child self-regulate

**DISMISSAL DUE TO A CHILD’S BEHAVIOR**

UCR Early Childhood Services makes every attempt to accommodate the special behavioral needs of each child. Consistent with the fact that all children are unique and interact best in varying settings, we have classrooms with various sizes and ages to help accommodate varying degrees of needs. Most children interact well within a large group setting (16-24 children in a classroom), while others need a smaller group setting. In the event that your child has a reoccurring disruptive behavioral problem, his/her teacher will request to meet with you to develop a plan. The Early Education Supervisor will provide you with 2 weeks notification. If your child is terminated from the program, they will be asked to find alternative care.

If parents disagree with the decision made by the Early Childhood Services Department and/or its staff, the Assistant Vice-Chancellor of Auxiliary Services shall have the final authority on removal of any family attending UCR ECS under the CCAMPIS or Private Pay Programs and the Senior Director of Budget and Finance shall act as the local level CDE Programs Appeals Officer.

**CONFIDENTIALITY**

Children’s records, assessments, behavior and development are confidential and specific only to their family and those they wish information shared. It is important that confidentiality of children’s records, health conditions, development and other personal information be kept confidential at all times. Staff shall observe confidentiality and only share information regarding staff or another child with an uninvolved party in the program.

If a parent’s behavior become disruptive and intentionally affects others in the program, they will be asked to find alternative care. If parents disagree with the decision made by the Early Childhood Services Department and/or its staff, the Assistant Vice-Chancellor of Auxiliary Services shall have the final authority on removal of any family attending UCR ECS under the CCAMPIS or Private Pay Programs and the Senior Director of Budget and Finance shall act as the local level CDE Programs Appeals Officer.

**DISMISSAL PROCESS DUE TO A PARENTS BEHAVIOR**

If a parent’s behavior becomes disruptive and intentionally affects others in the program, they will be asked to find alternative care. If parents disagree with the decision made by the Early Childhood Services Department and/or its staff, the Assistant Vice-Chancellor of Auxiliary Services shall have the final authority on removal of any family attending UCR ECS under the CCAMPIS or Private Pay Programs and the Senior Director of Budget and Finance shall act as the local level CDE Programs Appeals Officer.

**HOW FAMILIES QUALIFY FOR SUBSIDIZED PROGRAMS**

Eligibility is based on documentation and verification of at least one of the following:

- Enrolled in an Accredited Vocational or Academic Training Program
- Employment
- Actively Seeking Employment
- Seeking Permanent Housing
- Child Protective Services
- At Risk of Abuse & Neglect
- Parent incapacity

**Determining a Family’s Income**

Total countable income means all income from legally responsible individuals is counted in the family size.

For Example:

- Gross wages or salaries
- Overtime
- Tips
- Cash aid
- Child Support

Subsidized Early Care and Education

Parents are required to provide the program with the names and phone numbers of three people who can pick up their child in the event of an emergency or if the child becomes ill. This may be a family member, friend or a neighbor. It is the parent’s responsibility to update these names and phone numbers as needed.

**Confidentiality**

UCR Staff are required to respect the privacy of all UCR children and families and not disclose any information regarding enrolled children and families, unless it is to share necessary information with the Executive Director, Early Education Supervisor or Enrollment Coordinator. All child/family information is stored in locked filing cabinets and secure data management systems.

**Family Fees**

Some subsidized families may be required to pay a fee for services. Fees are based on the family’s gross income and family size, with guidelines established by the California Department of Education. Fees are the same regardless of the number of enrolled children in each family.

**How Families Qualify for Subsidized Programs**

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- Employment
- Actively Seeking Employment
- Seeking Permanent Housing
- Child Protective Services
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**Determining a Family’s Income**

Total countable income means all income from legally responsible individuals is counted in the family size.

For Example:

- Gross wages or salaries
- Overtime
- Tips
- Cash aid
- Child Support

UCR's ECS program reserves the right to ask for additional documentation to verify income, employment, residence and school information as needed.

**Notification Process**

Includes the following:

- If space is readily available within one of our classrooms, a family can apply for services, submit required paperwork and begin services within 2 weeks. If space is unavailable, a family can request to be placed on the waitlist. If a family is on the child care waitlist, a family can request to be placed on the waitlist. If a family is on the child care waitlist, a family can apply for services, submit required paperwork and begin services within 2 weeks. If space is unavailable, a family can apply for services, submit required paperwork and begin services within 2 weeks. If space is unavailable, a family can request to be placed on the waitlist. If a family is on the child care waitlist, a family can apply for services, submit required paperwork and begin services within 2 weeks. If space is unavailable, a family can request to be placed on the waitlist. If a family is on the child care waitlist, a family can apply for services, submit required paperwork and begin services within 2 weeks. If space is unavailable, a family can request to be placed on the waitlist.

**Enrollment Process**

During the enrollment process, parents are asked to complete several forms, including applications, a Physician’s Report and submission of records of required vaccinations.
Parents regarding a payment plan that may be required to pay a fee or the family may no longer be eligible for services. If families are no longer eligible, parents will have 14 days to find alternate care before child care services end. The Notice of Action (NOA) is issued after recertification. NOAs are issued when there is any change or follow up is needed.

Re-certification
Families are required to verify their income and eligibility to remain in to remain in subsidized programs. Recertification is done at least once a year. The dates for recertification are based on individual family circumstances and qualifying need. Families may be asked to provide additional documentation as needed. The assigned Enrollment Coordinator will send parents a letter when it is time to recertify. If a parent is enrolled in school, recertification happens after each semester or quarter. The parent is required to maintain a 2.0 Grade Point Average.

The purpose of recertification is to determine whether families are still eligible for services. If the gross income increases or the family situation changes, parents may be required to pay a fee if the family may no longer be eligible for services. If families are no longer eligible, parents will have 14 days to find alternate care before child care services end. The Notice of Action (NOA) is issued after recertification. NOAs are issued when there is any change or follow up is needed.

Reporting changes in your household
Families are required to contact the Enrollment Coordinator within 5 calendar days of any changes to the household. Information, including but not limited to: changes in income, employment, family size, training status, home address, and home telephone number. Families may lose their eligibility for services if the information provided by the parent on the enrollment forms or recertification paperwork is determined to be false or cannot be verified. Failure to notify ECS of any of these changes may result in termination of child care services.

ABSENCES
Please call the center before 9:00 am if your child will be absent or late for any reason. If the absence is planned, please let your child’s teacher know ahead of time. Breakfast is served by 9:00 am daily; if a child arrives late, accommodations will be made to ensure that the child is provided a nourishing meal. This does not apply to infants, as they are fed when they are hungry.

UCR recognizes that from time to time, enrolled children will be absent from their respective classrooms. This may be due to illness, family emergencies or family travel. UCR wants to make sure that families understand the State of California policy on absences, to ensure that all requirements will be met and that the child continues to be eligible for services. The State of California defines absences according to two definitions: Excused and Unexcused Absences.

When a child does not attend on authorized days, the parent/guardian is required to indicate the specific reason for the absence and sign for each day of absence on the required forms.

IMPORTANT: Reason for absence must be clearly noted on the back of your child’s absence log upon the child’s return. Absence Reasons and Limitations: Best interest days may include:

• Religious or cultural activities
• Family Vacation
• Time with Relatives
• Other; follow-up with your Coordinator to verify

Absences due to Vacation Vacations are counted as “best interest” days. They are neither ‘excused’ nor ‘unexcused’. Absences due to vacations or best interest days are limited to 10 days per year.

Family Emergencies and Leave of Absence
Family emergencies are considered excused absences. Parents are to notify their child’s teacher or Enrollment Coordinator as soon as possible to advise them of the situation. A leave of absence may be granted if child care services are not needed for a short period of time. Parents are to contact the Enrollment Coordinator for more information on how to request a leave of absence.

Examples of Excused Absences:

• Family emergency (death of family member, car accident of parent/guardian, court appearance of parent/guardian, illness of a sibling).
• Court-ordered visitation with absent parent (court order required), please note custody arrangements are not the same as visitation.
• Illness of child/patient/guardian
• Quarantine (enrolled child or household member)
• Dental, Medical, Health or Therapy appointments of the enrolled child/parent/guardian.
• Time spent away from home with a parent or relative, as determined by a court of law. A court order must be submitted to be placed on file to be determined an excused absence.

Unexcused Absences: Unexcused absences are those absences which do not meet the criteria listed above. They also include absences where parents do not provide a verbal or written excuse to staff for the absence. You are allowed to have three unexcused absence per calendar year.

NOTICES OF ACTION (CDE FUNDED FAMILIES ONLY)
For subsidized parents, changes in program services or family information are documented on a Notice of Action (NOA). All actions affecting your childcare services; such as change in hours/days of care, enrollment status and family fees being assessed are disseminated to parents through a NOA.

Request for a Hearing
If the parent disagrees with an action, the parent must be paid by prior to service. We are unable to make adjustments in family fees due to absences. To ensure your child is able to remain enrolled in the program; parents must pay their family fees on time each month.

Family fees are late if they are not paid by the 5th of each month. If fees are late, a Notice of Action will be sent to the family stating: the unpaid amount, deadline for payment and date that services will end if fees remain unpaid. If the fee is not paid by the deadline, the family will no longer receive child care services. All overdue fees must be paid prior to returning to the program.

As needed, the program works with parents regarding a payment plan that works best for them (as long as the payment amounts are paid within the month). Any alternative payment plan will need to be agreed upon with the Enrollment Coordinator.

Please call the center before 9:00 am if your child arrives late, accommodations will be made to ensure that the child is provided a nourishing meal. This does not apply to infants, as they are fed when they are hungry.

If you disagree with an action, the parent must schedule a meeting with the child’s teacher or Enrollment Coordinator for more information on how to request a hearing.

UCR EARLY CHILDHOOD SERVICES
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parent(s) may file a request for a hearing with the contractor within fourteen (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 ten (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.

You will be notified of a hearing date within 14 days. UCR’s Appeals Officer shall render a decision to you in writing within 10 days and the local level appeals officer shall be allowed to attend.

Persons directly affected by the hearing, and other interested third parties have the right to have the hearing process conducted by an impartial hearing officer. Any employee in a supervisory position, including supervisors, managers, and directors, shall be subject to sexual harassment complaints, including complaints and investigations conducted by the State Department of Education.

If the complainant is not satisfied with the final written decision of the California Department of Education, remedies may be available in federal or state court. If the contractor is not satisfied with the final written decision of the California Department of Education, remedies may be available in federal or state court. If the contractor is not satisfied with the final written decision of the California Department of Education, remedies may be available in federal or state court.

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Community Resources

BEHAVIORAL THERAPY

Center for Autism and related disorders
802 Magnolia Ave. Suite 202,
Corona, CA 92879
New inquiries: (855) 345-2273
Phone: (951) 686-2020
Fax: (951) 686-2121
Email: info@center4autism.com

Applied Behavior Consultants (ABC)
Address: 2234 East 4th Street,
Ontario, CA 91764
Phone: (909) 204-4144

Autism Partnership
200 Marina Dr,
Seal Beach, CA 90740
Phone: (562) 431-9293

BEAMS – behavior Education and Management Service
1126 W. Foothill, Ste. 110
Upland, CA 91786
Phone: 909-985-0513, Fax: 909-985-7193
Email: info@beamstherapy.org

HEALTH CARE

To apply for Medi-Cal
www.C4Yourself.com

Riverside Community Hospital
4445 Magnolia Avenue
Riverside, CA 92501
(951) 788-3000

Department of Public Health
Riverside County Child Health and Disability Prevention
10769 Hole Ave,
Riverside, CA 92505
(951) 358-5481
Toll Free 1(800) 346-6520

LEGAL RIGHTS/SERVICES

Inland Counties Legal Services
Address: 1040 Iova Ave Ste 109,
Riverside, CA 92507
Phone: (951) 368-2555

SCHOOLS/EDUCATION ASSISTANCE

Riverside County Office of Education
3939 13th St,
Riverside, CA 92501
Phone: (951) 826-6530

Sunrise School for Autism and Developmental Disabilities
www.sunrischool.net
13130 Burbank Blvd.,
Sherman Oaks, CA 91401
Phone: (877) 994-3588

A product search guide allows users to search products based on theme, developmental stage and learning category.

Pocket Full of Therapy
www.pocket.com
Phone: (800) PFOET-124
Occupational therapists began this product that provides pediatric and school-based products.

LEGAL RIGHTS/SERVICES

Creative Communication Counseling
2961 W MacArthur Blvd,
Santa Ana, CA 92704
Phone: (714) 241-8815
Provides speech pathology services, assessment, intervention and consultation to families of young children with ASD. Services also include occupational therapy, speech/language therapy, social skill groups and consultations.

Temecula Valley Therapy Services
www.temeculatherapy.com
41769 Enterprise Cir N Suite # 104,
Temecula, CA 92590
Phone: (951) 303-8255

Wings Speech and Language Center
(Speech Pathologist)
1500 S Haven Ave , Suite190,
Ontario, CA 91761
Phone: (909) 390-1313

SPEECH & OCCUPATIONAL THERAPY

Children’s Learning Connection Inc.
www.childrenslearningconnection.com
18350 Mt. Langley #105,
Fountain Valley, CA 92708
Phone: (714) 965-2324
Specializes in Speech and Occupational therapy based on up-to-date research.

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AUTISM COACH
www.autismcoach.com
Offers products, software and information for children on the autism spectrum.

Beyond Play
Phone: (877) 428-1244
www.beyondplay.com
Provides early intervention products for young children with special needs that includes products such as play toys, oral motor activities, furniture and books.

Mayer-Johnson Co.
www.mayerjohnson.com
Phone: 1 (800) 588-4548
Provides picture communication systems.

BEAMS – behavior Education and Management Service
1126 W. Foothill, Ste. 110
Upland, CA 91786
Phone: 909-985-0513, Fax: 909-985-7193
Email: info@beamstherapy.org

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Acknowledgment Of Receipt Of Early Childhood Services Program Parent Handbook

My signature below affirms that I have received a copy of the Early Childhood Services Program Parent Handbook and hereby consent UC Riverside designated staff to conduct the necessary screenings, evaluations and assessment as required when applicable. I understand that I am responsible for reading and understanding the materials in this handbook. I further understand that UC Riverside reserves the right to modify or add material to this handbook at any time with or without prior notice.

I have received a copy of this handbook:

SIGNATURE                     DATE

SIGNATURE                     DATE