



Parent Handbook CCTR Services

Renu Hope Foundation

2025 - 2026



**Hand in hand together we can afford children and families
with a “Center of Learning Excellence”**

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Dear Parents and Guardians:

Welcome to Renu Hope Foundation! We are excited to work with you and your family to build the foundation for your child's education. We will work side by side with you to provide support as your child meets their developmental milestones.

Renu Hope Foundation is a 501(c) 3 nonprofit, since 1989. Currently, Renu Hope Foundation directly operates eight child development centers, and subcontracts to seven subcontractors throughout Riverside, San Bernardino, Los Angeles counties.



Renu Hope Foundation Mission:

To establish programs affording empowerment opportunities toward self-sufficiency and renewed hope, i.e. education, training, vocational and life skills development and to establish demonstration subsidized family service centers, i.e. centers of learning excellence to prepare children for higher education and enrichment learning opportunities.

The Goals and Values of the Renu Hope Foundation Programs:

Our Goals Are:

- To provide children with a happy, healthy and safe environment
- To provide stimulating experiences that will promote mental, physical, social and emotional growth
- To provide early identification of children with special needs
- To provide an atmosphere of inclusion and diversity
- To provide resources for parents to help improve their parenting skills and provide support services for them within the constraints of the budget.

Our Values Are:

- Our people make us who we are
- We are an extension of our partners' organizations and their families
- We bring happiness to the lives of children, families and our clients
- We are always listening and learning

- We never stop imagining what could be

When the Goals are implemented:

- The children enrolled in the program are more successful in their school and home environment
- The parents become more effective parents and improve the quality of their lives and the lives of their children
- The community is provided with needed services

Please read and keep this Parent Handbook as it will provide you with information to make you and your child's experience at Renu Hope the very best it can be.

Nondiscrimination Policy:

No person in the State of California shall, on the basis of race, national origin, ethnic group identification, religion, age, sex, sexual orientation, gender, ancestry, color, or mental or physical disability, be unlawfully denied full and equal access to the benefits of, or be unlawfully subjected to discrimination under, any program or activity that is conducted, operated, or administered by the state or by any state agency, is funded directly by the state, or receives any financial assistance from the state. Renu Hope Foundation complies with the Americans with Disabilities Act (ADA) of 1990 (42 U.S.C. 12101 et seq.) which prohibits discrimination on the basis of disability, as well as all applicable regulations and guidelines issued pursuant to the ADA.

Religious Worship:

Renu Hope Foundation programs refrain from religious instruction or worship in ALL classrooms.

Open Door Policy:

Parents have the right to enter and inspect the facility without advance notice during the normal operating hours of the facility or at any time that the child is receiving services in the facility. Parents or guardians, when inspecting, shall be respectful of the children's routines and programmed activities. Our staff will ask parents/guardians for identification prior to entering for the safety of the facility. In the event an adult whose behavior is a risk to children present in the facility, the facility may deny parents access.

Parents are encouraged to visit the center with your child that will be enrolled prior to the first day of formal attendance. Parents are encouraged to participate in their child's classroom whenever possible. Parents have unlimited access to their child while they are in our care, providing that a restraining order does not exist. If the court issues an order of restraint, a copy of the restraint must be on file at the Main Office, (802 Beaumont Avenue, Beaumont, CA), center's office and the child's classroom confidential file.

Meet our Management Team:

Chief Executive Officer	Saovaros Diehl-Hope
Child Development Director	Betty Reckard
Human Resources Coordinator	Jeanette Simms
Family Services Coordinator	Maria Gonzalez
Business Services Coordinator/Payroll	Cindy Thompson
Accounts Payable Specialist	Mary McCombs
Accounting Coordinator	Linda Razo
Fiscal Manager	Umika Porter

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Renu Hope Foundation Board of Directors:

- Mrs. Jan Leja – Chairperson
- Mr. Grant Bennett – Vice Chairperson
- Mr. Kevin Franklin - Treasurer
- Mr. John Boggio – Secretary/Child Development Liaison
- Dr. Yxstian Gutierrez – Community Representative
- Mayor Michael Vargas – Community Representative

**Programs Supporting
& Strengthening Families**

- Subsidized Childcare
- Parenting Education
- Renu Hope Chest
- Subsidized Child & Adult Care Food Program

**Satellite Training Sites
for Accredited
Adult Education
(In Collaboration with
Local Education Agencies)**

- Adult Basic Education
- GED/ESL/Citizenship
- Program for Infant/Toddler
Caregiver Training (PITC)
- First Aid / CPR
- ROP
- Approved Externship sites:
Early Childhood Education (ECE)

Hope: To desire with expectation or with belief in the possibility or prospect of obtaining

**THE BUILDING
BLOCKS OF
RENU HOPE
FOUNDATION
CHIEF EXECUTIVE
OFFICER**
Saovaros Diehl-Hope,
Founder

**BOARD OF
DIRECTORS**
Jan Leja, *President*
Kevin Franklin, *Treasurer*
Dr. Yxstian
Alberto Gutierrez,
*Community
Representative*
Grant Bennett,
*Community
Representative*
John Boggio,
Secretary

PROGRAM SERVICES:

Through funding by the California Department of Social Services, Child Care and Development Division, Renu Hope Foundation's "Centers of Learning Excellence" programs consists of one or more of the following Programs:

- **Full day/Full Year General Center Based Child Care (CCTR)** serves infants (6 weeks-18 months), toddlers (18 months to 36 months), preschool and school age children up to 13 years of age for 250 days a year. Enrollment is based on eligibility such as income and a need for service.
- **Migrant Center Based Child Care (CMIG)** serves infants (6 weeks up to 18 months) and toddlers (18 months to 36 months) for 150 days within the agricultural season (specifically November to June). Eligibility is based on the income and need criteria plus at least 50% of a family's income must be derived from agriculturally based industry, inclusive of fishing and gaming, hatcheries, and canneries.

OUR LOCATIONS TO SERVE YOU:

Address/Facility License Number	Hours of Operation	Phone Number	Program/Ages
235 N. Second Street Banning, CA 92220 LIC#334844171	7:30 a.m. to 5:30 p.m.	951- 922-8211	CCTR 6 weeks to 3 years
802 Beaumont Avenue Beaumont, CA 92223 LIC#334846693	7:30 a.m. to 5:30 p.m.	951-845-3816	CCTR 6 weeks to 3 years
44071 Clinton Street Indio, CA 92201 LIC#336301045	7:00 a.m. to 5:30 p.m.	760-827-6676	CCTR 5-13 years
21091 Rider Street Mead Valley, CA 92570 LIC#3348433054	7:30 a.m. to 4:30 p.m.	951-940-7600	CCTR 6 weeks to 5 years
99085 Corvina Drive North Shore, CA 92254 LIC# 334818805	5:30 a.m. to 3:30 p.m.	760-393-3636	CCTR/CMIG 6 weeks to 5 years
5570 Old Ranch Road Oceanside, CA 92057 LIC#376701330/376701331	7:30 a.m. to 3:30 p.m.	760-477-2610	CCTR 6 weeks to 5 years

In addition, the following subcontractors are contracted by Renu Hope Foundation to provide CCTR program services:

Riverside County:

- Desert Preschool Academy
- Heartbeat Music and Performing Arts Academy
- Temple Beth El CDC

San Diego County:

- Building Kidz
- Heartbeat Music and Performing Arts Academy
- Intellichildren
- Montessori Learning Academy
- Next Generation

Los Angeles County:

- Pacific Asian Consortium in Employment

Eligibility and Enrollment into our Centers

5 CCR 18107

To receive General Center Based Child Care or Migrant Center Based Full-Day services, children and families must meet eligibility and need criteria as specified in this section.

Each family requesting subsidized childcare services must first complete an Intake Application. Intake Applications may be obtained at the Central Office, online on the Renu Hope website or by calling 951-845-3816. Each Intake Application is evaluated based on the State's Income guidelines and assigned a ranking and placed on the Eligibility Waiting List. Enrollment is based on highest ranked need and based on enrollment priorities.

When an enrollment spot is available, the Family Services Staff contacts the next eligible family to schedule an appointment. The Family Services Staff requests for the following documents to be brought into the enrollment appointment:

- Records such as birth certificates for all children (under the age of 18 years) living in the home.
- Current identification of parent
- Proof of California residence.
- Proof of income for each parent
- Proof of need for each parent
- Current immunizations for the child
- Current physical for the child

Enrollment Priorities

WIC § 10260; WIC § 10271; WIC § 10271(h); WIC § 10271.5; WIC § 10271.7; 5 CCR 18082.2; 5 CCR 18083, 5 CCR 18083.1;

First priority is given to families who have a child who is at risk of abuse, neglect, or exploitation, or receiving child protective services through the county welfare department, with a referral from a local social service agency, emergency shelter agency, or county welfare department certifying that the child(ren) are receiving protective services. The referring agency must indicate the anticipated duration of the services. A new referral must be provided at each recertification.

Second priority is given to families who are income eligible for the program.

For families that are income eligible for the program, the lowest income is prioritized first.

The following priorities are given within this category:

- (1) Exceptional needs
- (2) Primary language other than English
- (3) Homelessness
- (4) If there are two families on the waiting list with the same income, priority is then given to families who have been on the waiting list the longest.

Enrollment applications must be completed and include:

- Parent names, address, and phone numbers
- Names and birthdates of all children in the home under the age of 18 years old
- Number of hours of care that is needed each day for each child
- Reason for needing childcare services
- Family size and income

Parents must sign and date the enrollment application. Renu Hope Foundation authorized representatives must certify eligibility. Families that are certified as eligible remain eligible for 24 months (*except CPS cases). If during the 24 months, there is a change in income, families must report to their assigned family services staff if their income exceeds 85% of the State Median Income. Families may request to be recertified at any time, when they would like to lower their family fee. Prior to recertification, a letter will be provided to you to remind you of the documents needed for continued care (Please see Attachment B)

Income Documents

5 CCR 18078; 5 CCR 18081; 5 CCR 18084; 5 CCR 18084.1; 5 CCR 18085;

Parents are required to submit all income information and Renu Hope Foundation will verify all income information submitted. Some examples of countable income include (but is not limited to): Pay check stubs (gross wages), overtime payments, tips, child support, public cash assistance. Family Services Staff will review and verify the income documents submitted and will confirm income eligibility by completing an income worksheet.

Documentation of Need for Services

5 CCR 18090; 5 CCR 18091

Families who are income eligible, receive public assistance, or are homeless, must have a documented need for services. Examples of need for services include (but is not limited to): Vocational training, employment, seeking employment, seeking permanent housing or incapacitation.

Vocational Training: Families who are enrolled in vocational training, must have goals that are specific for a trade or vocation. Parents must complete and submit a Training Verification form (CCD 35). The Training Verification must also be signed and stamped with the registrar's office.

Homelessness/Seeking Permanent Housing: Families can provide a letter and/or document from a shelter, to receive less than 30 hours of care per week, to document homelessness. If there are no documents that can be provided by a shelter, a family can then sign under penalty of perjury, their current housing situation.

Seeking Employment: Parents who are seeking employment must complete a written plan to secure employment, to receive less than 30 hours of care.

Incapacitation: Parents who are unable to care for their child for a certain portion of the day, must have the Incapacitation form (CCD 27) completed by a physician, including how long the parent is unable to care for their child, and may receive less than 50 hours of care.

All documents will be input into a family file, which will be kept in a confidential locked cabinet at the Renu Hope Foundation corporate office.

Family Fees

WIC § 10260, 10271, 10271.5

5 CCR 18078, 18082.3, 18084, 18084.1, 18094, 18108-18116, 18409, 18409.3, 18410.3, 18424, 18425.3

Once a family's income reaches a certain dollar amount, the family is responsible to pay a State Family Fee (Fee) for subsidized child-care services. The Family Fee is a share of cost based upon the income level of the family, family size, and the child in services for the longest period. If a Family Fee has been assessed, payment of the Family Fee is required and is **the only cost associated with participation in either the CCTR or CMIG Program.**

The monthly Family Fee amount is assessed at the time of certification and is based upon the adjusted monthly family income and the family size. Family fees are charged per family, per month and not per child. The Fiscal Year (2025-2026) Family Fee Schedule, effective July 1, 2025, will be used to determine the family's fee. (Please see Attachment A)

The following factors shall be used in determining the fee to be assessed for each family:

1. The adjusted monthly family income
2. Family size.
3. The fee shall be assessed and collected based on the family's child who is enrolled for the longest period (most hours).
4. The fee assessed and collected shall be either the fee indicated on the fee schedule, the actual costs of services or the contract maximum daily/hourly rate, whichever is least.
5. No adjustment shall be made for excused or unexcused absences.
6. The fee shall be the full portion of the family's cost for services.
7. The certified family need for full-time or part-time services

If the family has more than one child in a childcare and development program, the fee shall be assessed and collected based on the family's child who is enrolled for the longest period (most hours). The fee assessed and collected shall be either the fee indicated on the fee schedule, the actual costs of services or the contract maximum daily rate, whichever is least. No adjustment shall be made for excused or unexcused absences. No recalculation of a family fee shall occur if attendance varies from certified need unless a change in need for care is assessed through recertification or a parent voluntarily requests fee be decreased.

Credit for Fees Paid to Other Service Providers

(EC 8269, 8273, 5 CCR 18112)

This section shall apply to childcare and development services provided by someone other than the contractor. When a contractor cannot meet all of a family's needs for childcare for which eligibility and need have been established, the contractor shall grant a fee credit equal to the amount paid to the other provider(s) of these child care and development services. (5 CCR 18112[a])

The contractor shall apply the fee credit to the family's subsequent fee billing period. The family shall not be allowed to carry over the fee credit beyond the family's subsequent fee billing period. (5 CCR 18112[b]) provided that the parent supplies Renu Hope Foundation, copies of receipts or cancelled checks to verify the amount of the fee paid. Receipts that are submitted for other childcare must be on standard receipt form. Receipts on paper products other than the standard form will not be accepted. Other childcare receipts from the previous month's childcare must be submitted to the main office located at 802 Beaumont Avenue, Beaumont, CA 92223 by the 7th of each month. Receipts after this date will not be accepted and families will be required to pay the billed amount.

The maximum credit for other childcare services paid is the monthly amount of the Family Fee due to the CCTR or CMIG Program. Receipts **MUST** include:

- Child's name
- Parent's name
- Amount paid
- Date of receipt
- Signature of provider
- Provider's address and phone number

- Dates and hours of care provided

Families that are Child Protective Services (CPS), or at risk of being neglected or abused with a written referral by a legally qualified professional or the CPS worker requesting a waiver of the family fee, are exempt from a Family Fee assessment.

Family fees for all CalWORKs cash aid recipients are waived.

All newly enrolled families who are assessed family fees will be provided a Notice of Action, Recipient of Services (NOA) informing the family of their part time or full-time family fee and fee due date, no later than 30 calendar days of the date of certification.

A Notice of Action, Recipient of Services (NOA) will be provided to a family via First Class mail or given to parent when changes are made to decrease family Fees or Increase of hours will be delivered through regular First Class Mail or given to parent.

Parent(s) may appeal the agency's determination of the family fee, an increase or decrease in the amount of services, or termination of services. The Notice of Action Appeal procedures can be found on page 2 of your Notice of Action.

The Family Fee is invoiced on a monthly basis, and the amount due is based upon the number of contracted days/ hours in the month. Family fees are collected for all contracted days whether or not your child attends. There is no credit given for absences. This includes best interest days.

Parents are responsible to pay the Family Fees in advance. Payment of the Family Fee is due on the first business day of the month.

The following forms of family fee payment are accepted: (a) personal check; (b) money order; and (c) cashier's check. Payment of fees by personal check is acceptable until such time a check is returned as unpaid due to non-sufficient funds. In this case, the parent will receive a Notice of Action, Recipient of Services termination of services failure to pay Family Fees. The family will also be responsible to pay any bank charges incurred by the agency. After two non-sufficient funds checks, the parent will be required to pay all future Family Fees by money order or cashier's check.

Family Fee payment can be mailed to:

Renu Hope Foundation, 802 Beaumont Avenue, Beaumont, CA 92223

The family fee is considered delinquent after 7 calendar days of the due date and delinquency will result in the family being issued a Notice of Action Recipient of Services, Termination due to delinquent family fee. Services shall be terminated through a Notice of Action (NOA) within fourteen days of signed acknowledgment and receipt of NOA, or 19 days from date of certified mail sent, unless the family fee is paid during this period. The child/children may receive services up to the termination date.

If a family finds they are not able to pay the family fee, a reasonable payment plan may be requested for any past due family fees. The payment plan must be requested prior to the effective date of a Notice of Action to terminate services due to delinquent family fees. The family must continue to pay current Family Fees while on the payment plan.

Upon receipt of family fee payment, Renu Hope Foundation will provide to the payer an original copy of a pre-numbered receipt detailing the following: (a) name of child; (b) contract; (c) daily rate (Part Time) charged; (d) amount paid; (e) date of payment; (f) form of payment; (g) delinquent fee paid; (h) delinquent fee balance due; (i) balance due; (j) next payment due date; and (k) the period of services being paid for.

Notice of Action (NOA)

5 CCR 18094; 5 CCR 18095; 5 CCR 18118-18122

A Notice of Action (NOA) (CD7617) is given to a parent/guardian by Renu Hope Foundation to communicate the approval, denial, termination, or change of services (family fee changes, hour changes, etc.). The NOA provides a summary of the family's application information and an explanation of the action being taken with regard to the childcare services.

When a parent/guardian receives a Notice of Action (NOA) for an adverse action (i.e., reduction in services, termination of services, etc.), the parent/guardian has the right to appeal the action if he/she feels it is not warranted. The parent/guardian must complete the appeal request on the back of the NOA and submit it to the Renu Hope Foundation Family Services Staff on or before the appeal date indicated on the NOA. The following steps will then be taken:

- An appointment will be set up with the parent/guardian for a hearing.
- Within ten (10) calendar days of receipt of the appeal request, the parent/guardian will be sent a certified letter confirming the date, time, and location of the hearing.
- If the parent/guardian fails to appear at the hearing, the parent/guardian's appeal will be deemed abandoned.
- The appeal will be heard by the Appeals Officer, representing Renu Hope Foundation.
- The parent/guardian may request an interpreter, if needed, or may bring his/her own.
- The appeal process, the reason for the action, and the parent/guardian's request for the appeal will be reviewed with the parent/guardian, during the hearing.
- The parent/guardian will be given the opportunity to present his/her side of the case and present any information/documentation specific to the action.
- Within ten (10) calendar days following the hearing, the Appeals Officer will send a written response regarding the decision of the hearing panel.
- If the parent/guardian is dissatisfied with the decision of the hearing panel, a written appeal may then be filed within 14 calendar days to the California Department of Social Services, Child Care and Development Division (CCDD), as indicated on the back of the NOA.

NOTE: Childcare services for the family continue during their appeal process.

Center Closure Dates

Our centers will be closed in observance of the following holidays:

- New Year's Day
- Martin Luther King Day
- Presidents Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving Day and the day after
- Christmas Day

Renu Hope Foundation's "Centers of Learning Excellence" child development programs are funded by the California Department of Social Services, Child Care and Development Division. The Center Based General Child Care (CCTR) program operate 250 days per year, beginning in July and ending the following June; the Migrant General Child Care (CMIG) program operates 150 minimum days per year, beginning in November and ending the following May.

Non-service days

Children who are enrolled in the Center Based General Child Care (CCTR) program or the Migrant General Child Care (CMIG) program have school attendance based upon "documented need" as listed in your Contracted Hours/Days of Services, Admission Agreement and Notice of Action. In the event that a parent has a need for service during a non-service time, i.e., the child is not scheduled to attend a program, but the parent has a documented need for care, a parent may make arrangements in advance and receive care for that time period. Children may attend during a non-service period with advance notice, however if there is no documented need, a daily fee may be assessed in accordance with the State Fee Schedule and the Family Income worksheet.

ADMISSIONS REQUIREMENT



Criteria for Determining Placement

Once a family has been deemed as "eligible and qualified" for one or more of the programs, families will be given options of placement at a center that has an opening within the type of program (contract) that the family has been qualified for.

At times, Renu Hope Foundation may redistribute/reassign enrolled children in existing or new classrooms at the center when reassignment is in the best interest of the program operations. Reassignment may be due, but not limited to such unforeseen situations as low attendance and/or low enrollment causing classrooms not to reach minimal capacity for cost effective programing.

A parent may elect to be placed on a waiting list to "transfer" to another site/location when an opening is available and within the same program (contract).

Identification and Emergency Information

It is important to ensure that all children have an up to date emergency card on file with Renu Hope Foundation. The "Identification and Emergency Information" must be completed for all children and updated as soon as any changes are made related to (a) family name/last name; (b) home address, (c) phone/message/cell phone number; (d) person(s) authorized to drop off and pick child up from the center; (e) physician information in event of emergency; (f) consent for emergency medical attention and (g) health insurance information of the family.

The "Identification and Emergency Information" form for each child is kept at the Renu Hope Foundation central office and also with each child's teacher Emergency Notebook.

In the event of a disaster, program staff will remain with the children until parents or authorized person, 18 years and older, can pick up the child from the center or relocation site. Children will not be released to anyone whose name is not on the Emergency Card. It is important that parents make every effort to come get their child as soon as possible. Also, parents are requested not to call the center, as staff will be caring for the children and phone lines must remain open for emergency personnel.

HEALTH



Health Screenings

Renu Hope Foundation works with community medical professionals that can provide free, no cost or low cost on site or in office screenings. Families will be notified of times when screenings such as vision, hearing or dental screenings will be available on site.

Immunizations

In accordance with Community Care Licensing, health and safety regulations, any child enrolled in a licensed childcare center, must have documentation on file of current immunizations and tuberculosis screening. Physicals and T.B. screenings are required annually. Family Services Staff can assist with finding resources to obtain physicals and immunizations for children, if needed.

Parents or guardians of students in a child-care facility, whether public or private, will no longer be allowed to submit a personal beliefs exemption to a currently required vaccine.

California Code of Regulations requires that before a child can attend school or a child care center, a parent/guardian must provide a written immunization record from a doctor or clinic indicating that all required immunizations for the child's age have been received.

Medical and Dental Emergency

In the event of a medical or dental emergency, staff will contact 911 to ensure immediate and proper medical attention, unless otherwise directed in writing within the emergency medical certification document. Certified staff will only administer basic first aid and CPR when the condition warrants. In each center, one teacher and one teaching assistant, are certified and trained in first aid/CPR and preventative health (one opening teacher and one closing teacher).

In addition, first aid and dental emergency protocols are posted in each classroom. These guidelines are adhered to by all staff. In each classroom there is a first aid kit and emergency backpack. The parent/legal guardian will be contacted upon the occurrence of a medical or dental emergency.

Medication Administration Policy/ Incidental Medical Services Plan

In the event your child is required to take prescribed medication during the time while attending, the following documentation is required to be on file, prior to medication being given:

- Physician's order;
- Original medication container;
- Original medication label affixed to medication container that includes child's name, physician's name, name of medication and dosage; and
- Parent Consent for Administration of Medication form (Please request form when needed)

Your child's teacher(s) will be responsible for the administration of the medication and will follow the Medication Administration Policy and Medication Criteria for Dispensing Medication procedure. To ensure the safety of children, Renu Hope Foundation must have approved medication available on site that is properly stored, not accessible to children, with designated trained staff member(s) assigned to administer, handle, and store medication. Renu Hope requires that parents provide training on the use of Nebulizers and EpiPens, prior to leaving the medication on site. Renu Hope will only administer prescriptions that are prescribed by a physician. Non-prescription medications will not be given to children. Renu Hope Foundation is also not equipped to handle or administer any other incidental medical services to children.

Once the medication order has expired,

- Parent/legal guardian will be contacted to pick up the medication container
- Medication Destruction Record will be completed
- If after three days the medication is not picked by parent/legal guardian, the medication will be disposed of properly and a Medication Destruction Record will be completed

Please be advised that ointments and over the counter medication will only be permitted to be administered by staff if accompanied with a consent to administer medication including specific instructions of when and where medicine will be administered. Please ensure that medication is not inadvertently left in your child's diaper bag, backpack or personal belongings/cubby.

In the event your child needs Nebulizer treatments or Inhaled Medications while attending the program, a parent or guardian permission form will need to be on file along with Consent for Emergency Treatment (LIC 627) and a completed Certificate of Medical Necessity for Nebulizers signed by a licensed Practitioner and Nebulizer Care Consent/Verification child care facilities form (LIC 9166).

Bloodborne Pathogens/Cleaning of Body Fluids

All Renu Hope Foundation staff working in the classroom clean bodily fluids to prevent and reduce the spread of infectious diseases. The Site Supervisor will provide staff training on the proper cleaning of body fluids.

1. Spills of bodily fluids (feces, urine, blood, mucus, saliva, eye discharge and/or fluid discharge) must be cleaned and the area disinfected immediately.
2. Before beginning to clean any bodily fluid spills, staff and/or volunteers must put on nonporous gloves. A mask and/or protective eye/face shields may be used at staff's discretion.
3. Any items used to clean up bodily fluids must be disposed of using double plastic bagging with a secure tie. Other blood contaminated materials are disposed of through double plastic bagging with a secure tie.
4. Proper handwashing must be completed after any clean up or exposure to bodily fluids.
5. Staff must immediately notify the Site Supervisor of any incident that may require reporting, including Unusual Incident Reports, Child Incident Reports, etc.

Seizure Care

In the event a child has a febrile seizure, triggered by high fever, common among children six (6) months to four (4) years old, staff will follow these procedures:

1. Remain calm.
2. Protect the child from injury, but not restrain movements.
3. Place the child on his/her side to help drain secretions.
4. If the child vomits, help to clear his/her mouth using a suction bulb, if available.
5. If the child's breathing becomes noisy, pull the jaw and chin forward.
6. Do not try to force anything into the child's mouth as it is unnecessary and can cut his/her mouth, injure a tooth, cause vomiting, or result in a serious bite injury to staff member.
7. Do not attempt to hold the child's tongue.
8. Loosen or remove the child's clothing.
9. Apply cold washcloths to the child's head and neck.
10. Sponge the rest of the child's body with cool water to help the child's body temperature fall.
11. Do not give medicines or fluids until the child is completely awake.
12. Stay with the child until he/she is fully alert and oriented.
13. Encourage cool fluids.
14. Report the seizure to Site Supervisor immediately.

EpiPen Jr. and EpiPen

The following applies to the use of the EpiPen Jr. or the EpiPen:

1. Use in accordance with the direction and as prescribed by a physician.
2. Keep ready for use at all times.
 - a. EpiPens are kept in each classroom in a first aid kit that is out of reach of children, but accessible to adult staff.
 - b. Teachers take first aid kits with them to any event, outside activity or field trip and keep them under their immediate supervision and availability.
3. Protect from exposure to light and extreme heat.
4. Note the expiration date on the unit and replace the unit prior to that date.
5. Replace any auto injector if the solution is discolored or contains a precipitate. (Both the EpiPen Jr. and the EpiPen have a see through window to allow periodic examination of its contents. The physician may recommend emergency use of an auto injector with discolored contents rather than postponing treatment.)
6. Call 911 and the child's parent/authorized representative immediately after administering the EpiPen Jr. or the EpiPen.

III Child Waiting Area

If your child becomes ill while attending a Renu Hope Foundation program, each center has a designated "Isolation Area" for your child to wait comfortably with an assigned staff member. The "Isolation Area" also protects others from exposure.

Daily Health Checks

Daily Health Checks are completed by staff at the time your child is dropped off and picked up at the center. We ask that you remain with your child while staff complete the Daily Health Checks. Once the Daily Health Check has been completed, your child can then be signed into the center.

Exclusion of Children Due to Illness

To ensure the health and safety of all children at the center, if your child is observed with the following condition(s), s/he will not be allowed to remain at the center:

1. Fever of at least 100° F (Only digital thermometers will be used). Temperature will be checked twice before parent is notified.
2. Vomiting on two (2) or more occasions within the past 24 hours.
3. Diarrhea, specifically if there are three (3) or more watery stools within a 24-hour period, or any bloody stool.
4. Rash, especially with fever or itching.
5. Eye discharge or conjunctivitis (i.e. Pinkeye). NOTE: If a child had a diagnosed eye condition it must be cleared by a physician. If antibiotic treatment was prescribed by a physician, the condition must have been treated for up to 24 hours prior to return.
6. Sick appearance, i.e., not feeling well and/or not able to keep up with program activities.
7. Open or oozing sores. If this condition exists, the sore must be properly covered and 24 hours have passed since starting antibiotic treatment, if treatment was necessary.
8. Lice or scabies. For head lice, children and staff may return to childcare after treatment and no nits or lice are found. For scabies, return after treatment.
9. Runny nose, specifically green, thick mucus. Continuous drainage of mucus.
10. Loud whooping type cough that is continuous.

In the event that your child becomes ill while at the center, Renu Hope Foundation has a designated "Isolation Area" for your child to wait comfortably with an assigned staff member. Children must be fever free for a period of 24 consecutive hours. A physician's statement of clear symptoms may be requested.

If your child is not feeling well, we ask that you keep them at home to prevent others from getting sick.

ATTENDANCE IN THE CENTERS



Attendance Policies **5 CCR 18066**

To provide children with continuity of learning experiences, Renu Hope Foundation encourages daily attendance of your child. If your child is ill or due to unusual circumstances, s/he will not be attending, please call your child's center on the date of absence. If you anticipate multiple days of non-attendance (i.e., family visitation or special parent-child activity for child's birthday), please inform your center's Family Services Staff or teaching staff so that we may advise you on the status of your child's Attendance. Attendance is tracked and updated monthly in order to inform families of their child's attendance status. A follow-up phone call may be made by Renu Hope Foundation staff to determine the reason(s) for your child's absence.

Enrolled children absent for three (3) sick days may require a physician's note in order to return to school if (there are extenuating circumstances such as a contagious disease or hospitalization). (Excessive absences will be documented and referred for a parent conference). In addition to the preceding excused absences, children are limited to ten (10) "in the best interest of the child" days.

Excused/Family Emergency Absences May Include the Following Reasons

- Illness/quarantine of the child or parent, If the child's illness extends beyond three (3) days a physician's statement may be required.
- Family emergency with specific reason – fire, flood, neighborhood lockdown, death in the family etc.
- Transportation issues with specific reason -flat tire, vehicle break down etc.
- Court ordered visitation. The court order must be on file.
- Dental, Medical, Health or Therapy appointment.

- Other absences that the program director will provide guidance.

In addition to the above EXCUSED absences, “in the Best Interest of the child” day absences due to the following are also excused absences. Best Interest Days are limited to 10 days per fiscal year.

- Vacation with parent/relative
- Out of town with parent/relative
- Stayed at home with parent/relative
- Child's birthday

Unexcused Absences:

- Child didn't feel like getting up or attending school
- Any Absence not falling in the excused absence category
- Any absence without an excuse or parent signature
- Any absences beyond the 10-day best interest

Abandonment of Care

5 CCR 18066.5

It is important to communicate with Renu Hope Foundation staff, while enrolled in Renu Hope Foundation child development services. If there is a time when an enrolled child does not attend the center or does not communicate with Renu Hope Foundation staff regarding their need for services, and cannot be reached for a period of at least seven (7) consecutive calendar days, the Renu Hope Foundation center staff will make several attempts to contact the parents via phone, email and messaging on the Learning Genie portal.

If Renu Hope Foundation is still unable to reach the family after 30 consecutive days, a Notice of Action (NOA) to terminate services, based on “abandonment of care” will be issued to the family.

Sign In and Sign Out

5 CCR 18065

All children are required to be signed in and out daily with the exact time of arrival and departure by the parent/legal guardian or authorized adult. Renu Hope Foundation personnel may sign in the child in the event of extenuating circumstances, i.e., transported by city or public-school transportation. The parent/legal guardian must provide full signature when signing a child in or out.

An “authorized adult” is an individual who is at least 18 years of age, is designated as “authorized to drop off and pick up child” within the Emergency Card and has a photo identification on file, or present photo identification at the time of pick up from Renu Hope Foundation. Authorized persons must provide photo identification at the time of drop off and pick up of child(ren). Children will only be released to authorized person(s) indicated on the original Emergency and Identification Card. Changes in “authorized person to pick up/drop off child(ren)” must be reported in person to the Renu Hope Foundation central office. If adding an additional authorized person, photo identification must be provided in order for the change to be approved and in effect.

Late Pick Up Policy

Dropping Off and Picking Up of Children – Late Drop-Off and Pick-Up Policy

It is critical that your pick up list/emergency card is up to date at all times. Our licensed center hours of operation cannot be changed, so we need to ensure that in the event you have an emergency, there will be an alternate person, who is authorized to pick up your child from our center.

Renu Hope Foundation will begin to contact all authorized persons listed on your child's emergency card until an authorized person is able to pick your child up.

If a child is not picked up by the ending time stated within the Notice of Action and Services Notification the following steps and plan of correction will be required:

1. If the contracted hours have expired pursuant to the Notice of Action and Services Notification and the program/class is still in operation the child will be allowed to remain in his/her classroom.
2. At the first violation of the contracted hours of service, a written Late Drop Off/Late Pick Up warning will be provided to the parent/legal guardian.
3. In the event of a second violation the parent/legal guardian must meet with Family Services staff to discuss the reason(s) for not adhering to the contracted hours of service. A conference will be set up with the parent. A plan of action will be developed with Family Services Worker and Site Supervisor to resolve the problem.
4. If the problem continues and the plan of action is not effective, a meeting with the parent, Family Services Coordinator and Child Development Director will be required for final decision that may result in a Notice of Action to drop and be placed on the eligibility waiting list.

Children that are not picked up within 30 minutes after the end of the contracted hours of service, and there is no contact from the parent/guardian or other authorized person, the situation will be considered an emergency situation, which will be reported to Community Care Licensing and Child Protective Services.

Certified Hours of Service

It is very important to bring and pick up your child according to your contract and the center's operating hours. If there is a change in the need for childcare hours, please contact the Family Services Staff by calling (951) 845- 3816 to review the basis of need.

STAFFING AT THE CENTERS



Staffing and Supervision

Renu Hope Foundation Child Development Programs are licensed by Department of Social Services, Community Care Licensing, Title 22. In addition, as part of the Funding Terms and Conditions, Renu Hope Foundation follows the teacher-child and adult-child ratios as well as minimum qualifications for education and experience to ensure compliance with regulation.

Renu Hope Foundation Area Child Development Specialists randomly conduct unannounced monitoring visits to ensure that children are in the required ratios, and on a daily basis Site Supervisors are monitoring their respective centers.

The safety of your child is our first and foremost priority. Although our teaching staff supervise children closely while in the classrooms and playgrounds, we need your help to ensure that all safety measures continue throughout the entire facility.

1. Please ensure that you close all gates and doors behind you while entering and exiting the facility.
2. Please hold your child's hand as you enter and exit the facility.
3. Please keep an eye on your child and do not leave them unattended in your vehicle or in the facility.
4. Please ensure that you report any safety concerns to our team immediately. If there is anything that seems out of the ordinary or needs attention, we definitely want to know about it!

Adult to Child Ratio and Teacher to Child Ratio

WIC § 10275.5; 5 CCR 18135; 5 CCR 18290

The Funding Terms and Conditions require the following adult to child ratio and group size of each age group. The adult-child ratios are required for the following age groups:

- Infants (6 weeks-18 months) 1:3 with maximum group size of 18 infants per one qualified teacher
- Toddler (18 months-36 months) 1:4 with maximum group size of 16 toddlers per one qualified teacher
- Preschool (3-5-year-old) 1:8 with maximum group size of 24 preschoolers per one qualified teacher
- School Age (5-13 years old) 1:14 adult-child ratio, 1:28 teacher-child ratio.

When children are on an “away from the center” activity such as a nature walk, library visit or walking field trip, the Teacher: Child and Adult: Child ratio will be in accordance with both Funding Terms and Conditions and Title 22 Staffing regulations.

Staff Qualifications

WIC § 10208; WIC § 10213.5; WIC § 10242; WIC § 10274; WIC § 10275; WIC § 10380; WIC § 10380.5; 5 CCR 18295

Pursuant to Funding Terms and Conditions, a fully qualified teacher must possess a State of California, Children’s Center Permit issued by the Commission on Teacher Credentialing (CTC) or a State approved certification to provide instruction to children. Renu Hope Foundation requires that a teacher and teaching assistant in each classroom complete certification in First Aid and CPR (Pediatric, Child and Adult) and at least one opening teacher and closing teacher of a center has certification in preventative health. Renu Hope Foundation will assert all efforts to recruit staff representative of the families served, i.e. bilingual, bi-literate and diverse staff.

Staff Development Program

WIC § 10240; WIC § 10250; WIC § 10380; 5 CCR 18274

All teachers employed in the CCTR and CMIG Program possess an Associate Teacher permit (or higher) from the State of California. All new employees receive an orientation and are guided by written job descriptions regarding their respective positions. Training needs are identified through professional development surveys along with findings from the annual Self Evaluation. Staff are encouraged to continue professional development activities to further enhance their skills in their position. In addition, staff participate in various professional development activities throughout the year.

Professional development topics throughout the year include the following:

Working with children with special needs, Developmentally and Culturally Relevant Practices, Curriculum Training, Working with Infants and Toddlers, DRDP Training. If there is a staff development activity during center hours, parents are notified in advance, in the event there is a center closure.

Volunteers

Parents are encouraged to volunteer in their child’s classroom and be involved in the program. Parents, community volunteers or trainees (i.e. Local Education Agency academy students, local community college interns, and Grandparents as Partners participants) are highly encouraged to participate in the program. Renu Hope Foundation has an open-door policy for parent participation. For

further details about the Parent Internship Program, please place your request in writing during the Family Needs Assessment or speak with your child's teaching team.

Pursuant to Department of Social Services, Community Care Licensing requirements, a Tuberculosis (T.B.) clearance and the required immunizations is required prior to participation. An orientation will be provided to volunteers to review the following: Personal Rights, Parent Rights, and Renu Hope Foundation's policies and procedures, including the Discipline Policy, Confidentiality policy, and Curriculum Philosophy.

Parent Involvement



Parent Participation at Renu Hope Foundation WIC § 10208, 10240, 5 CCR 18275

There are several ways of ensuring ongoing communication and participation in the program with your child and child's teacher. We know that you may have limited time, but many of the activities and ways to be involved are offered throughout the year and at different times for your convenience.

Parent Orientation: Parent orientations are held prior to the child starting the program, with many topics covered including the overall program, goals of the program, activities conducted in the program and due process procedures.

Parent Bulletin Boards: Please be sure to check the parent bulletin board in your child's classroom for updates on menus, weekly lesson plans, resources, and other important information.

Parent Advisory Committee:

Parents are encouraged to participate in the Parent Advisory Committee (PAC). Parent involvement is crucial for the success of the centers. When parents and teachers work together in partnership, a positive and wholesome environment is created in which children thrive. The PAC is to advise and assist center staff on implementation of programs and activities for children and their families.

The PAC encourages all parents to contact its members with questions, suggestions, or concerns of center-wide relevance, and continually seeks input regarding issues under review. However, the PAC does not address or mediate individual concerns between parents and teachers.

The PAC represents a cross-section of Renu Hope Foundation Child Development Center families, and provides childcare administrators with feedback on policies and practices. The PAC's purpose is to facilitate communication between parents and the center's administration in an on-going effort to support the quality of care provided. The PAC provides a voice in some policy changes and making. They assist administration with strategic planning by providing parental viewpoints and unique expertise on issues that affect the center. Please consult with your child's teacher or Family Services Staff on how you may participate in the program.

Parent Conferences: Parent conferences are held twice a year, approximately in September and in February. During parent conferences, teaching staff share your child's areas of strength and any other information in regard to your child's development. Your child's teacher will schedule a time for the parent conference that is convenient for you.

Parent Surveys/Communication: Parent surveys are provided annually to all parents to help gain a better understanding of how the program can help to better support your child's learning and development, along with meeting your family's individual needs. Parent surveys are usually disseminated via Learning Genie by March of each year.

Parent Workshops/Family Activities: Throughout the year, there will be various activities and workshops available for all families to participate in. Families are strongly encouraged to attend all activities, as the activities will focus on supporting school readiness and strengthening the bonds you are building with your child(ren).

Parent Education/Trainings: There are opportunities for parents to take part in various classes. Renu Hope Foundation collaborates with several community colleges to provide child development courses to parents and staff. In addition, training opportunities such as CPR/First Aid, are offered throughout the year to parents and the local community.

**Parent Resources/Health and Social Services Needs:
WIC § 10207.5**

During the enrollment process, a family needs assessment is conducted to determine whether resources are needed by the family. Renu Hope Foundation has a network of agencies that work closely to help assist families with specific health and social service resources. If you are in need of a specific resource, please do not hesitate to connect with our Family Services Staff. Each center also has a Community Resource Directory that is readily available for you and your family at any time. Once a resource is provided, Family Services Staff will follow up to ensure that the resource was helpful.

Parent Partnership and Agreement to Policies:

We want to ensure that you have a copy of the written policies and information needed for you and your child while at Renu Hope Foundation. Some of the most important policies/information are listed below:

- Parent Agreement;
- Reporting Changes in Family Situation;
- Attendance Policy;
- Ill Child Policy;
- Discipline Policies;
- Discipline Contract;
- Family Fee Assessment (if applicable);
- Need Calculation Policy (If applicable);

- Late Drop-Off /Pick-Up Policy;
- Child Endangerment Release Policy;
- Security Safety: Audio and visual cameras
- Any other documents as specified by Renu Hope Foundation
- Current Income Ceilings at 85%

If you need a copy of any of the above policies, please let Family Services Staff know, so that you can obtain one.

Child Development Services



Child Development Services – Clothing/Jewelry

It is important to ensure that your child is comfortable and able to participate in activities throughout the day. Please dress children in clothes that they may get dirty in, as they may use paint, playdough, sand, etc. in learning activities.

Please also bring one extra change of clothes for each child enrolled, that is appropriate for the weather. For example, during the winter, please bring an extra long sleeve shirt or sweatshirt, long pants, socks, and underwear. The change of clothes will be kept in the child's cubby area.

Children should not bring or wear any jewelry while at the center. Please do not have children wear bracelets, hoop earrings or earrings that hang, necklaces or anklets, as they can be choking hazards. Since children use their hands to work on fine motor skills, we also ask that press on nails are not put on children while they are at the center.

In addition, children should only wear closed toe shoes (with a back) and avoid shoes with heels and sandals.

Child Development Services – Daily Schedules

Daily routines help children to feel safe and secure. Each classroom has a daily schedule that children follow, which allows for time to participate in various learning experiences. There may be changes made to the daily schedules if needed (such as when it is raining outside). When this happens, staff will prepare alternative activities indoors. Daily schedules are posted on the parent boards in the classrooms.

Child Development Services – Infant (Nap/Rest Period)

At the time of enrollment, each parent/legal guardian is requested to provide information regarding their infant's daily needs (i.e. feeding, diapering, nap/rest, temperament, health alerts, etc.) Each infant is provided with his/her own crib and/or cot and bedding. Cribs or cots are placed approximately three feet apart within the designated nap room. On a daily basis, all bedding and classroom materials are washed and sanitized. There is no set time/schedule for infant nap/rest period as each infant's needs is different and infants sleep when they need to.

Renu Hope Foundation follows safe sleep practices, to reduce the risk of Sudden Infant Death Syndrome (SIDS). Infant Teaching Staff ensure that infants sleep on their backs. Infants that fall asleep in the classroom, are immediately placed in their crib, and are not allowed to sleep in any other type of equipment. All cribs may only contain a fitted crib sheet. No other items are allowed in cribs. In the event an infant arrives to the center asleep in a car seat, staff must immediately take the child out of the car seat and place the infant in his/her assigned crib.

Child Development Services - Toddler and Preschool (Nap/Rest Period)

Each toddler and preschooler is given a two-hour time span to rest/nap as needed. If the child requires less than two hours of nap/rest period and is fully awake while the other children are asleep, the child will be allowed to go to a quiet area and engage in quiet activities (i.e. puzzles, picture books, listening to a story) with a teaching staff. Each child is provided with his/her own cot and bedding that is appropriately labeled. All cots and bedding are sanitized on a weekly basis; however, if the need arises both will be washed and sanitized accordingly.

Child Development Services - Infant Feeding

During enrollment, and monthly thereafter, parents/legal guardians of infants between the ages of 6 weeks up to 13 months are required to complete the "Individual Feeding Plan" and meet with the infant teaching staff to review and discuss your infant's individual feeding plan and needs.

If you wish to provide breast milk, please bring it in a proper storage container with a clear label indicating your child's first/middle/last name; date and time of milk product prepared/expressed and amount. Breast milk will be properly stored and served accordingly. If your infant requires a special type of formula, a physician's statement is required. Unfortunately, Renu Hope Foundation cannot accommodate personal preferences such as specific name brands and packaging. Renu Hope Foundation currently offers a few different varieties of formula. Effective July 1, 2025, the following infant formulas are provided, as part of the Child Adult Care Food Program:

1. Enfamil Neuro ProCare Gentlease
2. Enfamil Neuro Procare
3. Similac 360 Total Care
4. Similac 360 Total Care Sensitive
5. Similac Advance

All necessary items such as infant bottles, plastic nipples, training drinking cups, child-sized plates, bowls, spoons, forks and bibs are on hand for each enrolled child. Each infant is fed when the infant is hungry, not on a schedule.

No infant will be required to eat any food item that is not to the infant's preference and/or developmental need. Food items served conform to the Child Adult Care Food Program Guidelines Infant Feeding Program. Please refer to the Parent Bulletin board for these guidelines.

Child Development Services - Toddlers and Preschool (Foods Served)

At the time of enrollment each parent/legal guardian is requested to complete a "Food History Food and Nutritional Assessment", which includes any health alerts and/or food sensitivities. Since Renu Hope Foundation participates in the Child Adult Care Food Program, all food components, portions and meal times/spacing are based on the USDA Child Adult Care Food Program 1-6 year old feeding plan. As indicated in the toddler and preschool daily schedule, the following meal components are served: (a) Breakfast, (b) Lunch and (c) Snack

Within one hour of the center opening, breakfast is served, with no more than 3 hours between the next meal/snack. Each child is allotted a minimum of 30 minutes per meal period.

If a child is not hungry and does not want to eat a particular meal, teaching staff will attempt to offer at least 3 times, however the child will not be required to eat the food item served. If the child refuses to sit with classmates at the table after 3 attempts of encouragement by staff the child may go to a quiet area. Food will not be used as either a positive incentive or as a punishment.

If your child arrives after breakfast has been served, Renu Hope Foundation will provide food for your child in the event he/she is hungry.

Child Development Services - Allergies

It is important that Renu Hope Foundation staff are made aware of any allergies or possible food intolerances that your child may have at the time of enrollment or immediately after you have been made aware. Our food services staff and teaching staff will be provided with a list of all children who have an allergy.

If your child has a special dietary need, a signed physician's statement must be submitted on CACFP Form 97 to the Family Services Staff.

Child Development Services – Curriculum/Lesson Plans

The program offered to each child, infants to pre-kindergarten to school-age, is based upon the premise that each child is a unique individual with varying skills and developmental levels. The curriculum approach adopted by Renu Hope Foundation follows the principles and philosophy of the "Creative Curriculum for Infants, Toddlers and Preschool". The "Creative Curriculum" is a child-centered, play-based, holistic framework for early childhood education.

The framework included the following considerations:

- How children learn
- The parents' role
- What children learn
- The physical environment

The primary teaching goal is to help children use their environment productively and see themselves as capable learners. Children will develop cognitive, language, motor (fine and gross), sensory and social-emotional skills that will enable them to make sense of their world and succeed in it. The "Creative Curriculum" fosters creativity in both children and teachers. Being creative means thinking new ideas, obtaining information by asking questions, learning through play and benefiting from experimentation.

An environment that encourages children to try out ideas and to risk making mistakes supports their creativity. A curriculum framework that encourages teachers to be innovative and responsive to children also supports their creativity. By focusing on both teacher and child, the “Creative Curriculum” provides a system for developing an educational setting in which young children can learn, grow and become socially competent human beings. Lesson plans are created weekly by teachers and reviewed by Area Child Development Coordinators to ensure that developmental needs and interests are included. posted on the parent board each week, along with individualized goals listed for the children in the classroom.

Child Development Services-Assessment

WIC § 10208; WIC § 10209; WIC § 10240; WIC § 10250; 5 CCR 18270.5; 5 CCR 18272; 5 CCR 18273; 5 CCR 18279-18281

The Desired Results Developmental Profile (DRDP) is the assessment tool used by Renu Hope Foundation to assess the development of all children enrolled in the program. The first assessment is completed within 60 days of enrollment and the second assessment is completed approximately six months thereafter. Renu Hope Foundation values the input of all parents in their child’s assessment. The DRDP assessment tool is used to plan developmentally appropriate activities for the children. If a child has exceptional needs, the DRDP will be completed with necessary adaptations.

The Desired Results system is designed to improve the quality of programs and services provided to all children from birth through 13 years of age enrolled in early care and education programs, before-and after-school programs, and their families. Desired Results are defined as the conditions of well-being for children and their families. Each Desired Result defines an overall outcome. The Desired Results system was developed based upon the following:

Desired Results for Children:

- DR 1: Children are personally and socially competent.
- DR 2: Children are effective learners.
- DR 3: Children show physical and motor competence.
- DR 4: Children are safe and healthy.

Desired Results for Families:

- DR 5: Families support their child’s learning and development.
- DR 6: Families achieve their goals.

Child Development Services – Learning Genie

Staff utilize Learning Genie to document observations, complete DRDPs and parent conferences, and most of all to communicate with families about their child’s progress and provide updates and announcements. The Learning Genie is secure and confidential and is only shared with the enrolling parent via an email invitation. Although messaging is a quick and easy way to get in touch with your child’s teacher, we ask that you adhere to the following guidelines when using Learning Genie:

- Although parents can message at any time, staff will only respond to messages during the operational hours of the center.
- Messages must be related to your own child only.
- If you do not want your child’s photos taken, please ensure that Family Services Staff are aware and the consent for photography indicates this.

Child Development Services – Parents as Primary Educators

Parents have the most understanding and opportunity to observe your child's behavior. Parents are encouraged to log into Learning Genie to provide observations and/or information to their child's teacher that would help to individualize activities.

Child Development Services – Portfolio

Each child will have a Portfolio, consisting of weekly observations, planning forms, Desired Results Developmental Profile updates, an individual learning plan and work samplings (artwork, sample writings, math activities, and recordings) that are readily accessible for parent review and discussion. If the child is exiting the program due to age (i.e. transitioning to Kindergarten) a Summary is completed and provided to the parent.

Child Development Services - Environmental Rating Scales

5 CCR 18281

Each classroom is divided into learning areas such as dramatic play, art, blocks, quiet area, literacy, science and math, with materials that promote healthy and engaging early childhood development in each learning area.

On an annual basis, Renu Hope Foundation staff complete an Infant/Toddler Environment Rating Scale to assess the learning environments and to ensure that the program environments are meeting a minimum average score of "good" in each subscale. If any subscale averages are below the threshold of "good", a plan is created to improve the score in that subscale.

Child Development Services-Program Self-Evaluation

WIC § 10208; WIC § 10209; WIC § 10267.5; 5 CCR 18279

On an annual basis, Renu Hope Foundation must complete a self evaluation to determine compliance, strengths and areas of improvement for the program. This process utilizes the California Department of Social Services Program Integrity Monitoring Tool, Desired Results Parent Surveys, Environmental Rating Scales (ITERS/ECERS), along with the results of the Desired Results Developmental Profiles. If areas of improvement are identified, a plan is developed by the Area Child Development Coordinators and Child Development Director to meet the requirements.

Child Development Services –Positive Guidance/ Discipline

WIC § 10490, 10491.1

Renu Hope Foundation has established positive guidance procedures that are designed to be age appropriate, fair, consistent and effective. Renu Hope Foundation has designed child development services to prevent problems by dividing children into small interest groups. A wide variety of age-appropriate activities and materials are provided. Child Development Center classrooms are designed to give children as much independence as possible while still providing ongoing adult supervision and interaction. Renu Hope Foundation does not allow the use of corporal punishment, humiliation and/or

intimidation at any time. Staff utilize redirection as the primary guide for children who may display an inappropriate behavior.

Examples of inappropriate behavior may include:

- Hitting, biting, kicking throwing objects at oneself or harm another child or adult
- Inappropriate language, spitting and other verbal abuse by a child to another child or adult
- Potentially harming themselves or the environment (knocking over tables and chairs, etc)

For this section, please refer to these definitions of terms as follows:

- **Expulsion** means the permanent dismissal of a child from a program in response to a child's behavior. Along with procedures to inform parents that the program can no longer support the child.
- **Suspension** means any removal of a child from all or part of the program day, or the prevention of a child from attending the program for one or more days, in response to the child's behavior.
- **Persistent and serious behaviors** means either repeated patterns of behavior that significantly interfere with the learning of other children, or interactions with peers and adults that are not responsive to the use of developmentally appropriate guidance. This includes, but is not limited to, physical aggression, property destruction, and self-injury.

In accordance with WIC Section 10491 (e), Renu Hope Foundation will ensure that:

1. If any inappropriate behaviors are displayed, a formal meeting will be held with Parents/Guardian, Child's Teacher/Site Supervisor and Renu Hope Foundation Family Services Staff. The goal of the meeting will be to jointly develop next steps to ensure that the child will participate in the program safely and all other children and staff in the classroom will remain safe.
2. If after three parent meetings, the child continues to be a serious threat to others and there has been no progress towards ensuring that the child can participate in the program safely and all other children and staff in the classroom will remain safe, Renu Hope Foundation may work with other agencies, such as the local resource and referral program, for a more appropriate placement.

SUSPENSION POLICY

1. Suspension shall only be used as a last resort in extraordinary circumstances, when there is a serious threat that cannot be reduced or eliminated without removal. Renu Hope Foundation strives to ensure the full participation of all enrolled children in all activities.
2. Before Renu Hope Foundation determines that suspension is necessary, we will work with the child's parents/guardians, along with appropriate community resources to determine that there are no other reasonable options and provide written guidance to the child's parents/guardians.
3. If suspension is deemed necessary, Renu Hope Foundation shall help the child to return to full participation in all program activities as quickly as possible. This will include the following:
 - a. Ongoing engagement with parents/guardians and using appropriate community resources.
 - b. Developing a written plan to document the action and supports needed.

- c. Providing referrals to appropriate community services.
- d. If the child has an individualized family service plan or individualized education program, the program with written parental consent shall contact the agency responsible for the individualized family service plan or individualized education program to seek consultation on serving the child.
- e. If Renu Hope Foundation suspends or expels a child pursuant to this section, a Notice of Action will be provided to the child's parent/guardian.

EXPULSION POLICY

If your child displays the behaviors listed above (and are repeated patterns of behavior that significantly interfere with the learning of other children or interactions with peers/adults that are not responsive to the use of developmentally appropriate guidance), the following steps will be taken:

Step 1: Initial Plan Development

- Share written observations with parents
- Review results of ASQ-3
- Identify interventions that have been taken to address concerns
- Develop goals and timelines, including parent/teacher communication system
- Schedule follow up meeting in 6 to 8 weeks to determine progress and/or sooner if plan is needing to be amended.

Step 2: Follow up Meeting

- Meet with Parent/Guardian to discuss progress on goals.
- If needed, add additional interventions/strategies to goals and revise existing goals.
- Schedule follow up meeting in 6 to 8 weeks.
- If interventions/strategies have not been successful, and behaviors continue, a meeting will be scheduled with Area Child Development Coordinator and/or Child Development Director to determine if child's continued enrollment would present a serious safety threat to the other enrolled children and staff.

Step 3: Expulsion due to Behaviors

If after expeditiously pursuing and documenting reasonable steps to maintain the child's safe participation in the CCTR and or CMIG program, Renu Hope Foundation in consultation with the child's parent/guardian, teachers and mental health consultant (if applicable), determines that a child's continued enrollment would present a continued serious safety threat to the child or other enrolled children, the following steps will occur:

- Referral will be made for the parent to other potentially appropriate placements and/or County Resource and Referral Agency.
- Termination of child in CCTR program and provide a Notice of Action along with Appeal rights. Appeals are to be sent directly to CCDDAppeals@dss.ca.gov. Children are not able to attend during the appeals process.
- Renu Hope Foundation must complete steps 1-3 within 180 days.

Child Development Services - Toileting Policy

Children shall have access to toilets at all times they are in care. No child shall be denied toileting for any reason. Children are regularly reminded and given opportunities for toileting. Please provide at least two changes of underwear and clothing for all children (except school-age), or more changes of clothes for infants/toddlers, in a small bag or backpack to keep in your child's cubby. Diapers and wipes are provided by Renu Hope Foundation for all children, at no cost to families.

Child Development Services – Toileting Policy for Infants/Waddlers/Toddlers

Renu Hope will work in partnership with you as children begin toileting. Parents, the child's teacher and Site Supervisor will jointly develop the plan, once children have displayed the readiness to begin toilet training. Toilet training plans include the following information:

- Methods of toilet training
- Introduction and use of appropriate training equipment
- Introduction and use of appropriate clothing
- Infants who are being toilet trained shall not be required to wear diapers unless specifically indicated in the plan
- Center staff shall have access and review the toilet-training plan for each child in their care
- The center shall ensure that the infant has sufficient changes of clothing and diapers so that his/her clothing and diapers can be clean and dry at all times.
- Each infant's clothing and diapers shall be changed as often as necessary to ensure that the infant is clean and dry at all times.
- No infant shall be left unattended while on a potty chair or seat.
- As part of toilet training, each infant shall receive instruction and assistance in hand washing after use of the toilet.
- No ointments (without a prescription), lotions or powders are allowed.

Child Development Services – Children with Exceptional Needs

WIC § 10260

Renu Hope Foundation welcomes the enrollment of children with exceptional needs. Children with exceptional needs includes infants and toddlers, from birth to thirty-six (36) months of age, inclusive, who have been determined eligible for early intervention services pursuant to the California Early Intervention Services Act (Title 14 (commencing with Section 95000 of the Government Code) and its implementing regulations, and children three (3) years of age or older who have been determined to be eligible for special education and related services by an individualized education program (IEP) team according to the special education requirements contained in Part 30 commencing with Section 56000), and meeting eligibility criteria described in Section 56026 and sections 56333 to 56338, inclusive, of the Education Code and sections 3030 and 3031 of the California Code of Regulations, Title 5.

We kindly ask that you provide current Individual Education Plans (IEPs) and/or Individualized Family Service Plan (IFSPs) to your Family Services Staff, so that our team has the most up to date information. If you have any concerns about your child's development, and your child has not been assessed by the regional center or local school district, please contact Family Services Staff.

Child Development Services - Special Occasions Policy

To ensure sensitivity of family, staff traditions and self-concept of all children, families and staff while balancing best practices for young children, the following “Special Occasions” Policy is developed to serve as guidance for parents and staff during special occasions typically referred to as “birthdays, holidays, customs or special traditions”.

Renu Hope Foundation does not celebrate holidays, birthdays or other special celebrations so as not to offend anyone.

Early Childhood Curriculum Practices - Anti-bias curriculum approach

Every day will be valued equally. There will not be one day that will be considered ‘special’, ‘different’ or ‘atypical’ from any other class/school attendance day.

Days typically referred to as “birthdays” are not celebrated. There will be no special activities/ curriculum events planned for these days. For some children, families and staff ‘birthdays’ are not recognized nor are recognition of such days celebrated in the same fashion, i.e. traditional birthday cake, gift/present exchange.

Preschool children’s concept of time and distance is still within the “pre-operational stage” (Jean Piaget). Discussing the traditions, customs of a group of people 100 years or 25 years ago does not provide meaningful and concrete learning experiences for young children.

Children will be encouraged to talk about their experiences and their families.

Child Development Services – Developmental screenings

During the enrollment process, Family Services Staff work with parents to obtain developmental information by completing the ASQ-3 (Ages and Stages Questionnaire). The results of the ASQ-3 are shared with parents. This information is used to help to develop individualized activities for your child. When necessary and approved by the parent/legal guardian, referral for professional assessment, i.e., behavioral, speech and language, motor delays, etc., can be made through Renu Hope to local educational agencies (LEA) or other local services. Based upon the results of the Individualized Education Plan (IEP) or Individualized Family Service Plan (IFSP), services may be provided either on or off site.

Nutrition Services



Nutrition –Meal Services

WIC § 10208; WIC § 10210; WIC § 10240; WIC § 10250; 5 CCR 18111, 5 CCR 18278

Renu Hope Foundation participates in the Child and Adult Care Food Program (CACFP) to provide meal services for infants, toddlers, preschoolers and school age children enrolled in the program. The Child and Adult Care Food Program (CACFP) is federally administered by the United States Department of Agriculture (USDA) and contributes to the wellness, healthy growth, and development of young children and adults in the United States.

Meal services provided to any infant, toddler, preschool or school age child enrolled in the program will be free of charge. Children who have been identified with any food allergies, via proper physician documentation, will be verified and accommodated with substitutions as necessary. For parents with an infant(s) enrolled in the program the option will be allowed to bring their own formula and baby food pending appropriate certification from a physician about any allergies and/or special diets.

Menus are updated on a monthly basis, including breakfast, lunch, and snack. A copy is posted on parent boards in all locations and a copy may be provided to the parents from the food services department upon request. Menus are also posted online at www.renuhope.org

A nutritious, wholesome breakfast, lunch and afternoon snack are prepared, served, and stored in accordance with the USDA and CACFP guidelines at every Renu Hope Foundation site. For example, food items such as fruits and vegetables are purchased fresh and cleaned prior to serving. From there it is either pureed, steamed, or served raw according to the child's age. Listed below is the main item given to each age group every day of the month:

Infants – Rice or Oatmeal Cereal (2 – 4 tbsp.)

Waddlers – Whole Milk (1/2 cup)

Toddlers and Preschoolers– 1% Milk (3/4 cup)

Apart from the main item, all other foods are alternated throughout the month. This helps to ensure that infant, toddler and preschool children receive their daily intake from each food group. If a child is allergic to dairy and/or grains, substitutions such as soymilk, soy yogurt, no wheat or gluten free white bread, cereal or English muffins will be provided. Renu Hope Foundation may need to substitute menu items, in the event we are not able to serve the planned menu item on the menu.

From the time of the child's arrival to the time of departure, Renu Hope Foundation strives to make sure that children enrolled in the program are consuming the recommended amount of nutrients from each food group. Pursuant to our agreement with the Child Care and Adult Food Program (CACFP), meals are prepared in our central kitchens and transported to all locations daily. In rare circumstances, if meals are not transported on time, each site has meal provisions ready to serve, if necessary.

No Outside Food is allowed in the building for children. Meals are a part of the daily routine for the children enrolled. Please check your child's class schedule to see when meals are provided. If your child will miss breakfast or lunch and you will be providing their meal, please feed them before entering the building.

All food items served to children, families and staff are:

- a. Commercially packaged and store purchased.
- b. Prepared and cooked by an individual who has received the Food Handler's Permit and Serv Safe certification.
- c. Prepared and cooked and/or stored in a commercially approved kitchen.

Please kindly refrain from bringing special food items to the center as it may violate the special occasion policies and food guidelines.

USDA Nondiscrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal, or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.) should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at 711 (voice and TTY). Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, [AD-3027](#), found online at [How to File a Program Discrimination Complaint](#) and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

1. **Mail:** USDA Food and Nutrition Service, 1320 Braddock Place, Room 334 Alexandria, VA 22314; or
2. **Email:** FNCSIVILRIGHTSCOMPLAINTS@usda.gov.

SAFETY AT THE CENTERS



Pedestrian Safety

There is limited parking at most sites. It is very important that you do everything possible to prevent you or your child from being hurt. Please be aware of your child's safety when dropping off and picking up your child by following these rules:

- Supervise children at all times
- Keep children away from any vehicle, particularly emergency vehicles
- Never allow children to cross the street alone

Car Seat Safety

In California, all children under 8 years old or under 4'9" must be properly secured in a car seat or booster seat in the back seat. Children under two years old must ride rear-facing unless they weigh 40 pounds or more or are 40 inches or taller.

Security Safety

Please note that all centers/classrooms have visual and audio security cameras installed to ensure the safety of all persons. The cameras provide global coverage of the room and is not used to track a particular face or person in the classroom/center, or in the diapering/toileting areas at any center. There may be times when the camera footage is used for staff training purposes only. If you have any questions regarding the use of video security cameras, please feel free to speak with the Site Supervisor at any time.

Parking Safety

Appropriate parking spaces must be used when coming to the childcare centers.

- Double parking or parking where there is not a legal parking space creates an unsafe environment for children and adults. Parents who continue to illegally park will be notified that law enforcement officials have been contacted to enforce appropriate parking.
- **Never** leave your vehicle on while going inside to drop off or pick up your child. You **MUST** turn your vehicle off at all times when entering the childcare facility.
- Handicap parking at all sites is for vehicles displaying handicap placards. Again, law enforcement will be notified of violators. Do not park in the *blue handicapped parking slots*, unless you have a handicapped sticker/placard.
- Never leave a child unattended in a car. Effective January 1, 2002, it became a law that it is criminal offense to leave a child unattended in a vehicle, even for a second! The Unattended Child in a Motor Vehicle Safety Act, “Kaitlyn’s Law” was enacted when Kaitlyn died because she was left for “just a second”.

Renu Hope Foundation staff members are mandated reporters and are required to enforce the laws and to report such findings, so please do your part and follow the laws.

Smoke Free/Drug Free Facility

Every Renu Hope Foundation facility is smoke free and drug free. Smoking (tobacco and marijuana), vaping (e-cigarettes) and chewing tobacco are prohibited in all areas of Renu Hope Foundation facilities, including playgrounds, and parking lots.

Cell Phone Free Facility

While you are in the Renu Hope Foundation facilities, we request that you do not use your cell phones while dropping off or picking up your child. It is important that staff get a moment to speak with you during drop off and pick up and cell phones are a distraction when in use.

Pest Control Services

Renu Hope Foundation works with vendors to provide pest control services. Each vendor uses non-toxic chemicals for the indoor and outdoor environments, to ensure that the facility is safe from any toxins and ensure that children do not have exposure to harmful chemicals.

Working Together



Renu Hope Foundation welcomes constructive participation in our programs. If there is a time when there is an issue that you would like to address please follow the grievance procedure listed below:

Renu Hope Foundation Grievance Procedure

- Step 1.** Request a meeting between the person making the complaint and the person named in the complaint. A member of Family Services will also participate.
- Step 2.** If the situation is not resolved, the person issuing the complaint will fill out a Complaint Form. A Complaint Form can be obtained from the office or the classroom teacher. A meeting between the person making the complaint and Senior Management will be present.
- Step 3.** If the situation is not resolved, a complaint form is submitted to the Area Child Development Coordinator. A meeting will be held with the person filing the complaint, the person named in the complaint, the Family Services Staff and the Child Development Director.
- Step 4.** If the situation is not resolved, the Chief Executive Officer (CEO) will be notified and a meeting is held with the person issuing the complaint, the person named in the complaint and the CEO. If the complaint is still not resolved, the person issuing the complaint may appeal to Renu Hope Foundation Board of Directors.
- Step 5.** If the matter cannot be resolved, the parent will be put in contact with the California Department of Social Services assigned Consultant.

The grievance-complaint procedure process is to respond to complaints at Renu Hope Foundation's level within 15 days of the receipt of the complaint and will adhere to all available civil law remedies.

Termination of Services

Renu Hope Foundation understands that there may be matters that come up, whereby it may be necessary for termination of services. If there is a situation in which you may need to drop from the program, we request advanced notice if possible. When we are made aware that you would like to terminate services, the parent/guardian will receive a Notice of Action (NOA) for termination, along with the reason for termination. This will be issued at least 14 calendar days prior to the effective date of action (or if mailed, you will receive 19 calendar days).

Termination of services can be due to the following:

1. No attendance, with no communication to the Center for 30 days
2. Documentation such as vaccinations and/or recertification documentation for eligibility is not submitted in timeline provided
3. Falsification of any documentation provided for the child's file
4. Injury to another child and/or staff member
5. Behavior from child that is a potential threat to physical or emotional well being of other children or staff (After a Behavior Plan has been put in place per Suspension/Expulsion policy)
6. Actions toward staff that are threatening (verbally or physically)

Public Notices - Complaint Procedures

Any person or organization wishing to file a complaint alleging unlawful discrimination, including racial harassment or sexual harassment, or failure to comply with state or federal law in any of Renu Hope Foundation's programs, should contact, Mrs. Saovaros "Rose" Diehl-Hope, Chief Executive Officer (CEO), at the Renu Hope Foundation main office located at 802 Beaumont Avenue, Beaumont, Ca. 92223.

Public Notices - Uniform Complaint Procedures

It is the intent of Renu Hope Foundation to fully comply with all applicable state and federal laws and regulations. Individuals, agencies, organizations, students, and interested third parties have the right to file a complaint regarding Renu Hope Foundation Child Development Programs' alleged violation of federal and/or state laws. This includes allegations of unlawful discrimination (Ed Code Sections 200 and 220 and Government Code Section 11135) in any program or activity funded directly by the State or receiving federal or state financial assistance.

Complaints for the CCTR/CMIG programs must be signed and filed with the Department of Social Services:

**California Department of Social Services
Child Care and Intergenerational Services
744 P Street M. S. 8-8-139
Sacramento, CA 95814**

If the complainant is not satisfied with the final written decision of the California Department of Social Services, remedies may be available in federal or state court. The complainant should seek the advice of an attorney of his /her choosing in this event.

A complainant filing a written complaint alleging violations of prohibited discrimination may also pursue civil law remedies, including, but not limited to, injunctions, restraining orders, or other remedies or orders.

NOTE: In accordance with Renu Hope Foundation procedures, any individual, public agency, or organization may file a written complaint if it is felt there has been a violation of federal or state law or regulation by one of the covered programs. Discrimination complaints must be filed within six months of the alleged discrimination.

The first step in all complaints will be to try to resolve the concern among the parties involved. If that is not possible, then the formal steps of the official procedure are available. Generally, the procedure must be completed within 30 days from receipt of the complaint. Complaints are confidential, and discrimination or retaliation against a complainant is prohibited.

Fraud Policy

Renu Hope Foundation is required by State and Federal regulations to hold parents/caregivers who receive CCTR services accountable should there be misrepresentation and/or withhold pertinent information. Renu Hope Foundation defines fraud as “any intentional action or intentional omission that results in falsification and/or misrepresentation of information, either verbal or written for the provision of child care.” In the event of identified fraud, Renu Hope Foundation will work with Welfare Fraud investigators and the County District Attorney's office on cases of suspected child care fraud by providing documentation, including attendance documents and eligibility information, as requested. Any family that is terminated for fraud from any Renu Hope Foundation program shall be considered permanently terminated and not allowed re-enrollment to any Renu Hope Foundation program.

Confidentiality

Renu Hope Foundation ensures that all child and family information is kept confidential at all times. All children's files are kept in a locked cabinet, with only authorized access. Only family services staff or childcare staff who need access to the confidential information will receive access.

California Department of Social Services Community Care Licensing Division - Inspection Authority

Renu Hope Foundation childcare centers are licensed by Department of Social Services, Community Care Licensing. Community Care Licensing has the responsibility and authority to enforce the regulations as stipulated within Title 22. Pursuant to Title 22, Sections 101200 (b) and (c) – INSPECTION AUTHORITY.

The Department has inspection authority to enter and inspect a facility without advance notice. The Department has the authority to interview children or staff, and to inspect and audit child or Child Care Center records, without prior consent.

Personal Rights

Renu Hope Foundation ensures that each child and his/her family are accorded the following personal rights:

- To be accorded dignity in his/her personal relationships with staff and other persons.
- To be accorded safe, healthful and comfortable accommodations, furnishings and equipment to meet his/her needs.
- To 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 functions of daily living including eating, sleeping or toileting; or withholding of shelter, clothing, medication or aids to physical functioning.
- To be informed, and to have his/her authorized representative informed, by the licensee of the law regarding complaints including, but not limited to, information on confidentiality and the address and telephone number of the Department's complaint unit.
- To be free to attend religious services or activities of his/her choice.
- Attendance at religious services in or outside of the center shall be voluntary. The child's authorized representative shall make decisions about the child's attendance at religious services.
- Not to be locked in any room, building or center premises by day or night.
 - The licensee is not prohibited by this provision from locking exterior doors and windows or from establishing rules for the protection of children provided the children are able to exit the center.
 - The licensee shall obtain prior approval from the Department to utilize means other than those specified in above for securing exterior doors and windows.
- Not to be placed in any restraining device. Postural supports may be used as specified in Section 1012223.1.
- To receive or reject medical care, or health-related services, except for minors for whom a guardian, conservator or other legal authority has been appointed.

Renu Hope Foundation will inform each child's authorized representative of the rights specified above. and shall give each authorized representative a copy of the Personal Rights form (LIC 613A). Each authorized representative shall be asked to sign and date the acknowledgment-of-receipt statement. This documentation shall be kept in the child's file. Each Renu Hope Foundation center will also have a copy of Personal Rights posted to ensure that each family is able to review it at any time.

Renu Hope Foundation Mandated Reporting Responsibilities:

Renu Hope Foundation staff are mandated reporters and receive training every two years regarding the identification of suspected child abuse and neglect. Staff are required by law to report any signs of suspected child abuse and neglect to Child Protective Services and Community Care Licensing.

Renu Hope Foundation's Reporting Responsibilities to Community Care Licensing

As a licensed childcare provider, we are required to submit reports to Community Care Licensing so that the records of our business are always current.

Unusual Incident Report: (some examples include but are not limited to)

- Outbreaks of communicable diseases, such as mumps or measles
- Suspected child abuse
- Incidents that put children in danger, such as their wandering away from the facility unattended
- Injuries to children that require medical intervention

We hope that you have found all of the information in this parent handbook to be helpful as you and your child begin your journey with Renu Hope Foundation. We thank you for choosing Renu Hope Foundation Centers of Learning Excellence! We are excited to partner with you to build a lasting foundation for your child(ren) and your family!



Now Enrolling

Free Child Care to Qualifying Families, and Children with Special Needs!

**FOR MORE INFORMATION: HOPE
844-982-4673
FamilyServices@renuhope.org**

Funded by the California Department of Education Early Education Division and California Department of Social Services Child Care and Development Division



Free Meals by the Child and Adult Care Food Program

Now Hiring!

**CONTACT US AT: HR_Staff@renuhope.org
844-982-4673**

(Includes updates as of June 2025)

ATTACHMENT A

Family Monthly Fee Schedule

California Department of Social Services – Effective: July 1, 2025

State enrollment cutoff = 85% of 2025 State Median Income (SMI) from
CA DOF (2023 ACS)

Monthly Part-time							
Monthly Part-time Fee	Family Size 1 or 2	Family Size 3	Family Size 4	Family Size 5	Family Size 6	Family Size 7	Family Size 8 or more
\$30.25	6,053	6,869	7,959	9,232	10,505	10,744	10,983
\$30.65	6,134	6,961	8,065	9,355	10,645	10,887	11,129
\$31.05	6,215	7,052	8,171	9,478	10,786	11,031	11,276
\$31.45	6,296	7,144	8,277	9,601	10,926	11,174	11,422
\$31.85	6,376	7,235	8,383	9,724	11,066	11,317	11,569
\$32.25	6,457	7,327	8,489	9,847	11,206	11,460	11,715
\$32.65	6,538	7,419	8,595	9,971	11,346	11,604	11,862
\$33.05	6,618	7,510	8,701	10,094	11,486	11,747	12,008
\$33.45	6,699	7,602	8,808	10,217	11,626	11,890	12,154
\$33.85	6,780	7,693	8,914	10,340	11,766	12,033	12,301
\$34.30	6,860	7,785	9,020	10,463	11,906	12,177	12,447
Monthly Full-time							
Monthly Full-time Fee	Family Size 1 or 2	Family Size 3	Family Size 4	Family Size 5	Family Size 6	Family Size 7	Family Size 8 or more
\$60.50	6,053	6,869	7,959	9,232	10,505	10,744	10,983
\$61.30	6,134	6,961	8,065	9,355	10,645	10,887	11,129
\$62.10	6,215	7,052	8,171	9,478	10,786	11,031	11,276
\$62.90	6,296	7,144	8,277	9,601	10,926	11,174	11,422
\$63.70	6,376	7,235	8,383	9,724	11,066	11,317	11,569
\$64.50	6,457	7,327	8,489	9,847	11,206	11,460	11,715
\$65.30	6,538	7,419	8,595	9,971	11,346	11,604	11,862
\$66.10	6,618	7,510	8,701	10,094	11,486	11,747	12,008
\$66.90	6,699	7,602	8,808	10,217	11,626	11,890	12,154
\$67.70	6,780	7,693	8,914	10,340	11,766	12,033	12,301
\$68.60	6,860	7,785	9,020	10,463	11,906	12,177	12,447

Based on 2022 American Community Survey
(2023ACS)

Information provided by California Department of Finance, March 2025

California Department of
Social Services Jul-25

ATTACHMENT B



Dear _____

Date: _____

Please be advised that pursuant to the Funding Terms and Conditions (Title 5: Enrollment and Eligibility) each enrolled family participating in the Center Based General Child Care (CCTR) program must be *recertified* on or before the anniversary date of the first day of enrollment. In reviewing your family data files, specifically the Notice of Action (NOA) your records indicate that your *recertification* must be completed by _____. Please note recertification for continuing enrollment/services is **mandatory**.

The recertification process will entail the following:

1. Review of current income (i.e. most current payroll record for 1 month's period)
2. Review of present need (i.e. employment status, unemployment status, seeking work status, vocational and/or training status, incapacitation, at risk factor, etc.)
3. Review of "Need Calculation Worksheet" in relationship to current need
4. Review of Child Care Food Eligibility Status (i.e. Free, Reduced or Base determination)
5. Review of Child(ren) current physical and immunization status
6. Review of Emergency Information
7. Review of Notice of Action
8. Review of "Services Notification"

In order to expedite the recertification process please **bring the following checked items** to your appointment:

- ☐ Income verification (i.e. 1 month of the most recent paycheck record)
- ☐ Child and/or Spousal Support Document
- ☐ Self Employed documentation (i.e. license, client statement/invoices, etc.)
- ☐ Unemployment Notice of Action
- ☐ Seeking Work Record
- ☐ Letter of support for housing, food, clothing, other
- ☐ Employee Verification Form (i.e. change in work schedule)
- ☐ Current Work Schedule signed by employer
- ☐ Training Verification form signed by registrar and/or authorized representative
- ☐ Incapacitation Verification signed by appropriate provider/physician
- ☐ Child's updated physical ☐ Child's updated TB screening
- ☐ Other: proof of address/ Calfresh/Calwork passport to services (if applicable)

Thank you in advance for your cooperation so as to ensure your family's continuing placement in the program. You must contact our office schedule your recertification appointment before the termination date indicated on the attached Notice of Action in order to not disrupt your services or have services terminated. Please contact our office at **951-845-3816 ext 422** and speak to our Family Services staff who will assist you.

Please contact me to set up a time and date to pick up/ drop off re-certification packet

Sincerely,
Renu Hope Staff