



Welcome To Our Program!

We are so pleased that you selected Go Kids, Inc. to assist your child in accessing a high quality educational experience. We have spent many years building relationships in the communities we serve and can't wait to include you in our journey. While Go Kids, Inc. continues to operate center-based programs, our partnerships with Family Child Care (FCC) Providers have allowed us to offer more child care choices to the families we serve.

You will find that the Providers contracted to provide services to our families through participation in our Family Child Care Education Network have a great deal of knowledge and training. Individual FCC Provider programs vary in their hours of operation, program structure, philosophy, business practices, etc. Parents are encouraged to select a Provider who can best meet the needs of their family. We want to encourage you to ask questions, share ideas, or raise concerns about any program components. Ongoing communication between parents and caregivers is essential.

Please read the extensive information contained in this *Program Policies Manual* carefully and keep it on hand for your future reference. We believe this document is very informative and will assist you with navigating our program requirements.

Thank you for choosing our program. We look forward to a fruitful partnership with you and your family.

Sincerely,

***Larry Drury
Executive Director
Go Kids, Inc.***

TABLE OF CONTENTS

History	4
Vision, Mission, Values	4
Philosophy Statement	4
Guiding Principals	5
Educational Program	5
Family Child Care Education Network	5
Desired Results System	6
Days of Facility Closure	7
Meals & Nutrition	7
Professional Development	7
Parent Involvement & Education	7
Health & Social Services	8
Non Discrimination Policy	8
Children with Special Needs	8
Arriving and Leaving the Family Child Care Home	9
Daily Health Screening and Exclusion Policy	9
Health and Safety	10
Medications	10
Health Examinations	10
Rest Time	10
Behavior Policy and Procedure	11
Child Abuse Policy	11
Enrollment	11
Attendance	11
Program Eligibility	12
Eligibility and Need	12
Admission Priority	14
Hours of Service	14
Notification of Changes	14
Family Fee Provisions	15

Absence Policy	16
Fraud Policy	17
Parent's Right to Appeal	18
Grievance Procedure	19
Uniform Complaint Procedure	20
Office Locations	21
Center Locations	22

HISTORY

Since its incorporation in 1978, Go Kids, Inc. has grown from a single child development center and vocational teacher aid training program to a multi-service agency with a quad-county service area, Santa Clara, San Benito, Monterey and Santa Cruz Counties. We provide center based care, quality assurance of provider homes and special projects for community families with young children. Go Kids, Inc. operates with all applicable state and federal laws governing non-profit organizations. The agency is governed by a Board of Directors, which establishes policy and provides input from the community.

VISION

Go Kids, Inc. envisions communities where every child has the support they need to reach their greatest potential.

MISSION

Go Kids, Inc. enhances the lives of children and families through the delivery of comprehensive child development services and community involvement.

VALUES

PASSION

People get involved and contribute because of their passion

RESPECT

All people deserve to be treated with respect

INTEGRITY

A strategic, inquiring and informed perspective promotes a high standard of quality and objectivity

QUALITY

Best practices define the quality of service delivery to families with young children

SENSE OF HUMOR

Joyful interactions help families with young children flourish

PHILOSOPHY STATEMENT

Go Kids, Inc. is committed to creating and maintaining quality comprehensive programs for children that foster social, emotional, physical, and cognitive development while recognizing the importance of the family, culture and the community.

GUIDING PRINCIPALS

SAFE AND HEALTHY/NURTURING

The program is licensed, and in compliance with health and safety codes. Early care professionals are qualified, trained and passionate about meeting the individual needs of every child.

DEVELOPMENTALLY APPROPRIATE PRACTICE

The program is respectful of, and values each child's individual rates and patterns of physical/motor, psychosocial, cognitive, language and literacy development, personality, learning style, and family and cultural background.

SCHOOL READINESS

All children will have access to developmentally appropriate experiences that encourage their optimal development across the developmental continuum.

ASSESSMENT

Early care professionals gather information from several forms of evidence in order to complete a Desired Results Developmental Profile on each child.

INTENTIONALITY

Early care professionals plan meaningful activities based on the data collected from the Desired Results Developmental Profile.

SOCIAL COMPETENCE

Children are provided opportunities to foster their ability to understand the thoughts, intentions, and behaviors of oneself, and others.

EDUCATIONAL PROGRAM

Our educational program is based on sound principles of child development. Our overall goal is to give children a sense of self-worth and to help them develop according to their own individual styles. We want them to feel confident and secure so that they can explore and grow in a stimulating educational, social and home like environment. We are committed to supporting all aspects of a child's growth in an atmosphere of respect. Your child is seen as an individual who is an important member of a group, and whose uniqueness is acknowledged by that group.

FAMILY CHILD CARE EDUCATION NETWORK

In order to meet the diverse needs of families, Go Kids maintains a Family Child Care Education Network, which allows for the placement of children in Family Child Care Homes (FCCH.) Each provider in the Network has completed a minimum of twelve (12) semester units of Early Childhood Education/Child Development (ECE/CD) and is required to participate in ongoing professional development. All education program activities administered through the Family Child Care Education Network is achieved in partnership

through a service agreement between Go Kids, Inc. and eligible Licensed Family Child Care Providers.

Providers are not employees of Go Kids, but rather independent small businesses. Individual FCC Provider programs vary in their hours of operation, program structure, philosophy, business practices, etc. Parents are encouraged to select a Provider who can best meet the needs of their family. Please speak to your Family Service Worker (FSW) if you are struggling to find a FCC Provider who meets your family's needs. Likewise, you should speak to your FSW if your family's needs are no longer compatible with a FCC Provider you have selected.

DESIRED RESULTS SYSTEM

To ensure the delivery of quality program services, Go Kids, Inc. implements the Desired Results for Children and Families established by The California Department of Education (CDE), Early Education and Support Division (EESD). The Desired Results System provides tools for program administrators to evaluate the effectiveness of physical settings, qualifications of caregivers, and training opportunities provided to parents and our early care professionals. Go Kids, Inc. conducts an agency self-review using the Desired Results System on an annual basis and the California Department of Education conducts a Contract Monitoring Review every three years. The information we gather and assess helps Go Kids, Inc. improve its child care and development services.

DESIRED RESULTS FOR CHILDREN AND FAMILIES

The Desired Results System consists of 6 Desired Results outcomes for our children and families:

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

DEVELOPMENTAL ASSESSMENTS

Twice a year, Family Child Care (FCC) Providers in partnership with agency staff, will complete a Desired Results Developmental Profile (DRDP) for every child. FCC Providers use the DRDP to look at children's growth and development. The DRDP informs FCC Providers of a child's progress and provides information for planning for the child's learning activities. After each DRDP is completed, a parent conference will take place where FCC Providers will share the results of the DRDP with families. During this time, FCC Providers and families plan together on how to best meet the needs of the child. Parent conferences take place at least twice a year however additional conferences may be requested at any time.

PROGRAM EVALUATION

Go Kids, Inc. utilizes the Environmental Rating System (ERS) to evaluate the quality of our child development programs as required by the California Department of Education, Early Care and Education Division. Program quality is assessed on an annual basis and outcomes are used to enhance program quality.

PARENT SURVEY

Parents will be asked to complete the Desired Results Family Survey on an annual basis. Results are used to enhance the services received by you and your child and to ensure that families' needs are being met.

DAYS OF FACILITY CLOSURE

You will be provided with the agency's Holiday and In-service calendar for your reference which will list the days of closure for all Go Kids offices and center-based programs. Generally speaking, the Agency's calendar will not 100% match the calendar of each individual FCC provider. Parents should receive a copy of their selected FCC provider's calendar from them at the time of enrollment at the FCC home. If you find that your FCC Provider will be closed at a time that you require care and you would like to request an alternative provider for the day(s) speak to your Family Service Worker (FSW) in advance. The more notice you give your FSW of your request, the more likely they will be able to accommodate it.

MEALS & NUTRITION

Meals should be nutritious, appropriate, and in accordance with food program standards. Parents should have access to menus in advance.

If your child has a food allergy or special dietary needs you should inform your FCC provider prior to enrollment.

PROFESSIONAL DEVELOPMENT

All FCC Providers in the Family Child Care Education Network have completed a minimum of 12 units of Early Childhood Education and/or Child Development, although some providers have much more. Parents are encouraged to ask about the level of education and specialized training the Provider has achieved. Throughout the year, all Network Providers are required to participate in at least 16 hours of professional development.

PARENT INVOLVEMENT & EDUCATION

Go Kids, Inc. supports an open door policy and strong parent involvement regardless of early care and education setting. Communication and participation is very important and will enhance a feeling of a partnership in the education of your child. Agency staff and FCC

Providers are dedicated to working with you to provide learning opportunities, both at home and in the Family Child Care environment. It is important that you share any family changes, questions or concerns with us as they arise.

Here are some ways to get involved in your child's program:

- Ask your FCC Provider about your child's progress
- Participate in parent conferences
- Offer your time and or talent
- Donate materials
- Organize a fundraiser
- Help with a project
- Attend functions such as parent meetings, gatherings and fieldtrips
- Participate in the agency self-review process
- Participate in the Parent Advisory Committee (PAC)

Parents are encouraged to attend parent meetings and parent education opportunities. Go Kids, Inc. provides ongoing parent education workshops throughout the year. Go Kids, Inc. staff will distribute information to parents about these trainings as they occur.

Go Kids Inc. has established a Parent Advisory Committee (PAC). This committee of parents meets 4 times per year (at a minimum), is involved in the agency self review process, and makes recommendations regarding the operations of the programs to Go Kids, Inc. staff. If you are interested in being a member of the PAC, please contact your Family Service Worker (FSW).

HEALTH & SOCIAL SERVICES

Go Kids, Inc. provides parents with a local community resource guide at time of enrollment. Go Kids, Inc. is happy to offer additional referrals for families in need. This service is a complimentary service and is included in the child development services we provide. Please contact your FSW for additional referrals.

NON DISCRIMINATION POLICY

Go Kids, Inc. does not discriminate on the basis of race, color, ethnic group identification, national origin, height, ancestry, creed, religion, gender, gender identity, domestic partner status, weight, sex, sexual orientation, age, marital status, family status, mental or physical disability, veteran status or human immunodeficiency virus (HIV) status.

CHILDREN WITH SPECIAL NEEDS

Go Kids, Inc. welcomes and encourages the participation of children with varying needs and abilities in our programs. We comply with Section 504 of the Rehabilitation Act of 1973 and with the Americans with Disabilities Act (ADA). Go Kids, Inc. will make every effort to provide children with special needs reasonable accommodations to participate in activities, programs and services. If your child has an Individual Family Service Plan (IFSP) or

Individualized Education Plan (IEP), we encourage you to share it with your FCC Provider and FSW. This will allow everyone to incorporate your child's needs and goals into our program, to support an optimal early care and education experience for your child.

ARRIVING AND LEAVING THE FAMILY CHILD CARE HOME

The manner in which a parent arrives and leaves a child at school is very important. Starting the day in a positive manner will assure a good day for the child and FCC Provider. Please be sure that your child is dressed and ready for the day. When you bring your child into the FCC Home, make contact with the FCC Provider and spend a few minutes before you leave. At pick-up time, take a few minutes to talk about the day with the FCC Provider, and your child. Allowing your child time to finish their activity will provide a smooth transition for you and your child.

DAILY HEALTH SCREENING AND EXCLUSION POLICY

Children must remain home if they have a contagious illness and/or are not well enough to participate in daily activities. In order to maintain healthy environments for all children, FCC Providers are encouraged to conduct a daily health screening of all children upon arrival for visible signs of illness. Children should be screened prior to the parent signing their child in for the day.

FCC Providers will look for the following symptoms:

Vomiting or Diarrhea

Throat and Neck - redness, spots, sore throat, infected tonsils, (white deposits), swollen glands, etc.

Eyes - Discharge and/or redness

Skin - Rashes, spots, eruptions, vermin, etc.

Nose and Ears - Opaque and/or bloody discharge

Temperature - Fever within 24 hour period - over 100 F

Lice - Children must be appropriately treated and nit free for readmission

In the case of a lice outbreak, Go Kids will inspect for 10 days and deny care to any child with nits

Lethargic - unable to participate in daily activities

Children who have the above symptoms will be sent home and may return when:

1. Symptoms have disappeared; or
2. A doctor certifies with a signed, dated note that the child is not communicable. The note indicating when and why the child was excluded will be put in the child's file.

Children who become ill during the ~~school~~ day will be isolated from other children. Parents will be called and asked to pick their child up as soon as possible.

Parents are required to notify the FCC Provider immediately of any contagious conditions to allow for notification of other parents in the FCC Home. Names will remain confidential at all times.

HEALTH AND SAFETY

During active play, children are likely to experience occasional minor accidents or injuries. If your child has a minor accident/injury while at the FCC Home, your Provider should let you (or your authorized representative) know the details during pick up time.

If a child is injured while in the providers care and the child requires a doctor's attention, the Provider is required to complete an Unusual Incident Report Lic # 624, and call Community Care Licensing within 24 hours.

It is extremely important for your FCC Provider and Go Kids staff to have current contact information for you and your child's authorized representatives at all times. Please update this information on your child's Emergency Procedure Card as often as needed.

MEDICATIONS

As required by licensing and Title 22 regulations, medication may not be dispensed to children without a completed Medication Release form filled out by the parent. Medication must be prescribed by a physician for the particular child with the current date and amount to be administered.

HEALTH EXAMINATIONS

Children are required to have a physical examination, which may include a TB test prior to the 1st day of attendance and annually thereafter. Go Kids, Inc. will accept documents that are less than 1 year old to fulfill this requirement. Immunizations must be up to date and stay current during enrollment with Go Kids, Inc. These documents must be submitted before the child is allowed to receive services.

REST TIME

Every infant, toddler and pre-school child will be provided an opportunity to rest during the afternoon. A napping space and cot or mat will be provided for each child. We encourage each child to bring their favorite blanket labeled with their name to help with self regulation. For further clarification on the scheduling of rest time, please speak with your child's FCC Provider.

BEHAVIOR POLICY AND PROCEDURE

California Code prohibits the use of corporal punishment or unusual means of punishment. Corporal punishment is not permitted in any child care environment, even if a child's parents have given consent. Discipline of children must be fair, reasonable, and consistent and should be related to the undesirable behavior. Providers are encouraged to develop their own policies and procedures related to behavior and appropriate consequences. Parents should inquire about their FCC Provider's practice so that both can work in partnership to support the child's individual needs.

CHILD ABUSE POLICY

As mandate by California Department of Social Services and Child Protective Services, Go Kids, Inc. staff and FCC Providers are required to contact Child Protective Services if there is a reason to believe or suspect that a child is being neglected or abused. Please contact your FSW if you are in need of community resources that can offer assistance in protecting your child's emotional or physical safety.

ENROLLMENT

As vacancies come available, families will be contacted for potential enrollment. It is the responsibility of the enrolling parent(s) to accurately complete and sign all enrollment documents and complete the parent orientation process prior to the child being admitted into a program. By signing the enrollment documents, the enrolling parent is also certifying that they have legal authority for the child.

ATTENDANCE

SIGNING IN AND OUT

It is the requirement of California's Department of Social Services, Community Care Licensing Division and California's Department of Education, Early Care and Education Division, that the person who signs the child in and out shall use his or her **Full Legal Signature** and shall record the exact arrival and departure times on a daily basis. Signatures must be in ink and any discrepancies must be noted on the back of the attendance sheet. The use of white out or other correction materials is not permitted. Go Kids, Inc. defines **Full Legal Signature** as the signature used when signing the Confidential Application at time of enrollment. Notices will be mailed to the families who fail to use Full Legal Signature. The family will be required to attend a mandatory training upon the receipt of a 3rd and final notice. Failure to attend the mandatory training will result in termination from the program.

All children are required to be brought INTO the child care facility by their parent or parent's adult designee (must be 18 or older). Likewise, caregivers will only release a child

to the parent or parent's adult designee (must be 18 or older). If pick-up is to be by someone other than those listed on the emergency card, please notify the FCC Provider in writing. Children will not be allowed to leave with any other person without written authorization from the parent or guardian. Parents are required to keep the Emergency Card current with 3 emergency contacts. **The person picking up MUST be prepared to present a picture I.D.**

Children will not be released to an adult who appears to be under the influence of drugs or alcohol.

If there is a court order that specifies that a parent is not allowed to pick up or contact the child without the consent of the custodial parent, the order must be on file with the agency as well as the FCC Provider.

Parents are required to notify the FCC Provider within one hour of the contracted arrival time if a child is going to be absent. Parents must identify specific reasons for absence on the attendance form.

PROGRAM ELIGIBILITY

To be eligible for child care and development services, the child must live in the State of California while services are being received. Prior to admission into the subsidized program, parents must complete a Go Kids Inc. Eligibility Application. Placement or "rank" is based on income/family size and need. Documentation to verify eligibility and need (if applicable) will be collected and reviewed prior to enrollment.

ELIGIBILITY AND NEED

INCOME ELIGIBILITY

A family's total countable income must meet the income guidelines as established by the California Department of Education, Early Education and Support Division. This is a sliding scale that takes into account family size and income.

NEED AND ELIGIBILITY

To be eligible for a child care subsidy, the parent in the family must demonstrate at least one need status, in addition to being income eligible. The California Department of Education, Early Education and Support Division has identified the following categories of need:

- **Child Protective Services/At Risk:** Must have a written referral from the Department of Health & Human Services, Child Protective Services (CPS) unit or other person qualified to make the referral. Contact your agency representative for details.
- **Employed:** Employment must preclude the supervision of the applicant's child.
- **Seeking Employment:** Limited to a maximum of 60 consecutive working days (excluding Federal Holidays) per parent per fiscal year (July 1 to June 30). The 60

days begin on the first day of job seeking. Care is limited to less than 30 hours per week.

- **Seeking Permanent Housing:** Limited to a maximum of 60 consecutive working days (excluding Federal Holidays) per parent per fiscal year (July 1 to June 30). The 60 days begin on the first day of certification for Seeking Permanent Housing. Care is limited to less than 30 hours per week.
- **Vocational Training:** Training must lead to an identified vocational goal. Grades, transcripts, or a letter of completion must be submitted after each term to determine if adequate progress is being made. The minimum grade required to demonstrate adequate progress is a C. Training is limited to six (6) years from the initiation of services for training; or 24 semester units (or its equivalent) after the attainment of a Bachelor Degree.
- **Parental Incapacity:** A Statement of Parental Incapacity, including the specific days and hours of care needed, must be completed by a legally qualified health professional. Care is limited to a maximum of 50 hours per week.

CONTINUED ELIGIBILITY

Once the child has been enrolled in the subsidized program, the parents must continue to verify their eligibility/need in the following ways:

- **Income:** Parent must report any changes in income amount or source, including overtime, bonuses, changes in TANF, seasonal employment, lottery winnings, etc.
- **Employment:** Parent must report any changes, including work hours, temporary leaves of absence, pay rate changes, place of employment, additional jobs, etc. and continue to furnish Income Verification and Employment Verification as requested.
- **Students:** Parent must provide ongoing documentation at the end of each term/semester showing adequate progress toward their vocational goal. Parents must report any changes in courses, hours, attendance, student status, etc.
- **Child Protective Services, Seeking Employment, Homeless and/or Seeking Permanent Housing, or Parental Incapacity:** Parents must report any changes in their certified need status immediately.

Important:

It is the parent's responsibility to notify the Family Service Worker (FSW) within five (5) days of any changes. Failure to do so may result in termination of services.

RECERTIFICATION OF ELIGIBILITY AND NEED

After initial Certification and Enrollment, California Department of Education, Early Education and Support Division requires your declared need and eligibility to be recertified annually. Go Kids Inc. maintains the right to recertify any family at any time as needed. At the time of recertification, you will be required to update your file with current income documentation and other supporting documentation as requested.

Any changes in the contracted hours of care must be supported by the necessary documentation requested prior to the changes in service becoming effective.

Recertification and changes will not be approved without the appropriate documentation on file. Failure to comply with the recertification requirements may result in termination.

STATE MIGRANT PROGRAMS

To receive State Migrant Program services, the family shall have earned at least fifty percent (50%) of its total gross income from employment in fishing, agriculture or agriculturally related work during the twelve (12) month period immediately preceding the date of application for child care and development services. Families shall also meet all eligibility and need criteria.

ADMISSION PRIORITY

Go Kids Inc. policy for enrolling families adheres to the California Department of Education, Early Education and Support Division-Admission Priorities. Priorities for enrollment may vary depending on the funding source and eligibility requirements. Children receiving Child Protective Services have first priority to be enrolled in the program

HOURS OF SERVICE

The childcare hours of service are determined upon certification and a Certificate of Authorization is sent to the Family Child Care Provider. If the contracted hours and actual hours used are not consistent, recertification may be necessary. The Confidential Application must be revised to reflect the new approved hours and a Notice of Action will be sent specifying the enrollment change. Additionally, an updated Certificate of Authorization will be sent to the Family Child Care Provider.

Should your schedule need to be adjusted to suit your childcare needs, you must contact your Family Service Worker (FSW) immediately. Schedule changes must be approved before they become effective. Any changes affecting eligibility and contracted hours must be reported to Go Kids Inc. within five (5) days.

Please Note: Variation from contracted hours or inconsistent use of contracted hours without prior approval may result in termination of services.

NOTIFICATION OF CHANGES

It is important that Go Kids, Inc. maintain current and accurate records on each child. These changes include, but are not limited to: home address, work address, home/work telephone numbers, cell phone numbers, work location, contact information for persons 18 years old or older authorized to pick up your child, emergency contact information, income, work hours, work or school status and/or family size.

It is your responsibility to notify your Family Service Worker (FSW) of any changes in income, family size, or need within five (5) days.

Failure to notify Go Kids, Inc. of any changes within five 5 days may result in termination of services.

FAMILY FEE PROVISIONS

DETERMINING FAMILY FEES

Families enrolled in the State funded program may be required to pay a fee. A Family Fee is charged based on the California Family Fee Schedule. This is a “sliding” fee schedule, which means that your fee will be based on your gross countable monthly income and family size. Family fees shall be assessed and collected based on the child who is enrolled for the greatest number of hours. Families will be given a minimum of a 2 week notice in the event of an increase in family fees. However, in the event of a decrease in family fees, the change will be effective the first of the month after the decrease is determined if the family waives their rights to appeal.

FAMILY FEE PAYMENT

Family fees are due on the first day of the month and are considered delinquent after 7 calendar days. If the 7th calendar day falls on a weekend, family fees are due by 6:00 pm on the preceding Friday. A notice of termination will be issued by the end of the 2nd business day after the payment due date each month and mailed via certified mail. If a payment plan has been submitted and approved by the fiscal department prior to the date of termination, the Notice of Action will be rescinded. Failure to meet the terms of your payment plan will result in termination from the program.

Go Kids, Inc. accepts checks, money orders, cashier checks, Visa, Master Card & Discover. All checks and money orders shall be made payable to Go Kids, Inc. and may be submitted via US mail to the Administrative Office in sufficient time to be received by the 7th calendar day of each month or delivered in person at the Administration Office by 6:00 pm on the 7th calendar day of the month. Please be sure to list your Go Kids account number on all checks. There will be a fee of \$25.00 for returned checks. If more than one check is returned, money orders will be required for payment.

CREDIT FOR FEES PAID TO OTHER CHILD CARE PROVIDERS

Go Kids, Inc. shall grant a fee credit equal to the amount paid to other childcare providers (Non-Go Kids, Inc. childcare). Families must provide a written receipt to Go Kids, Inc. Go Kids, Inc. will apply the fee credit to the family’s subsequent fee billing period. The family shall not be allowed to carry the fee credit beyond the subsequent fee-billing period. No fee credit will be given for absences. In addition, no credit will be given for transportation fees.

TERMINATION FOR NON-PAYMENT/LATE PAYMENT OF FEES

Family Fees paid late 3 times within a six month period will result in the termination of childcare services. In addition, the family will be ineligible for services with Go Kids, Inc. for a period of six months and the outstanding balance must be paid in full prior to

readmission. Readmission for services will be determined by placement on the Go Kids, Inc. Waiting List.

REFUND OF FAMILY FEES

All overpaid family fees will be refunded within 90 days of the child's last day of enrollment.

ABSENCE POLICY

Parents must notify the FCC Provider by phone or in advance in writing regarding their child's absence no later than the time the child is scheduled to attend that day. The reason for absence and a ***Full Legal Signature*** must be written on the sign in and out sheet by the parent(s) or authorized agency representative. Family fees remain the same whether or not the child attends.

In addition to excused absences, children are allowed 10 best interest days and 15 unexcused absences. After all 15 unexcused absences have been used, childcare services will be terminated. Additional unexcused absences may be granted by the CFO for certain circumstances.

EXCUSED ABSENCE

1. Child, parent/guardian or sibling is ill. Healthy child/sibling may still attend care. If the child is absent for five (5) consecutive days, a note from the doctor will be required to readmit the child for care.
2. Quarantine by county or city health officer.
3. Medical, Dental and Mental Health appointment
4. Appearance in court, appointments with attorneys, and law enforcement officers
5. An absence related to Child Protective Services.
6. Family Emergency (5 consecutive days max per occurrence)
 - a. Lack of transportation
 - b. Witness or victim of a crime
 - c. Illness of a family member
 - d. Disaster
 - e. Funeral for member of family

All family emergencies must be documented in writing with the specific nature of the emergency. If your family emergency requires your child to be absent longer than 5 days, you must request additional family emergency days in writing to your Family Service Worker.

BEST INTEREST

1. Family trips for pleasure or recreational reasons
2. Home with a parent or visiting relative (if family has a set schedule)
3. Participation in elementary school activities

4. Observation of a holiday or a ceremony of the student's religion
5. Any absence in the best interest of the child

*Maximum of 10 days per child within the fiscal year.

15 UNEXCUSED ABSENCES

1. An absence, which has not been documented
2. Any day beyond the allocated 10 Best Interest Days

LIMITED TERM SERVICE LEAVE REQUIREMENTS

If the family temporarily does not have a need for subsidized child care as specified in the Funding Terms and Conditions, the family may be granted a Limited Term Service Leave. The Limited Term Service Leave shall not exceed twelve (12) consecutive weeks in duration, except when the parent is on maternity or medical disability leave. Maternity or Medical Limited Term Service Leave shall not exceed sixteen (16) consecutive weeks in duration. Families may be granted a Limited Term Service Leave by completing the Limited Leave Request Form and submitting it for approval to their Family Service Worker ~~or Site Supervisor~~. If approved, the family's subsidized child care space will be held, however, we cannot guarantee that the space will be at the same location.

FRAUD POLICY

Go Kids, Inc. is required by the California Department of Education to inform all families receiving subsidized child care services through state funds that if child care funds are obtained by providing fraudulent information or incomplete information, Go Kids, Inc. shall actively pursue recovering the funds paid out from the family in question.

Any fraudulent, false, or misleading information provided to Go Kids, Inc. regarding employment, income, status as a student, enrollment in a training program or eligibility relating to medical incapacitation will be grounds for program termination and will be justification for Go Kids, Inc. to begin to recover funds.

Knowingly providing false information or documents to verify Eligibility and Need such as:

- Family size/intentionally inflating family size by reporting family members who do not physically reside in the household
- Family monthly income-intentionally underreporting family income in order to remain eligible for services or reduce family fee (wages, child support, cash aid, or other relevant income)
- Intentionally providing false Social Security Numbers, tax I.D. or other false monthly family income documents.
- Family source of income and family size- intentionally withholding information regarding second parent/spouse residing in the household.

- Intentionally falsifying and providing documents to verify needs for services including, but not limited to: forged employment verifications or medical incapacity statements, and/or falsified school records
- Untrue self declaration statements

Any family terminated for alleged fraud is entitled to a fair hearing. See Parent Right to Appeal procedures (see below) or on the reverse of the Notice of Action. If they lose their appeal, they will also be responsible for any money paid by Go Kids, Inc. for care during the time of the appeal process.

PARENT'S RIGHT TO APPEAL

Appeal Information: If you do not agree with the agency's action as stated in the Notice of Action, you may appeal the intended action. To protect your appeal rights, you must follow the instructions described in each step listed below. If you do not respond by the required due dates or fail to submit the required appeal information with your appeal request, your appeal may be considered abandoned. Provide the information outlined in steps 1-5 mentioned below or complete the appeal form on the back of the Notice of Action.

STEP 1: Submit your appeal in writing with the following information:

Name or Parent/Caretaker, Telephone, Address, and a written explanation as to why you disagree with the agency's decision. Please be sure to sign and date your appeal. If you require interpretation, please indicate in your request

STEP 2: Mail or deliver your local hearing request within 14 days of receipt of this notice to:
 Go Kids, Inc. Admin Office
 885 Moro Drive
 Gilroy CA 95020
 Attn: Appeals Coordinator

STEP 3: Within ten (10) calendar days following the agency's receipt of your appeal request, the agency will notify you of the time and place of the hearing. You or your authorized representative is required to attend the hearing. If you or your representatives do not attend the hearing, you abandon your rights to an appeal, and the action of the agency will be implemented.

STEP 4: Within ten (10) calendar days following the hearing, the agency shall mail or delivery to you a written decision.

STEP 5: **If you disagree with the written decision of the agency, you have 14 days from your receipt of the written decision to file an appeal with the California Department of Education (CDE). Your appeal to CDE must include the following documents and information: (1) a written statement specifying the reasons you believe the agency's decision was incorrect, (2) a copy of the agency's decision letter, and (3) a copy of both sides of this notice. Mail your appeal to the following address:**

California Department of Education
Early Education and Support Division
1430 N Street, Suite 3410
Sacramento, CA 95814
Attn: Appeals Coordinator

STEP 6: Within 30 calendar days after the receipt of your appeal, CDD will issue a written decision to you and the agency. *If your appeal is denied, the agency will stop providing child care and development services immediately upon receipt of CDE's decision letter.*

GO KIDS, INC. GRIEVANCE PROCEDURE

Step 1

The complainant wishing to file a grievance shall contact the appropriate Go Kids, Inc. representative and discuss their concern verbally.

- For program related concerns, please contact the Family Child Care Manager.
- For alleged violations of Go Kids, Inc. Program Policy Manual, Admission Agreement issues, or concerns related to enrollment and eligibility, contact the Family Service Manager.

In the event the issue remains unresolved, move to step 2.

Step 2

The complainant shall file their grievance in writing to the Administrative Office with attention to The Grievance Committee. The written complaint shall include the following information;

- Name
- Date of complaint
- Nature and location of alleged incident
- Names (if applicable) of witnesses to alleged incident
- Written summary of attempts made to resolve the issue from the point of origin.
- Name of Go Kids, Inc. representative you contacted from Step 1.
- Signed and dated

The written complaint must be filed within 10 days of the verbal discussion with the Go Kids, Inc. representative in step 1. The Grievance Committee will review the grievance and attempt to resolve the matter. A response will be provided in writing within 14 days of the date of the signed letter.

If the issue remains unresolved, move to Step 3.

Step 3

The complainant shall contact the Executive Director, in writing within 10 days of the date of the Grievance Committee's written response in order to request a review of the grievance and attempts made to resolve the matter. The Executive Director will review all documentation related to the grievance from Step 1 and 2.

The Executive Director will issue an opinion (or otherwise resolve) in writing within 14 days of receipt of the documentation.

If the issue remains unresolved, move to Step 4.

Step 4

The complainant shall request in writing that the grievance be placed on the agenda of the next Go Kids, Inc. Board of Directors meeting (which are scheduled on the 4th Monday of each month). The Board of Directors shall render an opinion (or otherwise resolve) in writing within 14 days of the board meeting. The decision shall be final.

UNIFORM COMPLAINT PROCEDURE NOTICE

It is the intent of Go Kids, Inc. to fully comply with all applicable laws and regulations. Individuals, agencies, organizations, students and interested third parties have the right to file a complaint regarding Go Kids, Inc. programs alleged violation of a statute or regulation that the California Department of Education is authorized to enforce. This includes allegations or unlawful discrimination (Education 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 must be signed and filed in writing with the California Department of Education:

California Department of Education
Early Education and Support Division
Complaint Coordinator
1430 N Street, Suite 3410
Sacramento, CA 95814

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

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.

GO KIDS INC. OFFICE LOCATIONS

ADMINISTRATIVE OFFICE

885 Moro Drive, Gilroy, CA 95020

(408) 843-9000

Days/Hours: M-F 9:00am-5:00pm

Closed for lunch from 12:00pm-1:00pm-

****Enrollments and Re-Certifications for Santa Clara County****

CHILD DEVELOPMENT RESOURCE CENTER OF SAN BENITO

1101 Community Parkway, Hollister, CA 95023

(831) 637-9205

Days/Hours: M-F 9:00am-5:00pm

Closed for lunch from 12:00pm-1:00pm

****Enrollment and Re-Certifications for San Benito County****

GO KIDS, INC. SALINAS OFFICE

1330 E. Alisal Street, Salinas, CA 93905

(831) 757-5437

Days/Hours: M-F 9:00am-5:00pm

Closed for lunch from 12:00pm-1:00pm

****Enrollment and Re-Certifications for Monterey and Santa Cruz County****

GO KIDS, INC. MORGAN HILL OFFICE

17666 Crest Avenue, Morgan Hill, CA. 95037

(408) 779-6553

Days/Hours: M-F 9:00am-5:00pm

Closed for lunch from 12:00pm-1:00pm

****Enrollment and Re-Certifications for Santa Clara County****

GO KIDS, INC. WATSONVILLE OFFICE

567 Auto Center Drive

Watsonville, CA 95076

(831) 707-2331

Days/Hours: M-F 9:00am-5:00pm

Closed for lunch from 12:00pm-1:00pm

**** By Appointment Only****

GO KIDS INC. CENTER LOCATIONS

LOS ARROYOS CHILD DEVELOPMENT CENTER

885 Moro Drive, Gilroy, CA 95020

(408) 843-9005

Days/Hours: M-F 7:00am-6:00pm

Ages served: 2 years to 12 years

OCHOA CHILD DEVELOPMENT CENTER

902 Arizona Circle, Gilroy, CA 95020

(408) 842-2201

Days/Hours: M-F 6:00am-6:00pm

Ages served: 6 weeks to entry into Kindergarten

GO KIDS CLUB @ SAN MARTIN GWINN

100 North Street, San Martin, CA 95046

(408) 683-0600

Days/Hours: M-F 7:00am-6:00pm

Ages served: 2.9 years – 12 years

GO KIDS @ San Benito CDC

1101 Community Parkway, Hollister, CA 95023

(831) 637-9204

Days/Hours: M-F 7:00am-6:00pm

Ages served: 2 years – Kindergarten

GO KIDS CLUB @ RO HARDIN

761 South Street, Hollister, CA 95023

(831) 636-8171

Days/Hours: M-F 6:30am-6:00pm

Ages served: 2.9 years - 12 years

My signature below indicates that I have read and agree to comply with all of the policies and procedures contained within the Program Policies Manual.

Parent Name (please print)

Parent Signature

Date