



A Place Where Your Children Count

PARENT HANDBOOK

2024-2025

Welcome Letter

Dear Parents and Guardians,

Welcome to Page Learning Academy, Inc.! We are both excited and honored to have your child(ren) in our program. As a member of our team, we are committed in providing a quality, developmentally appropriate program to meet the needs of your child, while you pursue your educational and/or career goals.

This "Parent Student Handbook" outlines our policies and procedures, which will allow you to have, at your fingertips, answers to most questions about our program. It is important that you carefully read the handbook as you will be held responsible to uphold these policies and procedures while enrolled at **Page Learning Academy, Inc.** Additionally, we committed in maintaining an "Open Door" policy which means parents may visit our sites and their child's classroom at any time.

Page Learning Academy, Inc., is a 501(c) 3 non-profit corporation in the State of California. Our Infant/Toddler Program is funded by the CA Department of Social Services (CDSS) and the Preschool Program is funded by the CA Department of Education (CDE), Early Education Division. We are licensed under the State of California Department of Social Services. We also adhere to the State Department of Education Title 5 Regulations.

Once again, thank you for being a part of Page Learning Academy "*A Place Where All Children Count.*" We hope that you and your child(ren) have a positive and productive experience at **Page Learning Academy, Inc.**

Welcome Aboard,

Dr. Cresie M. Page

Executive Director

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OUR PHILOSOPHY

Our educational philosophy is based on Jean Piaget's theories of development in young children, which emphasizes interaction between the child and others, the child and his environment and the child's previous experiences. We utilize the "Creative Curriculum" (Piagetian Framework). This curriculum is value based and addresses the cultural, linguistic, and ethnic diversity of the children we serve. **Page Learning Academy, Inc.** utilizes the Desired Results Developmental Profile (DRDPr2015), an instrument developed by the California Department of Education to measure and record how well children and families are doing in State funded programs. The children are expected to advance from one stage of growth to the next stage.

Page Learning Academy's program provides the following experiences:

- (1) for children to grow and advance in the areas of personal and social competencies,
- (2) to demonstrate that they are effective learners,
- (3) show physical and motor competencies,
- (4) to be safe and healthy,
- (5) families are to demonstrate support for their children's learning,
- (6) and the development and achievement of their own goal.

The instrument DRDPr2015 provides the tool for **Page Learning Academy, Inc.** to measure the individual growth of each child based on the child's achievement level at the time of evaluation. The DRDPr2015 also provides feedback to the teachers as to what areas of education the teacher needs to assist each child's advancement to the next stage.

The DRDPr2015 is administered within 60 – 90 days of enrollment and every six months thereafter. Parent and teacher conferences are scheduled to share where the child is and to gather information from the parents. Parents are partners in their child's learning experiences; and their input is valued and encouraged. In addition to the DRDPr2015, **Page Learning Academy, Inc.** utilizes The Environmental Rating Scales to evaluate the condition and the appropriateness of the physical environment. These instruments are utilized to measure the extent that the children, staff, and families are meeting their goals.

The staff of **Page Learning Academy, Inc.** respects parents and welcomes their contributions as valued partners in our learning centers. Parents as partners allow the child to extend and enhance learning experiences from home to school. We value and encourage parents' input. We respect the religious culture of the families that we serve, however, we do not teach any form of religion in the school sites.

Page Learning Academy, Inc. centers are in diverse communities. We encourage business members, dentists, the fire department, police officers, health centers, grocery store attendants, and others, to visit our centers, walking field trips are scheduled for the children to explore who and what is in their immediate environment. Businesses are encouraged to support the families, sharing what products are available to them, groceries, health facilities, to include child guidance, WIC, any other agencies designed to assist families.

Page Learning Academy, Inc. has established relationships with The Los Angeles Child Guidance Counselors and The South and Westside Regional Centers. Children are referred with the knowledge and consent of their parent to these agencies for evaluation based on observed and documented behaviors.

OUR MISSION

The mission of **Page Learning Academy, Inc.**, is to provide a safe, nurturing, and healthy environment that fosters children's social, emotional, cognitive, and developmental growth, as well as a love of learning through a developmentally appropriate child centered curriculum.

PROGRAM GOALS

- Encourage an enthusiasm for exploration, learning, and creativity.
- Provide a balance of educational, social, and physical development opportunities for all.
- Respond to the changing needs and interests of children.
- Establish partnerships with families, which include opportunities for parents to actively participate in all aspects of the program.
- Form collaborative relationships with community agencies.
- Promote developmentally appropriate activities that will introduce children to language, literacy, math, science, fine motor skills, and to the culture and community in the world in which they live.
- Promote communication between parents, administrators, and staff.

Daily Class Schedule

7:00 a.m. – 8:10 a.m. - Welcome Children/Health Check (Free Play)

8:10 a.m. – 8:20 a.m. - Clean Up

8:20 a.m. – 8:30 a.m. - Transition/Hygiene/Restroom Break

8:30 a.m. – 9:00 a.m. - Breakfast

9:00 a.m. – 9:50 a.m. - Circle Time/Small Group Activities
(Language Arts, Reading, Social Emotion SE)

9:50 a.m. – 10:00 a.m. – Transition/Hygiene/Restroom Break

10:00 a.m. – 11:00 a.m. Outdoor Play/Learning Centers

11:00 a.m. – 12:00 a.m. – Lunch/Hygiene/Restroom Break

12:00 p.m. -2:00 p.m. – Nap/Rest Time

2:00 p.m. – 2:15 p.m. – Wake Up/Hygiene/Restroom Break

2:15 p.m. – 2:35 p.m. – Snack

2:40 p.m. – 3:40 p.m. – Outdoor Play

3:40 p.m. – 4:30 p.m. – Learning Centers/Small Group Instruction
(Math, Art & Science)

4:30 p.m. - 4:40 p.m. - Transition/Hygiene/Restroom Break

4:40 p.m. – 5:00 p.m. - Departure

OPERATIONAL HOURS

Our hours of operation are Monday through Friday. We provide service twelve **(12)** months a year. Our centers observe all major holidays. Please make every attempt to drop-off and pick-up your child promptly within the timeframe on your **Notice of Action** contract which is given at the time of enrollment. Your hours of service are set for your child based on your need for services.

- Instructional program begins at **9:00 a.m.**
- If your child will arrive after **9:00 a.m.**, please call to inform the school.

PRESCHOOL SITES

Site I	Site II	Site III
<p>Page Learning Academy, Inc. 216 W. Vernon Avenue Los Angeles, CA 90037 (323) 233.7253 www.pagelearningacademy.org</p> <p>Site Supervisor: <i>Ms. Jessy</i></p> <p>Email: jessy@pagelearningacademy.com</p> <p>Hours of Operation 7:00 a.m. – 5:00 p.m.</p>	<p>Page Learning Academy, Inc. 726 Centinela Avenue Inglewood, CA 90302 (310) 673.1145 www.pagelearningacademy.org</p> <p>Site Supervisor: <i>Ms. Kassandra</i></p> <p>Email: kassandra@pagelearningacademy.com</p> <p>Hours of Operation 7:00 a.m. – 5:00 p.m.</p>	<p>Page Learning Academy, Inc. 4724 S. Wilton Pl. Los Angeles, CA 90037 (323) 299.7243 www.pagelearningacademy.org</p> <p>Site Supervisor:</p> <p>Email:</p> <p>Hours of Operation 7:00 a.m. – 5:00 p.m.</p> <p>*Note: Infant/Toddler program only available at Wilton</p>

AGES OF CHILDREN SERVED

Page Learning Academy, Inc. offers morning and afternoon program. Programs are available to parents with infants and toddlers (6 weeks to 24 months) and preschoolers (3 – 5). **Our infant/toddler program is only available at our Wilton site.** Children should be at least 6 weeks of age.

STUDENT TEACHER RATIO

Our student to teacher ratio:

- 1:8 adult-child ratio, 1:24 teacher-child **5 CCR 17713**

STAFF DEVELOPMENT

Page Learning Academy, Inc. is committed in providing a quality early childhood education, by hiring qualified staff. All staff hold the appropriate credentials and permits required by the California Department of Education (CDE).

- New employees are provided an orientation to guide them to understand how agency policies relate to their respective job description.
- We support continuous staff growth by assessing the needs of the staff and providing Professional Development activities to enhance their growth.
- To support the implementation of the employees' job description, the Site Supervisor/Director, and others in the field of Child Development provide staff development. Our staff members are evaluated annually, and as needed.

We have sound internal communication mechanisms, which include email, phone, and newsletters, to provide staff with information necessary to carry out their respective duties. We encourage staff to continue training to always provide the latest techniques in education for our students.

CURRICULUM

Page Learning Academy, Inc. utilizes the “Creative Curriculum” a “Child Centered,” curriculum which is focused on the needs of the whole child and is enhanced by the teachers and instructional staff. Children are given choices about the activities they wish to participate in. The children are “active learners” investigating, exploring, using problem solving skills developing their minds, and bodies. Research shows that children who are exposed to materials in an active learning environment retain more of the information. **Page Learning Academy, Inc.** employs the hands-on approach. Children are provided with a variety of materials to “play” with. It is through children’s play that they learn to interpret their world and life experiences.

DESIRED RESULTS DEVELOPMENTAL PROFILES (DRDP)

Page Learning Academy, Inc. utilizes the Desired Results Developmental Profile (DRDP), which was developed by the California Department of Education (CDE) to ensure that all children are making progress in all domains: social, emotional, language and literacy, math, science, social studies, physical and health development.

- We use the DRDP (2015), a tool developed by the CDE to assess the development of children.
- Children are assessed twice per year, in the fall and spring. The initial assessment occurs within 60-90 days of enrollment.
- Parent/guardian’s input is a necessary component of this assessment.
- The assessment is also used to plan and conduct developmental activities that are age appropriate for the children

ENVIRONMENTAL RATING SCALES (ECERS)

The Environment Rating Scales ensures that **Page Learning Academy, Inc.** are providing enriching language skills, meeting all health and safety regulations, and offering an array of educational activities in a safe, warm, and supportive learning environment. **Page Learning Academy, Inc.** creates action plans for each classroom and us used to develop annual program goals/action plans.

The following measures are evaluated with the ECERS tools:

1. Space and Furnishings
2. Personal Care Routines
3. Language-Reasoning
4. Activities
5. Interaction
6. Program Culture
7. Parents & Staff

PROGRAM SELF - EVALUATION

To ensure a quality program and learning environments for children, staff, and families, **Page Learning Academy, Inc.**, relies on varies methods to aid us in self-evaluating our program operations and services provided. We perform an annual Program Self – Evaluation to submit to California Department of Education

(CDE) by **June 1st** of each year in accordance with **5 CCR 17709**. These evaluations help us to enhance the services to our students.

To effectively evaluate our Preschool Program, the following tools are utilized:

- **Desired Results Developmental Profile (DRDP)** - Results from the DRDP are compiled and utilized to inform program planning and curriculum.
- **Desired Results Parent Surveys** – Surveys parents/guardians for feedback on the program, helps to support their child's learning and development, as well as how the program is meeting the needs of the family.
- **Early Childhood Environmental Rating Scale (ECERS)** – Used to evaluate the quality of the preschool program in terms of arrangement of indoor/outdoor space, materials and activities offered to children, supervision and interactions in the classroom, scheduling and routines, and parental and staff support.
- **Program Self-Evaluation** – Annual evaluation that focuses on family and community involvement; governance and administration; funding; standards, assessment, and accountability; staffing and professional growth; opportunity and equal educational access; and approaches to teaching and learning.
- **Quality Start Los Angeles (QSLA)** – used to evaluate the quality of the preschool program in terms of classroom interactions between teachers and children, and what teachers do with the materials they have.

Based upon the findings/results of these tools, a plan of action is established as follows:

- A written list of tasks needed to modify or improve the program will be assessed in a timely and effective manner.
- All areas of need will be identified and a timeline with improvements will be implemented. This implementation process will include staff and family members.
- Procedures for the ongoing monitoring of the program to meet standards will include staff observation and the use of the assessment tools above.
- The agency Annual Report will be used to summarize findings of the Program Self-Evaluation and will be forwarded to the California Department of Education (CDE) on **June 1st**.

PARENT ORIENTATION

Parents/Guardians are provided an orientation to the program. The orientation for parents will be provided by the Site Supervisor and includes topics such as: mission, philosophy, goals, purpose, volunteer opportunities, enrollment, due process procedures, and program policies like signing in/out, drop off and pick-up; as well as the importance attendance, celebrations to both the child and **Page Learning Academy, Inc.**

PARENT INVOLVEMENT AND EDUCATION

A parent is a child's first teacher! Parents play an important role in your child's development and learning. For this reason, Parent education and involvement is an essential component of a quality child development program. Parents can get involved and participate in the various ways:

- Parent Advisory Council (PAC)
- Parent Meeting and Workshops
- Volunteering in the Classroom and/or Special Events & Occasions, Field Trips, etc.
- Parent Teacher Conferences

PARENT/TEACHER CONFERENCES

Parent Conferences take place twice per year in the fall and spring. Parents and teachers work collectively to meet children's individual needs. During Parent Conference, parents' input is pursued as a way to continue establishing a healthy partnership.

PARENT MEETINGS & WORKSHOPS

Parent meetings & workshops are scheduled throughout the school year. Please refer to our 2022-2023 Calendar of Events for a current list.

PARENT VOLUNTEERS

Page Learning Academy, Inc. welcomes parents and guardians to volunteer in the classroom. **It is not required or mandatory.**

PARENT ADVISORY COUNCIL (PAC)

As the parent/guardian, you have a variety of opportunities to participate on Parent Committees. Our Parent Advisory Council (PAC) is composed of one representative from each site. Meetings are held four times per year. The purpose of the (PAC) to advise the program on issues related to services to families and children. All parents/guardians are welcomed at all meetings.

HEALTH & SOCIAL SERVICES

A Family Needs Assessment is completed during the enrollment process. A community resource list will be available to guide families for health and social services in the community. We work with social services agencies as needed in order to assist families in obtaining necessary services to meet their needs

NUTRITION

All meals served meet or exceed the requirements set by the U.S. Department of Agriculture and the California Department of Education, Child Care Food Program. Our school participates in the California State Child and Adult Care Food Program (CACFP) and is subject to California State monitoring for compliance to the regulations.

Breakfast is served at 8:30 a.m., **lunch** at 11:00 a.m. and **snack** at 2:00 p.m.

We provide:

- Nutritious, balanced meals and snacks to all the children in our program at no separate charge.
- Menus are posted in each classroom.

If a student arrives after scheduled times, alternative meals are given to students to ensure they receive nutritional and balanced meals.

Meals are considered an integral part of our daily educational program. Every effort is made to introduce children/families to healthy and nutritious foods. Please be reminded that the food must be eaten on the premises and not allowed to be taken out of the center. Children are taught how to serve themselves, portion control, table manners, names of food, colors, texture, family style, etc. All enrolled children are eligible for the meals. Menus are posted weekly on our Parent Board, sent home every Monday, and posted at our Sign-In/Sign Out station.

APPLICATION/ENROLLMENT

A complete application for enrollment must be submitted to **Page Learning Academy, Inc.** to be considered for service.

Factors used to rate applications include, but not limited to:

- Income
- Current Aid Recipient
- School/Vocational
- Seeking Permanent Housing
- Child Protective Services
- At Risk of Abuse, Neglect, and/or Exploitation
- Parent Incapacity

APPLICATION PRIORITIES

Families will be ranked according to guidelines of the California Department of Education, Early Education and Support Division.

First Priority:

- Three or four-year-old neglected or abused children who are recipients of child protective services.
- Children who are at risk of being neglected or abused.

Second Priority:

- Shall be given to eligible CSPP four-year-old children who are not enrolled in a state funded TK program, whose families have the lowest income ranking based on the most recent Schedule of Income Ceiling eligibility tables as published by SSPI at the time of enrollment. Enrollment priority is given to four-year-old children.
- Eligible families, when two or more have the same ranking, priority is given to the child with exceptional needs.

APPLICATION PROCESS

The following documents are submitted with the application:

- Proof of Income (paystubs, self-declaration form, CALWORKS, Social Security, Child Support)
- Birth Certificate(s) of all children under the age of 18 living in household
- Proof of Residence – Utility Bill or Rental Agreement
- Official Class Schedule
- Additional documentation may be requested, such as Educational Plan

DOCUMENTATION OF TOTAL COUNTABLE INCOME: Applicants must submit one month of current income. (i.e., check stubs, unemployment verification, etc.). If the parent is self-employed other documentation will be required.

Total countable income is defined as:

- Gross wages or salaries
- Overtime
- Tips
- Disability or Unemployment Compensation
- Public cash assistance
- Child Support payments (received)
- Portion of student grants or scholarships, not intended for educational purposes such as tuition, books, or supplies

DOCUMENTATION OF COLLEGE OR TRAINING: Applicants must submit the following as requested:

- Official Class Schedule
- Name of the school or organization where training is received
- Dates that current training activities will begin and end
- A statement of the parent's vocational goal(s) The anticipated completion date(s) of all required training activities to meet the vocational goal
- Documentation that the parent is making progress toward the attainment of his/her course work and education/vocational goal
- Additional documentation may be requested by individual campuses,

DOCUMENTATION OF PARENTAL INCAPACITY: The documentation of a parent's incapacitation provided by a legally qualified professional, needs to include the following:

- A description of the nature of the incapacitation
- The duration of the incapacitation
- A statement that the parent's incapacitation prevents the parent's from caring for the child
- The number of hours that services are needed each day because of the incapacitation
- The name, address, telephone number and signature of the legally qualified professional who is determining the incapacitation status

DOCUMENTATION OF HOMELESSNESS: The documentation needs to include a written referral from an emergency shelter or other legal, medical, or social service agency, or a written parental declaration that the family is homeless is needed.

DOCUMENTATION OF SEEKING PERMANENT HOUSING: If the applicant is seeking permanent housing for family stability, the documentation of homelessness and a written parental declaration that the family is seeking permanent housing and needs childcare/early education services while seeking permanent housing.

DOCUMENTATION OF CHILD PROTECTIVE SERVICES: The documentation shall contain a written referral, dated within the six (6) months immediately preceding the date of application for services, from

a legal, medical, social service agency or emergency shelter. The written referral shall include either:

- A statement from the local county welfare department child protective services unit certifying that the child is receiving child protective services and that the childcare/development services are a necessary component of the Child Protective Services plan
- A statement by a legally qualified (licensed) professional that the child is at risk of abuse or neglect and the childcare/development services are needed to reduce or eliminate that risk
- The duration of the child protective service plan or the at-risk situation
- The name, address, telephone number and signature of the legally qualified professional who is making the referral

DOCUMENTATION OF CHILD'S EXCEPTIONAL NEEDS: A documentation of the child's exceptional needs shall include:

- A copy the child's individual family service plan (IFSP) or the individualized education program (IEP) that includes the information as specified in EC section 56026 and CCR, Title 5, section 3030 and 3031
- Signed by a legally qualified professional
- Includes the name, address, license number, and telephone number of the legally qualified professional who is rendering the opinion.

FAMILY FEES

- **Tuition** - All family fees are collected monthly in advance. Tuition is due on the first of the month and are to be paid in full, regardless of the child's attendance-illness or holidays or vacation. Tuition is based on enrollment, not attendance.
- **Tuition Rates** - The California Department of Education's income ceiling schedule determines fees. The family's gross income (gross income i.e., before taxes and/or other deductions are taken out) and the number of persons in the household determines the monthly fee service. All fees have been waived for the 2022 – 2023 Fiscal School Year.
- **Advance Payment of Fees** - Fees will be collected in advanced of providing services. Fees shall be considered delinquent after seven (7) calendar days from the date the fees are due. A Notice of Action Recipient of Services will be provided each family to inform them of the following: Total amount of unpaid fees; the fee rate; the period of delinquency; that services shall be terminated two (2) weeks from the date of the Notice unless all delinquent fees are paid before the end of the two-week period; Payment plan will be accepted from parents if reasonable for delinquent fees. Services will continue to be provided providing the parent pay current fees when due and complies with the provisions of the repayment plan; upon termination of services for non-payment of delinquent fees, the family shall be ineligible for childcare and development services until all delinquent fees are paid.

- **Credit for Fees Paid to Other Service Providers** - Credit will be applied to family's subsequent fee billing period. The family will not be allowed to carry over the fee beyond the fee billing period. Copies of receipts or cancelled checks for the other childcare and development services are required from the parents and/or guardian.
- **Receipt for Payment of Fees** - Parents will be provided an original copy of a pre-numbered receipt. The receipt shall show the amount paid, the date of payment the rate of payment and the period of service purchased. The Academy will retain a copy of the receipt.
- **Late Fees** - Parents must notify the center if they will be late to pick up their child. If the center has not received notification from the parent, attempts will be made to contact authorized representatives. After 30 minutes of unsuccessful attempts to reach parents/authorized representatives, the Sheriff Office will be contacted. The Sheriff may be required to contact Child Protective Services. The parent or guardian will be charged \$1.00 per minute when your child is picked up after 5:00 p.m. \$5.00 will be charged after the parent is 5 minutes late after close of the center. This fee is due within 24 hours from the time your child is picked up from school. This fee is to be paid in cash to the Director or the administrator.

WITHDRAWAL POLICY

The Academy request that a **two week** notice for parent /guardian to withdraw a child from the center. Tuition must be paid for these two weeks, whether the child is in attendance.

DISENROLLMENT

The following outlines the grounds for immediate disenrollment from the program, ensuring clarity and adherence to established policies. Each point is critical in maintaining a safe and effective environment for all participants.

1. **Fraudulent Information:** Any instance of fraudulent information submitted on the enrollment application or related forms will result in immediate disenrollment. This includes, but is not limited to providing false income statements, misrepresenting personal details, or any other deceptive practices that compromise the integrity of the enrollment process.
2. **Income Reporting:** Parents or guardians are required to notify the center within thirty calendar days if their adjusted monthly gross income exceeds **85%** of the State Median Income. Failure to do so may lead to disenrollment as it affects eligibility for program participation based on financial criteria.
3. **Documentation Compliance:** It is mandatory for parents to provide all necessary documentation and mandated forms as requested by the program. Non-compliance with this requirement can result in immediate disenrollment, as proper documentation is essential for maintaining accurate records and ensuring compliance with regulatory standards.
4. **Behavioral Expectations:** Any aggressive behavior towards agency faculty/staff, other program parents, or children will not be tolerated. This includes yelling, making derogatory or demeaning statements, or engaging in any form of harassment.
5. **Policy Adherence:** Parents must follow all program policies and guidelines. A failure to adhere to these established rules can disrupt the program's operation and negatively impact other participants, warranting immediate dis-enrollment.

6. **Child Behavior Concerns:** If a child's behavior poses a threat to the physical or emotional well-being of other children or staff members, this will be grounds for disenrollment. The safety of all participants is paramount.

These grounds are established to ensure a safe and supportive environment conducive to learning and development for all children involved in our programs.

NOTICE OF ACTION (NOA): The NOA is a contract between families and the center stating childcare services being provided. This signed document is the end of the certification process which allows the child to start services.

RECERTIFICATION

- Families shall be recertified for services by contractor no later than 50 calendar days following the last day of the 12-month certification period, which starts the day the agency signed the last application for services.
- To recertify families, the authorized representative shall notify the parent in writing in the final 30 days of the 12-month certification period, which starts the day the agency signed the last application for services.

FRAUD POLICY

Our "fraud policy" is designed to address the intentional provision of false or misleading information on applications, agreements, sign-in sheets, and other documents. This policy applies in the following contexts:

- **To begin receiving child care/early education services:** Any attempt to misrepresent information in order to gain access to these essential services will be considered fraudulent.
- **To increase or continue receiving existing child care/early education services:** Families may not provide inaccurate details with the intention of enhancing their service levels or maintaining their current benefits.
- **To stop a reduction in child care/early education services:** Misleading information aimed at preventing a decrease in service provision is also classified as fraud.

At any step during the enrollment process or while a child is enrolled in the program, if fraud is substantiated, services may be suspended or denied. This means that if it is determined that a family has engaged in fraudulent activities to obtain services, they will face immediate consequences.

If a family obtains services through fraudulent means, they will be required to repay all fees associated with those services before any future applications for assistance can be considered. This repayment requirement underscores the seriousness of committing fraud within our system.

In cases where fraud has been confirmed, the parent will receive a Notice of Action (NOA) indicating disenrollment from the program. This notice serves as an official communication regarding the termination of services due to fraudulent activity.

The integrity of our child care and early education programs relies on accurate and honest reporting from all families involved. We are committed to ensuring that resources are allocated fairly and appropriately, and we take violations of this policy very seriously.

Section 5 ----- Attendance

EXCUSED ABSENCES (5 CCR 18066)

Parents need to notify the center whenever their child will be late or absent from the program. The following are examples of what is considered excused absences:

- Illness of child/parent
- Illness or quarantine of child/parent
- Family emergency
- Spend time with a parent or other relative as required by a court of law or that is clearly in the best interest of the child
- Medical appointment for child/parent
- Court ordered visitation
- Best Interest Days

Except for children who are recipients of protective services or at risk of abuse or neglect, excused absences "in the best interest of the child" shall be limited to ten (10) days during the contract period.

ATTENDANCE

The parent is expected to notify the school by telephone when the child will not be attending his or her normally scheduled program and state the reason for absence. If a child is absent from school for any reason, upon returning please tell the Teacher or the Site Director the reason for the absence and note it in the **Absence Log** on the school sign-in sheet, accompanied with the reason and sign your statement.

Abandonment of Care (5 CCR 17819.5)

For purposes of abandonment of care, a "provider" includes an individual, family childcare home, or center-based entity that provides subsidized preschool services directly to children.

- When the family has not been in communication with the provider for seven **(7)** consecutive calendar days and has not notified the provider of the reason the family is not using services, the provider, if not the contractor, shall promptly notify the contractor.
- Contractor shall attempt to contact parent in writing, which may be electronic methods. Keep record of all communication attempts.
- Issue a Notice of Action to disenroll the family based on abandonment of care when there has been no communication with the provider for a total of **30** consecutive calendar days.

SIGNING IN/OUT: To provide a safe learning environment, it is imperative that all children are signed in and signed out on **Page Learning Academy, Inc.** sign-in sheet daily. The responsible adult must sign in and

out using the actual time of arrival/departure. Full legible signatures are required. **Initials are not acceptable.** Please ask for assistance if needed. Only those individuals designated on the child's "identification and Emergency Information Form" will be allowed to pick-up the child. Unfamiliar persons will have their Photo I.D. checked and verified.

DROP- OFF/PICK UP POLICY:

Children Drop - off Policy Under no circumstances may a parent leave a child at **Page Learning Academy, Inc.**

- 1) prior to opening,
- 2) prior to the child's scheduled arrival without **Page Learning Academy, Inc.** approval or
- 3) without making sure that the child has been properly received by a teacher

Please keep in mind that your teacher must monitor other children, if you need to have an extended conversation, please make an appointment at a time that is convenient for you and the teacher. Remember if you are going to be late picking up your child it is your responsibility to contact your emergency pick-up person to retrieve your child in a timely manner.

Children Pick-up Policy: To ensure the children's safety and security, **Page Learning Academy, Inc.** will adhere to the following procedures:

- 1) Children cannot be released to an intoxicated parent or authorized adult under the influence of Drugs or Alcohol.
- 2) Before releasing a child to someone other than a parent, staff will check his/her driver's license or other identification to make sure it matches the authorization form or special authorization note. Parents may not give oral authorization for pickup of children.
- 3) Under no circumstances will a child be released to a person who is not on the list. This includes staff member and other families the child may be familiar with.

Page Learning Academy, Inc. staff members who are on duty may not pick-up or take a child home. All other rules for pick-up and drop-off of children apply to staff members. Teachers will not release a child to a person they are not familiar with.

HEALTH REQUIREMENTS

Since we are concerned about the health of all children, **PLEASE KEEP YOUR CHILD AT HOME IF HE OR SHE IS ILL.** It is imperative that we take the extra precautions to prevent diseases among the children and staff. **If a child is not well enough to go outside, then he or she is not well enough to be in school.**

Illness - Communicable Disease (Exclusion) Please notify Page Learning Academy, Inc. at once if a child has been ill (diarrhea, high temperature, stomachache, etc.) the night before coming to school, please keep child home from school for 24 hours until free of symptoms. **An ill child cannot be admitted.** If a child becomes ill at school, the parent or authorized adult is required to pick the child up immediately as required by State of California Licensing Dept. The child will remain in the isolation area until picked up. Alternative arrangements are the responsibility of the parents in cases when they are unable to pick up the sick child. Failure to pick up your child in a timely manner can result in termination of service to the family. A child with any contagious disease may return to school after being on a doctor's prescribed medication for at least 24 hours. Some examples: Conjunctivitis (Pink Eye); Tonsillitis; Strep throat; Ring Worm; Pin Worm; Scarlet Fever; and Ear Infection.

When a child becomes ill at school, the following procedures will be followed: A child with diarrhea should remain at home until there has been 24 hours free from loose bowel movements. If a child develops diarrhea at school, the parents will be notified, and the child should be picked up from school.

DIAPER POLICY (Infant/Toddlers)

At our preschool, we are committed to providing a safe and nurturing environment for all children, including those who are not yet fully toilet trained. Our diaper policy is designed to ensure the health and well-being of every child while maintaining compliance with state regulations.

Parent Responsibilities

1. **Supplies:** Parents are required to provide an adequate supply of diapers, wipes, and any necessary diaper creams for their child. Each child will have a designated storage area for these supplies.
2. **Regular Checks:** Parents should check their child's supply regularly and replenish as needed to ensure that there are always sufficient items available at the preschool.

Provider Responsibilities

1. **Diaper Changes:** Staff will change diapers regularly, typically every two hours or as needed based on the child's individual needs. Immediate changes will be made for soiled diapers containing feces.
2. **Hygiene Practices:** All diaper changes will be conducted following strict hygiene practices:
 - Staff will wash their hands before and after each diaper change.
 - A clean changing surface will be used, which will be disinfected after each use.
 - Children's hands will be washed immediately after a diaper change.

Toilet Training

1. **Encouragement:** We support parents in encouraging toilet training when the child shows readiness (typically between ages 2 and 3). Toddlers will begin the potty training at 2 or 2 ½ depending on their readiness. During this training process, parents must bring a week of underwear as we begin the process of transition from diapers to underwear.

2. **Communication:** Open communication between parents and staff is essential during the toilet training process to ensure consistency between home and preschool environments.

Health Regulations

1. **Illness Exclusion:** Children exhibiting symptoms of illness (e.g., diarrhea) must remain at home until they are symptom-free for at least 24 hours or have a doctor's note confirming they are no longer contagious.
2. **Emergency Procedures:** In case of any medical emergencies related to diapering (e.g., severe rashes or allergic reactions), parents will be contacted immediately.

By adhering to this policy, we aim to create a supportive environment that respects the needs of all children while ensuring their health and safety.

FOOD ALLERGIES: If a child has food allergies, the teacher and cook will be informed, a letter from the child's doctor should be submitted to the center indicating the food the child is allergic to provide accommodations and/or substitutions.

ILLNESS: COVID GUIDELINES: If your child is experiencing cough, runny nose, or a temperature more than 98.6f, please keep your child at home. Seek medical assistance if symptoms persist. This will assist in the protection and safety of your child as well as other children and staff at your school site.

IMMUNIZATION: Each child must present proof of proper immunization as stated in the California Health and Safety Code, Section 1596.81, prior to enrollment. A "Physician's Report Form" will also be required within 30 days of enrollment documenting the child's physical ability to attend **Page Learning Academy, Inc.** that a Tuberculosis (TB) test has been completed, immunizations, and any special health needs that the child may have.

PHYSICIAN'S NOTE: A Physician's Note is required for the following contagious diseases: chicken pox, roseola, measles, conjunctivitis or any other eye infection, mumps, or body rashes, to return to school. If there is an outbreak of any other contagious disease, Page Learning Academy, Inc. has the option to require a Physician's Note upon the return to school.

ACCIDENTS AND EMERGENCIES: All accidents are reported in writing on a Notification of Accident or Injury form, an “Ouch” report will be given to the parent. Minor accidents such as cuts, and scrapes will be treated with soap and water; bruises and bumps will be treated with ice. Certified personnel may administer additional first aid. If emergency treatment is necessary, parents will be notified immediately. It is imperative that your “emergency contact” information is kept accurate and current. Regardless of our ability to contact you in an emergency, we will act to obtain the care required by your child. Please make the Administrator aware of any events that may affect the emotional well-being of your child. Page Learning Academy staff will attempt to provide your child with the emotional support, which he or she may need.

COURT ORDERS: The enrolling parent **must notify Page Learning Academy, Inc.** in writing of any changes in custody. Page Learning Academy, Inc. cannot restrict the rights of one parent at the request of the other parent without a copy of the custody order, or other court order affecting one parent’s rights. If there is no custody order and either parent demand access, we will release the child. **Parents must keep updated emergency information on file at the school site.**

EMERGENCY DISASTER PLAN: In case of a disaster, the Page Learning Academy, Inc. has in place a disaster plan that includes evacuation procedures. The procedures are discussed and demonstrated to all students. The relocation site, in case of an emergency is as follows:

- **Site I:** 216 W. Vernon Ave, Los Angeles, CA
[Pick-up at Junipero Serra Library, 4607 S. Main, Los Angeles, CA 90037]
- **Site II:** 726 Centinela Ave, Inglewood, CA
[Pick-up at Edward Vincent Park, 700 Warren Lane, Inglewood, CA 90302]
- **Site III:** 4724 Wilton Place, Los Angeles, CA
[Pick-up at Brookins Community AME Church, 4831 S. Gramercy Pl., Los Angeles, CA 90062]

FIELD TRIP POLICY: Field trips are at no cost to families unless the Parent Advisory Council (PAC) votes for a field trip that may require a cost. A field trip fee not to exceed twenty-five dollars (\$25) per child may be charged. No adverse action shall be rendered against any parent for the inability or refusal to pay for a field trip fee.

JEWELRY: We recognize that jewelry can be a form of self-expression for students. However, to maintain a safe and focused learning environment, specific guidelines must be followed regarding the types and sizes of jewelry that can be worn during school hours.

Students are allowed to wear earrings; however, there are restrictions in place to ensure safety and appropriateness. **Hoop earrings larger than a quarter are not permitted at any time.** This policy is in place to prevent potential accidents or injuries that could occur from larger hoop earrings during physical activities or interactions with peers.

If a student is found wearing hoop earrings that exceed the size limit, the earrings will be removed from their ears and placed in an envelope for safekeeping and returned to the parent the **same day**. If the earrings are discovered during Wellness Check-In, earrings will be given to the person who brings the child to school.

MANDATED REPORTING: The staff of **Page Learning Academy, Inc.** is mandated to report child abuse. The staff members are obligated by law to report any suspected abuse (i.e., physical, sexual, etc.) to the proper authorities which include the police department, immediately.

MEDICATION: Administering of medicine: **Under no circumstances** will staff administer to a child any of the following: aspirin, any medication from home, nor take rectal temperature. We will administer medication authorized by the doctor with the exact dosage and the appropriate time as prescribed on the medication in the child's name. Parents and/or authorized adult may come to the school to administer medicine.

Section 8 ----- Discipline

DISCIPLINE AND GUIDANCE: At **Page Learning Academy, Inc.** we strive to provide a positive approach to discipline. To achieve this, the staff uses positive language when talking to the children (CLASS). When a situation arises that needs to be addressed, the staff explains what a child is doing that is inappropriate and uses positive language to express what actions need to take place. Re-direction is also used. This allows the child to go to another activity and to show the staff the correct form of behavior. If constant re-direction needs to be explored, and the behavior persists on a constant level, the teacher, parent, and administrator will **develop a behavioral plan to best support the needs of the child**. **Page Learning Academy, Inc.** has the right to dismiss a child from the school due to disruptive behavior or any other circumstances deemed necessary and or harmful to other children by the Administration.

SUSPENSION AND EXPULSION: Our team and program are dedicated to assisting your child and family during their preschool journey. We recognize that preschool is a crucial time for exploration, learning, and reaching developmental milestones in a way that is tailored to each child's needs. We also acknowledge that some experiences may pose challenges, leading to potential behavioral issues. In compliance with California state regulations, we must inform you about our Suspension and Expulsion policies and procedures.

If your child encounters behavioral difficulties, our administrators will collaborate closely with you and your child's teaching staff. If needed, we will create Behavioral Intervention Plans that outline the specific behavioral challenges, the strategies our program will implement, and how parents or guardians can support these strategies at home. Furthermore, we will provide access to behavioral consultation services from field experts and share information on local resource and referral agencies to assist with any recommended assessments.

Persistent and serious behavior/s:

The state of California characterizes persistent and serious behavior as “recurrent patterns of conduct that significantly disrupt the learning experiences of other students or hinder interactions with peers and adults, which do not respond to appropriate developmental support.” This definition encompasses any type of physical aggression, destruction of property, and/or self-harm. In instances where persistent or serious behaviors are observed and interventions fail to yield positive results, parents or guardians will receive a notification regarding the intent to suspend and/or expel the student.

BIRTHDAY CELEBRATIONS: Please advise **Page Learning Academy, Inc.** staff one week in advance that you would like to celebrate your child's birthday at the school. If you choose to celebrate your child's birthday at school, you are responsible for providing the cake or cupcakes (**Store Bought Goods Only**).

OPEN DOOR POLICY: **Page Learning Academy, Inc.** welcomes parents and guardians to visit the school. Upon presentation of proper identification, you have the right to enter and inspect **Page Learning Academy, Inc.** without advance notice. Please read the parent board, monthly food menu, and calendars to be aware of and support the daily schedule and planned activities. When your schedule permits arrange to sit in and observe your child during learning centers. We welcome your input. We also promote open door policy inviting parents unannounced visits to share cultural aspects of their life and allowing children to see their families as part of their educational team.

RELIGIOUS INSTRUCTION POLICY: **Page Learning Academy, Inc.** refrains from religious instruction or worship.

SEXUAL HARRASSMENT POLICY: All staff follow California Department of Education (**5 CCR 4915, 5916, 4917**). The Board prohibits sexual harassment of any pupil by any employee, pupil, or other person at school or at a school-sponsored or pupil related activity.

UNIFORM COMPLIANT PROCEDURE (UCP): It is the intent of **Page Learning Academy, Inc.** to fully comply with all applicable state and federal laws and regulations. **Page Learning Academy, Inc.** is operated on a nondiscriminatory basis and services are not denied to any person based on sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, or mental or physical disability in determining when families are served.

Individuals, agencies, organizations, students, and interested third parties have the right to file a complaint regarding **Page Learning Academy, Inc.'s** 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 must be signed and filed in writing with the California Department of Education: Early Learning and Care Division - Complaint Coordinator, 1430 N Street, Suite 3410, Sacramento, CA 95814.

NON – DISCRIMINATION: **Page Learning Academy, Inc.** operates on a non-discriminatory basis and services are not denied to any person based on sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color or mental or physical disability, in determining which families are served. **Page Learning Academy, Inc.** welcomes the enrollment of children with disabilities and other special needs and understands the requirement of the American with Disabilities Act (ADA) to make reasonable accommodations for children with exceptional needs.

LIABILITY INSURANCE: The school carries liability insurance with a local insurance company for your protection and ours.

CONFIDENTIALITY: **Page Learning Academy, Inc.** believes in protecting the confidentiality of all families who choose to use our services. We will not discuss the affairs of one family with another family without prior mutual consent, nor will we release family information to parties outside of **Page Learning Academy Inc.** or to the public. It is also against **Page Learning Academy's** policy for staff members to discuss the affairs of families in casual conversation with the center, or in any inappropriate way at any time. We expect all families to follow the same principles of confidentiality with respect to all other families and staff members. Photographs of children or samples of children's work will not be displayed outside **Page Learning Academy, Inc.** nor will copies be used for promotional or training purposes without the prior approval of the parents. All records are confidential as well.

ADDRESSING PARENTS CONCERNS: All Board meetings are open to the public except meetings dealing with employee issues or parental issues. Minutes of open meeting shall be available to the public.

PERSONAL NEEDS OF CHILDREN: All children through five years old are recommended to provide a child size fitted sheet and blanket for naptime, which is used daily. If you do not have the said items, **Page Learning Academy, Inc.** will provide one for the student in accordance with **5 CCR 11736**.

- Parents are responsible for taking the bedding home every **Friday** for laundering and returning it on **Monday**. All children need **extra clothing** (at least 2 complete changes) in their cubbyhole "cubby" for when accidents and spills occur.
- Soiled clothing will be sent home daily, and the clean "spare clothes" should be replaced as soon as possible. Please check your child's cubby daily. Should you find anything in the cubby that doesn't belong to your child, please give it to one of the teachers.
- All garments should be clearly marked inside with the child's name or initials, written in ink, taped, or labeled.

Disclaimer

The State of California requires that all early education programs distribute information to parents/guardians about their rights and responsibilities. These notices are taken from the California Education Code, the California Health and Safety Code and other regulations applicable to early education programs. This handbook is to be distributed to all parents/guardians upon enrollment and annually thereafter. Any questions about the contents of this handbook should be directed to the Executive Director of the program.

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

IMPORTANT INFORMATION FOR PARENTS

CAREGIVER BACKGROUND CHECK PROCESS

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

The California Department of Social Services works to protect the safety of children in childcare by licensing childcare centers and family childcare homes. Our highest priority is to be sure that children are in safe and healthy childcare settings. California law requires a background check for any adult who owns, lives in, or works in a licensed childcare home or center. Each of these adults must submit fingerprints so that a background check can be done to see if they have any history of crime. If we find a person has been convicted of a crime other than a minor traffic violation, he/she cannot work or live in the licensed childcare home or center unless approved by the Department. This approval is called an exemption.

A person convicted of a crime such as murder, rape, torture, kidnapping, crimes of sexual violence or molestation against children **cannot by law be given an exemption that would allow them to own, live in or work in** a licensed childcare home or center. If the crime was a felony or a serious misdemeanor, the person must leave the facility while the request is being reviewed. If the crime is less serious, he/she may be allowed to remain in the licensed childcare home or center while the exemption request is being reviewed.

How the Exemption Request is Reviewed

We request information from police departments, the FBI and the courts about the person's record. We consider the type of crime, how many crimes there were, how long ago the crime happened and whether the person has been honest in what they told us. The person who needs the exemption must provide information about the crime:

1. What they have done to change their life and obey the law
2. Whether they are working, going to school, or receiving training
3. Whether they have successfully completed a counseling or rehabilitation program
4. The person also gives us reference letters from people who aren't related to them who know about their history and their life now.

We look at all these things very carefully in making our decision on exemptions. By law this information cannot be shared with the public.

How to Obtain More Information

As a parent or authorized representative of a child in licensed childcare, you have the right to ask the licensed childcare home or center whether anyone working or living there has an exemption. If you request this information, and there is a person with an exemption, the childcare home or center must tell you the person's name and how he or she is involved with the home or center and give you the name, address, and telephone number of the local licensing office. You may find the address and phone number on our website. The website address is <http://cclid.ca.gov/docs/maps/state.htm>

PERSONAL RIGHTS

Personal Rights, See Section 101223 for waiver conditions applicable to Child Care Centers

Child Care Facilities. Each child receiving services from a childcare facility shall have rights which include, but are not limited to, the following:

1. To be accorded dignity in his/her personal relationship with staff and other persons.
2. To be accorded safe, healthful, and comfortable accommodations, furnishings and equipment to meet his/her needs.
3. 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 daily living functions, including eating, sleeping or toileting, or withholding of shelter, clothing, medication or aids to physical functioning.
4. To be informed and to have his/her authorized representative, if any, informed by the licensee of the provisions of law regarding complaints including, but not limited to, the address and telephone number of the complaint receiving unit of the licensing agency and of information regarding confidentiality.
5. To be free to attend religious services or activities of his/her choice and to have visits from the spiritual advisor of his/her choice. Attendance at religious services, either in or outside the facility shall be on a completely voluntary basis. (In childcare facilities, decisions concerning attendance at religious services or visits from spiritual advisors shall be made by the parent(s) or guardian(s) of the child.
6. Not to be locked in any room, building, or facility premises by day or night.
7. Not to be placed in any restraining device, except a supportive restraint approved in advanced by the licensing agency.

THE REPRESENTATIVE/PARENT/GUARDIAN HAS THE RIGHT TO BE INFORMED OF THE APPROPRIATE LICENSING AGENCY TO CONTACT REGARDING COMPLAINTS, WHICH IS:

Department of Social Services, Community Care Licensing
300 N. Continental Blvd., Suite 290A
El Segundo, CA 90245
Telephone: (424) 301-3077

NOTIFICATION OF PARENTS' RIGHTS

As a Parent/Authorized Representative, you have the right to:

1. Enter and inspect the childcare without advance notice whenever children are in care.
2. File a complaint against the licensee with the licensing office and review the licensee's public file kept by the licensing office.
3. Review, at the childcare center, reports of licensing visits and substantiated complaints against the licensee made during the last three years.
4. Complain to the licensing office and inspect the childcare center without discrimination or retaliation against you or your child.
5. Request in writing that a parent not be allowed to visit your child or take your child from the childcare center, provided you have shown a certified copy of a court order.
6. Receive from the licensee the name, address, and telephone number of the local licensing office.

License Office Name: Department of Social Services, Community Care Licensing

Licensing Office Address: 300 N. Continental Blvd., Suite 290A, El Segundo, CA 90245

Licensing Office Telephone: (424) 301-3077

7. Be informed by the licensee, upon request, of the name and type of association to the childcare center for any adult who has been granted a criminal record exemption, and that the name of the person may also be obtained by contacting the local licensing office.
8. Receive, from the licensee, the Caregiver Background Check Process form.

NOTE: CALIFORNIA STATE LAW PROVIDES THAT THE LICENSEE MAY DENY ACCESS TO THE CHILD CARE CENTER TO A PARENT/AUTHORIZED REPRESENTATIVE IF THE BEHAVIOR OF THE PARENT/AUTHORIZED REPRESENTATIVE POSES A RISK TO CHILDREN IN CARE.

PAGE LEARNING ACADEMY, INC.

**ACKNOWLEDGMENT OF NOTIFICATION OF PARENTS' RIGHTS, PERSONAL RIGHTS,
CAREGIVER BACKGROUND CHECK PROCESS AND OTHER ENROLLMENT INFORMATION**

TO: PARENT/GUARDIAN OR AUTHORIZED REPRESENTATIVE

I, the parent/guardian/authorized representative of

(Name of Children)

have received a copy of the "PERSONAL RIGHTS," "CHILD CARE CENTER NOTIFICATION OF PARENTS' RIGHTS" and the

"CAREGIVER BACKGROUND CHECK PROCESS" forms from the center.

I have also received and reviewed with the site administrator/designee information regarding the early education center program including parents' responsibilities and causes for termination.

I have received a copy of "Parent Handbook 2020."

Page Learning Academy, Inc.

(Name of Center)

(Address)

Parent/Guardian Signature

Date

NOTE: This ACKNOWLEDGMENT must be kept in the child's file and a copy of the Handbook given to the parent/guardian/authorized representative.

Section 14 ----- Best Interest Sample Letter



Page Learning Academy's Best Interest Letter

As of _____, _____ has used eight (8) "best interest of the child" absences.

The state allows a maximum of ten (10) "best interest of the child" absences per fiscal year (July 1st thru June 30th).

This letter is official notification that _____ has two (2) "best interest of the child" days remaining.

(Please refer to your Parent Handbook, **page #20 ATTENDANCE**)

Respectfully,

Page Learning Academy, Inc.