



2021-2022
FAMILY HANDBOOK



**The wider the range of possibilities we offer children, the more intense will be their motivations
and the richer their experiences.
– Loris Malaguzzi**



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**Children learn as they play. More importantly, in play, children learn how to learn.
– O. Fred Donaldson**



Welcome to Holy Family Day Home!

Providing quality childcare and developmentally appropriate early childhood education to all our children, the Day Home has distinguished itself as a "home away from home." This Family Handbook is meant to give you general information about the many activities and resources available to you and your family while your child attends the Day Home. Please feel free to ask teachers and administrators any additional questions you may have or which may develop over time.

Our History

Holy Family has a rich history as one of San Francisco's oldest preschools. The original Holy Family Day Home opened in 1900 and was located at 6th and Brannan Streets, where the Flower Mart is now located. In the 1906 earthquake and fire, the Sisters of the Holy Family lost four Day Homes to the fire, including Holy Family Day Home. In 1912, thanks to the generosity of Virginia Fair Vanderbilt and the Richard and Mary Tobin family, we moved to our current location on Dolores Street, in the heart of the Mission District.

Until 1995, Holy Family Day Home had been owned and operated by the Sisters of the Holy Family. In 1995, a newly appointed lay Board of Directors purchased the Day Home property. The Sisters formed a new sponsorship relationship with the Day Home, and they continue to generously support the program in various ways as they are able. Even as the city and the neighborhood have changed around us, we continue to do what we have always done---provide loving care, quality early childhood education and comprehensive support services to the working families of the Bay Area.



Section I- Introduction

Our Mission Statement

Our goal is to provide affordable, high quality, early childhood education and family support services in a stable and nurturing environment, thereby providing the children of working families skills and hope for lifelong development. This mission continues a tradition established in 1900 by the Sisters of the Holy Family.

Holy Family Day Home is a 501c3 non-profit early childhood care and education center. Funding comes from various federal, state and local government contracts, family fees, private foundations and other donations generated from on-going fundraising efforts. Admission policies are operated on a non-discriminatory basis, according equal treatment and access to services without regard to race, creed, color, national origin, gender, sexual orientation, mental or physical disability, medical condition, marital status, veteran status, mental disability, age or on the basis of a person's association with a person or group with one or more of these actual or perceived characteristics. Although sponsored by the Sisters of the Holy Family, Holy Family Day Home is not a religious program.

Holy Family Day Home is an Equal Opportunity Employer and actively seeks to hire and promote individuals, recruit volunteers and provide services to individuals without regard to race, creed, color, national origin, ancestry, gender, sexual orientation, mental or physical disability, medical



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condition, marital status, veteran status, mental disability, age or on the basis of a person's association with a person or group with one or more of these actual or perceived characteristic



Educational Philosophy

We believe that children have an abundance of wonder, a natural desire to explore the world around them, and the competencies to help guide their learning. We believe that children learn through their experiences and connections with the world and people who surround them and that relationships are at the core of that learning. The deeper the relationship with their peers and teachers, the deeper their love of learning will be.

We believe that children flourish when they feel safe, understood, and encouraged to explore and make new discoveries. Our educators strive to meet the needs of the group as a whole as well as the individual child.

We are inspired by the Reggio Emilia approach and their methodologies of learning when partnering with children and their families. Through this inspiration, our educators work to document children's learning through their creations, words, and interactions with peers and teachers.

We serve a diverse population of children and their families, as well as staff, and we encourage and support all to share their cultures and interest on a daily basis. Through this sharing, our sense of identity takes shape which cultivates and distinguishes our Holy Family community.

HFDH Family Services

Holy Family provides educational services for children ages 3 months to 5 years old, as well as services to support the family as a whole, including:

- ❖ **Family Support Room**
- ❖ **Social Services Component**
- ❖ **Monthly family breakfasts**
- ❖ **Monthly Freebie-Friday's**
- ❖ **Weekly Farmers Market**
- ❖ **Winter coat drive**

** Additional services might be provided throughout the year as we assess the needs of our families.*

Curriculum

At Holy Family we follow both the Emergent Curriculum and Reggio Emilia philosophies of educating young children. Both of these approaches involve on-going planning that is based on the children's interest so that we can create meaningful experiences in learning. Educators facilitate and encourage learning by building positive relationships with children, documenting children's works, and utilizing small and large groups learning to build on individual interests. They are also both based in the idea that play allows children to use their creativity while development their imagination, physical, cognitive, and emotional strengths.



We also have a very strong focus on the social and emotional development of young children and believe that social competency can open the doors for lifelong learning. Educators work with young children to understand their emotions in social situations and how to positively work through them. This development of social awareness within themselves allows for children to then understand that their peers have the same emotions, and this allows for healthy interactions the classroom space, and beyond.

Portfolios, Observations, and Assessments

Holy Family Educators work throughout the year to create portfolios for all children enrolled in both our Infant/Toddler and Preschool Programs. These portfolios document the growth of each child over the course of their entire tenure here at HF.

Educators observe children during whole and small group play times, while interacting with their peers and materials in the classroom, and one-on-one experiences they have with each child. These are then tangibly captured (throughout photos, art work, and their words) and placed into each child's portfolio. When children move from the IT to PreK Program, the portfolio's follow them and families will receive the entire collection of their children's growth and development.

Throughout the school year, Educators conduct two formal assessments on all children using the observations that are taken of children in the classroom setting. The assessment tool we used is called the Desired Results Developmental Profile (DRDP). The DRDP is designed for Educators to observe, document, and reflect on the learning, development, and progress of the children in their class. Its main purpose is to highlight where children are meeting milestones, where Educators and families can support them more, and support the Educators in their curriculum and environment planning.

The results of the DRDOP are shared with families during the Family Conference time periods, during the winter and spring.

Family Connections

Family connections happen on a daily basis at drop-off and pick-up. Morning drop-off is a great time for families to share how their child's night and morning are going so that the teachers can support the transition into the classroom thoughtfully. Pick-up is a time where teachers can share how the child's day went so that families can support the transition home. These daily connections of care-giver and teacher build understanding and trust on both ends and this supports the child's experience here at Holy Family.

We also set aside two times a year where families and their child's school Primary Caregiver can sit and discuss the developmental growth of their child. Family Conferences are held in the winter and spring. These conferences are strongly encouraged as they are essential opportunities for communication in order to maintain a healthy partnership in caring for your child(ren).



Primary Care Giving

Holy Family classrooms practice primary care giving roles between our educators and the children. The relationships look different between the infant, toddler, and preschool classrooms as the needs and developmental focuses of the children are different at each stage of life. For all age groups, these relationships help the child to develop a strong bond with one adult, which helps to create a sense of security in the school setting. This feeling of safety allows children to take risks in their learning as well as helping to build their confidence in exploring their classroom environment and, eventually, confidence exploring the world around them. Primary caregiving is also beneficial to the educator and family relationship.

In all Infant/Toddler classrooms the educators will begin to support families in their child's experiences through sleep and meal transitions, toilet learning, and all the developmental milestones that happen in this age group. Parents are expected to help the primary teacher understand their child's needs as they grow in their home setting and the primary care teacher communicates daily their child's growth and development in the classroom setting.

Infant/Toddler Program

Children in our Infant/Toddler program range in ages of 3 months to 2 years old at the start of the school year. Each classroom practices Primary Care grouping of children with Primary Caregivers and each group can have anywhere between 2 to 5 children. Continuity of care is practiced in three of the IT classrooms, which means all teachers and children transition together from the infant room all the way through to the 2's room. This model of care giving supports a relationship base approach to learning for young children.

Social-Emotional development is the primary focus for all classrooms here at HF and it starts as early as 3 months of age. Children develop strong positive relationships with their Primary Caregivers as infants and this creates the foundation to help children development trust, empathy, and compassion for others. As children grow and develop, the relationship with their Primary Caregivers allow children to explore the world around them, develop empathy, and understand the difference between right and wrong. Our Infant/Toddler classrooms create the foundation where children can better understand their own emotions and their effect on others in society.

The Program supports breastfeeding mothers by providing a space in both the classroom for them to feed their child as well as in the main building if the mother would like more privacy. If a mother decides to use the classroom to breastfeed her baby, we ask that she work with the teaching team coordinate a feeding schedule. We also have a lactation room for mothers desiring a quiet place for her and her baby.



Toilet learning is another big part of development that happens in this age group and can last well into the preschool years. The transition from diapers to underwear is a huge milestone and one that is met with intention and thoughtful planning on the Program end that meets the

individual needs of each child. You will work with your Primary Caregiver on creating a plan that works for your child and build a bridge between home and school.

Preschool Program

In our Preschool classroom's educators can have up to eight children in their primary groups. With this age group children are developing deeper friendships with their peers and working more and more on their communication skills. Educators work with children to help them build strong bonds with their peers as well as using their words to express feelings of happiness, frustration, and, sadness. These social and emotional skills will help to build confidence in each child and better prepare them for the next stage of life: Kindergarten.

In the Preschool program we delve deeper into who the children and their own desires within a group setting. Educators work with children in small and large groups to support the different learning styles for the children. Small group times allow educators more one on one interactions as well as the ability to address social interactions.

At HFDH we understand that toilet learning is an ongoing process for children under the age of 5 years old. We are here to support families and children in this ongoing process. We will make individualized action plans for any child in need of additional support throughout the toilet learning process who is entering Preschool with a goal of being fully able to use the toilet on their own mid-way through the school year.

Classroom Ratios

	<u>Licensing Ratios</u>	<u>Holy Family Ratios</u>
Infant (3 months - 18 months)	1:4 teacher/child ratio	1:3
Toddler (18 months – 36 months)	1:6 teacher/child ratio	1:4
2-year-olds (24 months - 36 months)	1:6 teacher/child ratio	1:4
Preschool (3 yrs. through pre-Kindergarten)	1:12 teacher/child ratio	1:8

Your child's first days at HFDH

The first few days at school can be both exciting and frightening for both children and their families, especially if this is the first time the child has been in a group care setting. While some children may make the transition easily, others may find it challenging to adjust to the new environment.



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Understanding this, we at Holy Family take this major transition very seriously. Each new child and family will have a transition period during their first week of school. For children in the Toddler, 2's, and Preschool classrooms, their first day is a half day and a guardian must be present in the classroom with the child. The second day the child can be dropped-off at school and stay their regular schedule without a guardian present. Children who in the Infant classroom have a two-

day transition period. The first two days are half days and a guardian must be present on both days. The third day the child can be dropped-off and stay their regular schedule without a guardian present.

If after the initial transition happens and guardians feel their child needs a longer transition period, the program can support this and Educators will work with families to create a plan for full transition.

To help your child with the school transition, you can create a drop off routine with your child and the teachers. Having this type of structure will assist your child in feeling like he/she knows what is coming next. Additionally, keeping your good-byes brief, matter of fact and to the point will help minimize your child's distress. For instance, you can simply tell your child that you are going to work now but will be back to pick him/her up after nap time; say your "good-bye", give and hug and leave. Dragging out a good-bye or coming back into the room if your child cries will confuse the child and potentially escalate the situation.

Remember that you are always welcome to call throughout the day to check on your child. If he/she was crying when you left, feel free to contact the teachers later to see how he/she adjusted after the drop off. We are here to comfort him/her and make them feel welcomed and loved. Please speak to us if you have any questions or concerns. We want to help make this a smooth transition for your child and family.

What to bring

We encourage our Educators to have the children explore the world around them which might include exploration in water puddles or our garden areas. So that your child can experience these amazing sensory opportunities, please bring extra clothing, including underwear and socks, labeled with your child's name. They can be kept in your child's cubby where the children and the educators have easy access.

Children should wear practical, sturdy play shoes (i.e. tennis shoes) so that they can run and play with their feet protected. We strongly suggest that you not send them in dress shoes, patent leather, thongs, jellies or sandals.

Drop-off and Pick-up

At drop-off and pick-up, your child(ren) must be signed in/out at the front desk iPads with the 4-digit code that is assigned to each family upon enrollment. A full signature is required. All



families are expected to also sign their child(s) classroom sign-in sheet upon drop-off and pick-up.

All persons authorized to pick up children from Holy Family must be at least 18 years of age. Authorized persons must be listed on your Emergency Information Form and for the safety and wellbeing of your child(ren), a *California I.D./Driver's License* will need to be shown by all persons picking up your child.

Children must be dropped-off no later than 9:30 a.m., after that time you are deemed as arriving late to school. Arrivals after 9:30 and before 11:00 a.m., will be excused with a doctor's note stating the child had a medical appointment. Notification should be given to the classroom teachers as well as the Front Desk before the appointment date. If there is no doctor note for the tardy, families will have to sign our late log. Children will not be able to enter class past 11am even with a doctor's note.

All families are allotted **six late arrivals per semester**. If you reach your 6th late, your child will not be admitted to school on the 7th late arrival. There are no exceptions. You may return to school the following day.

Your child(ren) must be picked up by your contract hour time that is determined upon enrollment. We will make every effort to locate you or the persons you have authorized to pick up your child if we have not heard from you and your contract pick up time has passed. If you have not contacted us and/or we cannot contact someone by **6:00 p.m.**, we are obligated by law to call the police and report your child as abandoned. Your child will be picked up and taken to respite care.

All children, including siblings not enrolled at HFDH, must be accompanied by an adult at all times. Children may not be left unsupervised in any of the common areas, including the playground.

Cell phone use is not allowed on the playground or in the classrooms due to the disruption and distraction often caused by their use around children. Please silence your phone before entering a classroom or going out on the playground.

Attendance

Consistency is important for your child to have successful experience at HFDH. Our program is an integrated developmental program for young children, **not a drop-in center**. Children who do not participate on a regular basis will not receive the full benefit of Holy Family Day Home services while taking the space from a child who needs regular full-time care. Excessive absences is grounds for disenrollment from the program.

Absences



If your child is going to be absent, parents are required to call HF **each day** before 9:30 a.m. and give the reason for the absence. An absence is excused when:

- 1) Illness or quarantine of the enrolled child (please follow the Inclusion/Exclusion Policies to determine when a doctor's note is required)
- 2) Illness or quarantine of the parent
- 3) A family emergency- examples are
 - a. Death in the family
 - b. Eviction or loss of housing
 - c. Incarceration
 - d. Disaster (fire, flood, robbery, etc.)
- 4) Court ordered appointed visitation of the other parent
- 5) Mandated court appearance
- 6) Family Medical Leave- on a case by case basis
- 7) Days in the best interest of the child
May include, but not limited to time spent with parent or relative, or for another reason clearly in the best interest of the child

If a child is absent for **three continuous days or more**, and they are not planned Best Interest/Vacation Days, and there hasn't been any communication with Holy Family, your contract may be in jeopardy, which could lead to termination.

Best Interest/Vacation Days

Each family on a contract has **ten (10)** Best Interest/Vacation Days per school year. These days are to be used in the "Best Interest" of the child (vacation, family time, etc.). Prior notice is required for extended absences (more than 3 days), such as vacations, and must be documented by filling out a vacation form located at the front desk. Failure to fill out a vacation form will result in the Program following our unexcused policy (please see section below).

If at any time you would like to know how many Best Interest/Vacation Days your family has used, please check in at the front desk and they can provide you with that information.

Unexcused Absences

You may not exceed 5% of the childcare "operational days". Five percent (5%) of our operating days is the equivalent to one day per month, or 12 days annually. Exceeding the 5% level of unexcused absences could result in the discontinuation of services.

Meals and Snacks

Holy Family practices the family-style meal tradition where children take part in the process of serving themselves with the educators modeling and support. We serve fresh meals that are



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cooked daily in our in-house kitchen, and whenever possible our foods are organic and from local farms/vendors.

We provide breakfast, lunch and afternoon snack. In addition, the younger classrooms serve a late morning snack to sustain them until their next meal. We serve only the lean meats and support families who have meal preferences for their child(ren) (i.e. vegetarian, vegan, gluten free, etc.). We are a nut free facility.

HFDH participates in the California Child Care Food Program (CACCFP) and the weekly menu is posted in the front reception area and in your child's classroom.

Infant Meal Program

For our children ages 6 to 12 months old, we prepare all baby food here onsite using fresh and organic vegetables and fruits. We support the children through their transition from pureed to chunky meals, to self-served finger goods. This experience allows infants to learn how to manipulate their mouths around food which strengthens facial muscles that is needed as they are learning how to talk.

Breastmilk and formula are still an important part of an infant's diet and Primary Caregivers work with families on a schedule that fits the needs of the individual child and matches what is happening in the home environment.

Once children are 1 years old, they are served foods from the kitchen that all children are served in the Program.

Allergies and Special Diet Restrictions

Because some of Holy Family's children and staff have food allergies, we **do not** serve children any food that is not provide by the Program. If your child has any food allergies or special dietary restrictions, please notify your Primary Caregiver and our Health and Wellness Manager immediately.

A signed doctor's note is required for food allergies and diet restrictions based upon medical necessity along with a Medical Care Plan from your physician. If the dietary restriction is based on religious or personal reasons, there is no need for a doctor's note, but a parent's signed consent is required.

We are a nut free facility. No outside food is allowed on school grounds.

Parking

You may park in the white zones in front of the Holy Family on Dolores St. and on the side of the building on 16th St. Ten minutes of parking is allowed between the hours of 6:45 a.m. and 9:30 a.m., and between 3:30 p.m. and 6:00 p.m. in the afternoon.



PLEASE DO NOT DOUBLE PARK ON DOLORES ST. Double parking causes congestion and unsafe street traffic. We want to ensure the safety of our families and children, so please take the time to find a legal parking spot.

Birthdays

Once a month the children celebrating birthdays that month make/bake a special treat together with the educators and their classmates in their classroom. The food that is made in the classroom is chosen by the birthday child(ren) for that month.

Cakes and party favors from home are not permitted. If your child is planning a private party, you may leave invitations in the child's cubby only if you invite the entire class. If you are only inviting a select group, please mail your invitations through the postal service, email or invite children by telephone to prevent hurt feelings of other classmates not invited.

Neighborhood Outings

Neighborhood outings are an important part of Holy Family's enrichment program. Our school is a staple in one of San Francisco's more iconic neighborhoods that has so much to offer. Educators will always inform families when they are planning a trip to the grocery store, a local neighborhood venue, or just for a walk to see the murals. Families will have the opportunity to join their child and the classroom, if your schedules allow.

If families do decide to join the classroom, the following rules apply:

- Families must stay with the group at all times (from start to finish of the trip) and,
- Classroom Teachers will direct families on how their support will be most needed.

Holidays and Celebrations

At Holy Family we like to plan seasonal celebrations and use those as a time for children, families, and staff to come together and celebrate new beginnings, create a sense of community, and learn about how other cultures might celebrate that time of year. We recognize that we serve a diverse population of families and we strive to address this diverse by assuring all cultures, beliefs, and traditions are welcome.



Section II- Admissions

Contract Hours

Contract Hours will be established for your child, and are set in accordance with your work and/or training hours, with time considered for travel. Your child must be dropped off by your set arrival time and picked-up by your set departure time.

** Please see the "Drop-off and Pick-up" section for our policies on late drop-offs and pick-ups.*

Tuition

The monthly childcare fee is determined by the Holy Family Leadership team and is based on market rate. If you are a family that receives tuition subsidy's, childcare fees are based on family size and gross monthly income based on Contract type regulations. Please reach out to the admission department to find out more about your particular funding requirements.

Childcare fees must be *paid in advance, and are due on the first school date of each month*, for that month and must be time stamped before placing in the deposit box located at the front desk. You can pay by check, money order, and cash (which is limited to \$50). Families whose fees are not paid and show a pattern of non-payment may be cause for termination of services.

Monthly bills, detailing your fees and due date, are distributed on the 20th of each month prior to the month being billed. Fees are not adjusted for absences.

Request for late payment: If there is a special circumstance which results in your being unable to pay on the first of the month, please request a meeting with the Admissions Coordinator for next steps. An extension must be requested and approved at least 3 *working days prior of the payment due date*. You may request three extensions during any given year (July 1 - June 30).



We do realize that family's priorities change and you might need to leave before the end of the school year. We do require a 60-day notice for exiting families so that we can begin to fill the vacant spot. This notification should be sent to the Admissions Coordinator, Program Director, and the Billing and contracts Manager.

Change of information

You are required to notify Holy Family immediately of changes in your emergency contact information (work, home, mobile) or email. It is imperative that we keep this information updated so that we may contact you in case of an emergency.

Unacceptable Behavior

Holy Family Day Home is an educational institution that is built on excellence. Appropriate interactions are part of that excellence and Holy Family strives to maintain respectful, nurturing environments; in fact, how we interact with one another is equally important to education.

The following inappropriate **adult** behavior is considered disruptive and will not be permitted *{in specific circumstances, formal complaints will be filed with law enforcement agencies}*: racial and/or any discrimination toward agency personnel, children or families; shouting; use of obscene or abusive language; uncooperative behavior/attitude; creating a public disturbance; adults under the influence of alcohol or illegal substances; or, physically striking a child or anyone on the premises.

This policy applies to parents/guardians; their guests/visitors and anyone authorized to pick up the child from HF. These behaviors may lead to the **IMMEDIATE termination of services**.

Denial/Termination of Services

Child Development Support Plan: HFDH has created the Child Development Support Plan to assist children in reaching their full development potential while attending Holy Family. In order for this plan to be successful, parents/guardians must be active participants. Failure to participate may result in termination of childcare services.

If your child experiences prolonged behavior challenges, educators, and, if needed, the Assistant Program Director and Program Director will work with you to develop an action plan to address the behavior and help your child be successful in the program. Holy Family is a group care setting and is not in a position to offer one-to-one support for any child for a prolonged period of time whose behaviors pose a significant health and safety risk to him/herself, others, and/or property. If we feel this is necessary for a child, we will assist you in locating a program that is more appropriate for your child.



Some examples of such behaviors include but are not limited to:

- running out of the classroom without adult supervision
- excessive hitting, biting, or physical aggression towards other children and/or adults
- the need for consistent 1:1 attention from a staff member for them to participate in daily activities.

Section III- Health and Safety

Sunscreen

All children need to have sunscreen applied daily when going outside, even if there is little sun. Holy Family provides sunscreen for all children unless a parent requests a different kind due to allergies or preference. All families are required to fill out the Sunscreen Application Release Form that states teachers can apply sunscreen to your child while at HF.

Immunizations

Parents are required to present their child's immunization record at the time of enrollment and must update this record after each immunization received while their child is enrolled at Holy Family. HFDH follows the CA School Immunization Law and requirements of the Public Health Department and Community Care Licensing concerning the number and type of immunizations required for children at various ages. **No child can be enrolled without documentation of immunization and TB clearance which must be updated each year.**

Daily Health Checks

Each morning the opening teacher completes a brief health check of each child upon arrival. This is completed **before** the parent or guardian leaves so that a child who appears to be ill or injured can be taken home or to the doctor.

Signs we look for include:

- General mood and changes in behavior
- Fever or elevated body temperature
- Skin rashes, unusual spots, swelling or bruising



- Complaints of pain or not feeling well
- Signs/symptoms of disease (severe coughing, sneezing, breathing difficulties, discharge from nose, ears or eyes, diarrhea, vomiting, etc.)

When to Stay Home/Sending Children Home

Any child that has the following symptoms, within the last 24 hours, must stay home and be symptom free for 24 hours before returning to school:

Fever, Earache, Diarrhea, Nausea or vomiting, uncontrolled coughing or wheezing, conjunctivitis (pink eye), mouth sores with drooling, impetigo, strep throat, lice, and scabies.

We make the determination to send children home upon observing that a child has symptoms or signs of illness. Parents are expected to come and pick up their child or get back to us within 45 minutes of our call. If we don't hear from families within 45 minutes of leaving a message, we

start calling those on the child's emergency contact list.

When the child gets picked up, the educators fill out an Inclusion/Exclusion policy form stating which exclusion guideline(s) applies to the child being sent and what needs to happen for the child to return to school.

Holy Family will send children home if they exhibit any of the follow:

- The child doesn't feel well enough to participate in routine activities.
- The ill child requires more care than staff is able to provide without compromising the health and safety of the other children.
- There is a risk of exposure of disease to others.

** Please see Appendix B for our detailed Inclusion/Exclusion Guidelines. These guidelines are in place to keep our community healthy and safe.*

Minor Injuries at School

Minor injuries will be handled by HF staff and you will receive an incident report describing how, where and when the injury was received. It will include who witnessed the injury, who took care of the child and what steps were taken to treat it. Parent/Guardian signature is required at pick up and after being notified of injury details.

Medical Emergencies



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In case of severe injury, you (parent/guardian) will be notified immediately, an ambulance will be secured if necessary, and you will be told what hospital to go. All staff members are required to have training in First Aid and CPR.

It is imperative that you keep all contact and emergency numbers updated in order for us to reach you in case of an emergency.

Every classroom has a list of the following emergency phone numbers:

Zuckerberg San Francisco General Hospital	(415) 206-8000
St. Luke's Hospital	(415) 641-6625
UCSF Benioff Children's Hospital	(415) 353-1818
Mt. Zion Crisis Clinic	(415) 885-7520
Kaiser	(415) 833-2200
Poison Control	(800) 876-4766
EMERGENCY SERVICES	911

Medication and Allergy Policy

Prescriptions and medications will be given **only if accompanied by written authorization and directions from your child's doctor.** The doctor's notice must also state that the ailment is not contagious and will not prevent your child from participation in normal activities.

Children with asthma: families must fill out and asthma care plan so that educators know who to help the child in case of an asthma attack.

Children having allergies that require on-site EpiPen's: families must provide the EpiPen along with a doctor's note and instructions on when/how to administer to the child.

**** If your child has a diagnosis from their Pediatrician, per licensing, Holy Family requires a follow-up of a Care Plan so that we can better support your child. Please see our Health and Wellness Manager for more details.***

Emergency Drills

While most of us do not like to think about the possibility of an earthquake or disaster, good planning in advance will help to avoid confusion and panic should an earthquake or other disaster occur.

In each classroom you will find an Emergency Disaster Plan posted. The plan indicates staff assignments during an emergency evacuation, facility exit locations and temporary re - location sites. Holy Family conducts monthly fire and quarterly earthquake drills.

In the event of an earthquake or other serious disaster, you may not be able to get to the center or to contact the center by phone. Each center has emergency supplies such as extra



HOLY FAMILY DAY HOME

food, water, and blankets. Staff will remain with your child until you or your authorized representative is able to pick up your child.

If our building is unsafe in the event of an earthquake, the staff and children will be relocated to Dolores Park located at Dolores St and 19th street. Our back-up location is the southeast corner of Dolores St and 16th street.

If there are injuries, staff and children will be taken to the nearest medical facility in operation:

- | | |
|---|----------------|
| - Zuckerberg San Francisco General Hospital | (415) 206-8000 |
| - St. Luke's Hospital | (415) 641-6625 |
| - UCSF Benioff Children's Hospital | (415) 353-1818 |

Temporary Emergency Closures

In the case of a known, extended power outage and/or loss of running water supply, which may result after an earthquake or extreme storm, Holy Family Day Home will be closed. This is

due to the fact that we will not be able to provide for the basic needs of your children without electricity and/or water.



Section IV- Regulatory Requirements and Policies

Licensing

Holy Family Day Home's regulatory agency is the Department of Social Services, **Community Care Licensing** Division. The **Rights of the Licensing Agency** (Child Day Care General Licensing Requirements, Section 101195 (b) and (c)) state:

1. The Department of Social Services shall have the authority to interview children, or staff, and to inspect and audit child or center records without prior consent.
2. The Department of Social Services shall have the authority to observe the physical condition of the child(ren), including conditions which could indicate abuse, neglect, or inappropriate placement, and to have a licensed medical professional physically examine the child(ren).

Holy Family Day Home's **Licensing numbers:**

Preschool Facility Number- 380500308.

Infant /Toddler Facility Number- 384002319

In addition, the California Health and Safety Code and Title 22 (Community Care Licensing Regulations) require that we notify you of your Parent's Rights (Form LIC 995) and Children's Personal Rights (LIC613A) which you received upon enrollment and are also stated in this handbook.

Grievance Procedure



1. Please first try to resolve difference directly with the individual with whom you have the issue. If your concerns are not resolved, please speak with your child's Head Teacher.
2. If you continue to be dissatisfied with the decision, submit your complaint in writing within 15 working days of the Head Teacher's response and submit it to the Program Director for review with the Leadership Team. Members of the Leadership Team handling complaints include:

Family Support Services Manager
Program Director
Executive Director

The team will set a meeting that is mutually agreeable to you and the organization within 15 working days.

3. You, your representative, or both will be asked to describe the complaint and to explain your desired outcome of the issue, based on the Family Handbook guidelines of family and agency responsibilities.
4. The Leadership Team will review all issues in light of: The Family Handbook, Department of Social Services/Community Care Licensing Division, the California Department of Education's Funding Terms and Conditions, and any applicable state and federal laws.
5. After a review of all facts and documents, the Team will notify you in writing (within 15 days of the complaint meeting) of its decision. The written decision will indicate the next step of appeal if you are not satisfied with the school's decision.

Issues brought before the Leadership Team will receive prompt and courteous attention, with the assurance that all information will be confidential to the process. **You are encouraged to, and will not be penalized for, bringing your concerns to our attention.**

Holy Family Day Home values open communication between your family and our staff in order to provide the best services possible. Please bring all your ideas and/or concerns to your child's Head Teacher or Program Director so we can find solutions together.

Mandated Child Abuse Reporting

Section 1 - 1 - 166 of the California penal code requires staff of community facilities licensed to care for children to report any known or suspected instance of child abuse to a child protective agency immediately. All staff have been trained to recognize and report any suspected child abuse or neglect. If you have any questions about this policy, please speak with the Program Director.



If support is needed for you and your family, please reach out to any HF staff and we will help in getting you the support you need.

Drug and Tobacco Free Zone

It is the intent of Holy Family Day Home to maintain an environment that is safe for your children, that is free of drugs and alcohol and that discourage drug and alcohol abuse. HF has a vital interest in maintaining safe and efficient learning environments for all, as well as healthy working conditions for our employees. Smoking anywhere on the premises and substance abuse is incompatible with health, safety, efficiency, and success at Holy Family and smoking outside of the building must take place at least 25 feet from the building itself.

The use, possession, purchase, sale, manufacture, distribution, transportation, or dispensation of any illegal drug or other controlled substance; or being under the influence of any illegal drug or other controlled substance is prohibited on Holy Family Day Home premises.

Parents Rights

This information, required by the **California Health and Safety Code Section 1596.857**, is meant to inform you of your right to enter and inspect the child care facility in which your child is receiving care. Holy Family Day Home is also required to post notice of this right in an area accessible for viewing. The Day Home is required to have a **receipt** that you are in possession of the following information:

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

1. Enter and inspect the child care center 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 child care 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 child care 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 child care 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.

Department of Social Services/Community Care Licensing Division
851 Traeger Ave. Suite. 360, San Bruno, CA 94066
(650) 266-8843

7. Be informed by the licensee, upon request, of the name and type of association to the child care 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.

Your signature on the HFDH Child Care Agreement Form and LIC 995 acknowledges receipt of this information, as mandated by State Law.

Children's Personal Rights

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

1. To be accorded dignity in his/her personal relationships 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 Child Care Centers, 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 advance by the licensing agency.

The representative parent/guardian has the right to be informed of the appropriate Licensing Agency to contract regarding complaints, which is:

Department of Social Services/Community Care Licensing Division
851 Traeger Ave. Suite. 360, San Bruno, CA 94066
(650) 266-8843

Your signature on the HFDH Child Care Agreement Form and LIC613A acknowledges receipt of this information, as mandated by State Law.

Reasonable Accommodations

The American Disabilities Act is a civil rights law. Similar to other civil rights laws that protect people from discrimination on the basis of race, gender or religion, etc., the ADA protects people with disabilities. The ADA and the City of San Francisco require that people with disabilities have equal access to all City-funded services, activities, and benefits. People with disabilities will have an equal opportunity to participate in the programs and services offered through Holy Family.

Holy Family Day Home is a childcare facility that provides early care and education to children ages 3 months through 6 years. In order to do so in the most appropriate way, we seek to design individualized child development plans for each child in order to meet his/her developmental needs. This plan is done through observation and collaboration between the parents/guardians, educators, and if needed, outside consultation. To carry out this plan for those covered under the ADA, HF will make "reasonable accommodations*" so that each individual will be able to participate and progress.

If you or your child requires Reasonable Accommodations, please see the Operations Manager for a Request Form.

As a way of partnering with families to keep our children healthy, the following **health services** will be provided for your Child if he/she is enrolled at the time of its occurrence:

- ✓ Annual vision screening
- ✓ Annual hearing screening
- ✓ Annual dental screening



- ✓ Referrals are made to parents/guardians as needed by our Social Service Coordinators, Teachers, and Mental Health Consultants.

Child Abuse Prevention Information

As stated in our Mission, it is a significant part of the philosophy of Holy Family Day Home to build and sustain strong and communicative partnerships with parents. As partners it is everyone's responsibility to keep the children safe. At the Day Home we believe in focusing on prevention and being proactive. Through parent education and support services we hope to minimize the stress on the family and to help maintain a stable family environment. It is our hope, if abuse is suspected, that we collaborate together as caregivers and parents in reporting this information to the proper authorities while continuing to ensure a safe and healthy environment for your child.

Background

While everyone should report suspected child abuse and neglect, the California **Child Abuse and Neglect Reporting Act** (California Penal Code Section 11164-11174.3) states that all childcare custodians and individuals who perform related services are mandated reporters (i.e. teachers, licensing day care workers, foster parents, social workers).

By this definition, all employees of Holy Family Day Home who work directly with the children or the families are **mandated reporters** and must file a Child Abuse Report if he/she has a **reasonable suspicion** that a child is being or has been abused or neglected.

"Reasonable" suspicion means that, after examining all the facts in a particular situation, most people with similar training and experience would also suspect abuse. As childcare professionals, we would use our professional training and/or experience and personal knowledge of a child to make an **informed decision**. It is **not** the responsibility of the mandated reporter to prove that abuse has occurred, only to report the suspicion or knowledge of abuse.

If a mandated reporter fails to report known or suspected instances of child abuse, he/she may be subject to criminal liability, punishable by up to six months in jail, a fine of \$1000 or both. Failure to report might also result in a civil liability if a child is harmed after the mandated reporter gains knowledge of the abuse and fails to report.

All mandated reporters are immune from civil or criminal liability for filing a report, even if not substantiated by an investigator. The law protects Mandated Reporters if sued or legal action is taken against them. The law protects their confidentiality and immunity when the report is made in **good faith**.

Parents and guardians are not considered mandated reporters but none-the-less are responsible for the safety and well-being of their own children and/or those that are in their



care. Holy Family Day Home has created a pamphlet on Child Abuse Information and Education that you will receive during intake.

California Regulations and Laws

As parents and guardians of children, it is important that you are familiar with the following **California Regulations and Laws** which protect the health and safety of children.

Kaitlyn's Law, the Unattended Child in Motor Vehicle Act, states it is illegal for a child to be left unattended in a motor vehicle. It specifically states: A parent, legal guardian, or other person responsible for a child who is 6 years of age or younger may not leave that child inside a motor vehicle without being subject to the supervision of a person who is 12 years of age or older, under either of the following circumstances:

1. Where there are conditions that present a significant risk to the child's health and safety.
2. When the vehicle's engine is running or the vehicle's keys are in the ignition, or both.

Health and safety risks to children left unattended in cars include: Heat stroke (hyperthermia); Carbon monoxide poisoning; Runaway vehicles; Carjacking; Child abduction; Trunk entrapment; Self-release from car seat; and Emotional trauma.

Child Passenger Safety Law: Effective January 1, 2005, changes to the California CPS Law (VC 27360 and 27360.5) will cite the parent/guardian for each child who is not properly restrained in the rear seat unless the child is 6 years old or older, or weighs 60 pounds or more. For more information on the California Child Passenger Safety Law and guidelines for car seats, please ask the Administration Assistant for a hand out.

Child and Adult Food Program

Holy Family Day Home participates in the CACFP and follows all its requirements concerning food preparation, food service and nutrition. The following is their Civil Rights Statement and avenue of recourse:

CACFP Non-discrimination Statement:

The U.S Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)



**HOLY FAMILY
DAY HOME**

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer.

The six protected classes in the CACFP are: race, color, national origin, sex, age, and disability.

Appendix A

**California Department of Education (CDE)
Family Fees**

Family Fees

Families whose income is above the minimum income levels as defined by the California Department of Education's Family Fee Schedule are required to pay a monthly family fee. Family fees are assessed at the initial enrollment, recertification or when a parent voluntarily reports a change in order to reduce the family fee.

Family Fees are due on the first of each month with a five (5)-day grace period regardless of absences. Fees shall be considered delinquent after seven (7) calendar days from the date the fees were due and a Notice of Action: Notice to Pay Fees or Terminate Child Care Due to Delinquent Fees, will be issued. This will detail the timeline of termination if payment is not received by the due date.

Payment plans must be requested at least three (3) business days prior to the payment due date. Extensions must be approved in writing by the Contracts and Billings Manager or by the Admissions Coordinator. Families may request three extensions during a year (July 1st – June 30th.)



Initial Certification or Re-Certification

Once a family has been certified for services, contract service hours and family fee remain the same throughout the full duration of the family's eligibility period; no less than 24-months or 12-months for Seeking Employment.

Reporting Changes After Initial Certification or Re-Certification

Families must report if their income exceeds the 85th percentile of SMI (State Monthly Income Ceilings.) Families are not required to report any other change, although they may report information for purposes of changing their authorization to more closely meet their needs (i.e.: lowering their family fees, requesting additional hours, etc.)

Appendix B

Inclusion/Exclusion Policy

Please note: We make the determination to send children home when:

- **The child doesn't feel well enough to participate in routine activities.**
- **The ill child requires more care than staff is able to provide without compromising the health and safety of the other children.**
- **There is a risk of exposure of diseases to others.**

If you suspect a child might need to be excluded from the classroom, please contact the Health and Nutrition Coordinator AND Program Director. If signs and symptoms are observed, teaching staff will document, continue to observe, and phone families to communicate observed signs and/or symptoms. Although we *cannot diagnose* any signs or symptoms, continued observation may lead to exclusion based on the attached guidelines and parents will be expected to come get their child or be in communication with staff within **45 minutes of the call**. Teaching staff is to document signs/symptoms, contact information, times, and other related information on the attached guidelines. **If we don't hear from families within 45 minutes of leaving a message we start calling those on the child's emergency contact list.**



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When the child gets picked up, the teachers will have filled out the Exclusion Guideline section(s) that apply to the child's observed symptoms. A copy of those guidelines will be for the family and a copy will stay in the classrooms files. Teaching teams should also verbally explain to the family what needs to happen for the child to return to school.

- **Communicable Diseases:** Please be aware that these are Holy Family inclusion/exclusion guidelines; however, each individual child's case will be treated as needed for the safety and wellbeing of your child, staff, and other children. This means, some children may not be able to return to school regardless of doctor's release. Inclusion/Exclusion may change at the discretion of Holy Family Day Home needs.

INCLUSION/EXCLUSION GUIDELINES

Child's Name:	Today's Date:		
Teacher:	Guardian Contacted:		
Teacher Notes:	Name: _____ Contact info: _____		
	1st contact time: <div> Temperature: Time: </div>	2nd contact time: <div> Temperature: Time: </div>	3rd contact time: <div> Temperature: Time: </div>
	Can return when:		

Signs and/or symptoms observed	What should staff do?	What needs to happen in order for the child to return?	Dr.'s note required
1. Unable to take part comfortably in regular activities.	Exclude	Able to take part in activities.	Not needed
2. Level of care or attention needed jeopardizes health and safety of others.	Exclude	Able to be comfortable within ratio.	Not needed
3. Head lice	Exclude	Hair free of nits and live lice; proof of treatment must be brought within 24 hours.	Not needed
4. Conjunctivitis (Pink Eye) Watery, red eye	Observe	No action needed.	Not needed



Redness, itching, and tearing of the eyes	Observe	Exclusion if unable to take part comfortably in regular activities. (see 1)	Yes
Discharge or crusting around the eyes (e.g yellow/green thick discharge)	Exclude	Treated for 24 hours and no visible discharge	Yes
5. Ear Pain (tugging at ear) Ear drainage and/or fever (see 9)	Observe Exclude	Watch for fever or increase in pain. Medicine started.	Not needed Yes
6. Nose/Mouth Mucus Sores	Observe Exclude	Watch for other symptoms Medicine started.	Not needed Yes
7. Sore throat First complaint With fever*	Observe Exclude	Watch for other symptoms See a doctor *fever and antibiotic guidelines apply	Not needed Yes
8. Stiff neck Infant Child With fever and/or headache	Exclude Observe Exclude	See a doctor. Watch carefully for fever and headache. Cleared by MD, perhaps Health Dept.	Yes Not needed Yes
9. Fever (temporal temperature) Under 4 months old temp >100.4°F (38C)* 911 will be dialed for children who are under 12 months who have a fever greater than 104°F Over 4 months with temp >100.4°F (38C)* *With other symptoms as highlighted	Exclude Observe Exclude	Temperature normal for 24 hours. Monitor for other symptoms Temperature normal for 24 hours	Yes Yes Not needed Yes
10. Rashes First noticed Rash (with fever or behavior change) Skin sores (weepy/scaly)	Observe Exclude Exclude	Observe for change and other symptoms See a doctor Medicine and covering for sore	Not needed Yes Yes
11. Respiratory Uncontrolled coughing or sneezing Difficulty breathing Wheezing	Exclude Exclude Exclude	Return when controlled Breathing easily with or without meds Breathing easily with our without meds	Not needed Yes Yes
12. Abdominal pain First complaint Continues for 2 hours or increases in severity.	Observe Exclude	Watch for other symptoms. Pain gone, no diarrhea.	Not needed Not needed
13. Vomiting One small amount, no fever. Two or more episodes in 24 hours.	Observe Exclude	Child may rest in class. Return 24 hours after last vomiting	Not needed Not needed
14. Loose or water BM/Diarrhea Cannot be controlled in diaper. Three or more episodes in 24 hours *if other symptoms, please highlight	Observe Exclude	When symptoms are gone When 2 or more typical stools, no stool accidents, and stool is contained in diaper	Recommended Recommended
15. Other- _____	Observe Exclude	_____ _____	No Yes

Illnesses which have been diagnosed	What should staff do?	What needs to happen in order for the child to return?	Dr.'s note required?
1. Scabies and other parasites	Exclude	Treatment must have been started for at least 24 hours	Not needed

2. Tuberculosis (TB)	Exclude	Until treatment has begun, fever is gone and cleared by a public health officer.	Yes
3. Impetigo (skin infection)	Exclude	24 hours after treatment has begun and all lesions can be covered	Yes
4. Strep throat or other streptococcal infection	Exclude	Until 24 hours after treatment has started and child able to participate comfortably	Yes
5. Chickenpox	Exclude	When lesions are crusted (usually 6 days after onset of rash)	Yes
6. Pertussis (whooping cough)	Exclude	After 5 days of treatment	Yes
7. Mumps	Exclude	5 days after onset of swelling	Yes
8. Hepatitis A	Exclude	Until 7 days after illness starts and fever is gone. Or as directed by a local health department officer	Yes
9. Measles	Exclude	4 days after onset of rash and child is able to participate comfortably	Yes
10. Rubella (German Measles)	Exclude	7 days after onset of rash	Yes
11. Shingles	Exclude	Until sores are crusted over	Yes
13. Hand Foot and Mouth Disease/Ringworm (see also 10)	Exclude	Until sores are crusted over and treatment started. Exclude if sores in mouth with drooling or if child has fever with other symptoms (see 9)	Yes

Appendix C

No Lice, No Nit Policy

Holy Family Day Home has a **No Lice, No Nit Policy**. Children with lice/nits will be excluded in all cases of lice or nits. Children may return until 24 hours after treatment has begun and no lice or nits are visible upon inspection by teacher and throughout the day (see HFDH Inclusion/Exclusion Guidelines). Nits are a term used to describe an empty egg casing, or the lice eggs themselves. Lice are parasites feeding exclusively off of human blood, but they do not carry disease. A person can get lice any time they are close to an infected person such as our group care setting. Lice do not care if your head is clean, dirty, dry, oily, short hair, long hair, young, or old. Hatched nit casings can remain in the hair for months after treatment. Therefore, in the event that a child is found to have lice/nits:

- 1) Children found to have lice or nits will be excluded (see HFDH Inclusion/Exclusion Guidelines for details on exclusion policy)
- 2) Teachers/staff will advise Health and Wellness Manager and Program Director.
- 3) Teachers will contact family regarding exclusion.
- 4) Health and Wellness Manager to send out Exposure Notice and provide families with resources as needed.



- 5) Health and Wellness Manager will contact Hair Fairies services to come screen the classroom. In the case where the HWM is not available, the Assistant Program Director will contact Hair Fairies.
- 6) Child can return 24 hours **after** written proof of treatment. Or have a lice specialist/professional provide a letter that designates child is free of lice/nits. Submit written proof or clearance to Health and Wellness Manager.
- 7) Families should contact reception to excuse attendance. If child is absent *more than 3* days due to lice/nits, please contact Health and Wellness Manager.
- 8) Upon return, child will be screened by classroom teacher for two weeks after detection. Parent should be on call and available for pick-up.

For lice/nit classroom procedure, please see the Program Director or Assistant Program Director.

For questions/concerns regarding this policy, contact the Health and Wellness Manager.



AND JUSTICE FOR ALL



In accordance with Federal law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, disability, and reprisal or retaliation for prior civil rights activity. (Not all prohibited bases apply to all programs.)

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, and American Sign Language) should contact the responsible State or local Agency that administers the program or USDA's TARGET Center at **(202) 720-2600** (voice and TTY) or contact USDA through the Federal Relay Service at **(800) 877-8339**.

To file a program discrimination complaint, a complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form, which can be obtained online, at www.usda.gov/sites/default/files/documents/usda-program-discrimination-complaint-form.pdf, from any USDA office, by calling **(866) 632-9992**, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

mail:
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or

fax:
(833) 256-1665 or (202) 690-7442;

email:
program.intake@usda.gov.

This institution is an equal opportunity provider.

Conforme a la ley federal y las políticas y regulaciones de derechos civiles del Departamento de Agricultura de los Estados Unidos (USDA), esta institución tiene prohibido discriminar por motivos de raza, color, origen nacional, sexo, edad, discapacidad, venganza o represalia por actividades realizadas en el pasado relacionadas con los derechos civiles (no todos los principios de prohibición aplican a todos los programas).

La información del programa puede estar disponible en otros idiomas además del inglés. Las personas con discapacidades que requieran medios de comunicación alternativos para obtener información sobre el programa (por ejemplo, Braille, letra agrandada, grabación de audio y lenguaje de señas americano) deben comunicarse con la agencia estatal o local responsable que administra el programa o con el TARGET Center del USDA al **(202) 720-2600** (voz y TTY) o comunicarse con el USDA a través del Servicio Federal de Transmisión de Información al **(800) 877-8339**.

Para presentar una queja por discriminación en el programa, el reclamante debe completar un formulario AD-3027, Formulario de queja por discriminación del programa del USDA, que se puede obtener en línea, en www.usda.gov/sites/default/files/documents/usda-program-discrimination-complaint-form.pdf, en cualquier oficina del USDA, llamando al **(866) 632-9992**, o escribiendo una carta dirigida al USDA. La carta debe contener el nombre, la dirección y el número de teléfono del reclamante, y una descripción escrita de la supuesta acción discriminatoria con suficiente detalle para informar al Subsecretario de Derechos Civiles (ASCR, por sus siglas en inglés) sobre la naturaleza y la fecha de la presunta violación de los derechos civiles. La carta o el formulario AD-3027 completado debe enviarse al USDA por medio de:

correo postal:
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; o´

fax:
(833) 256-1665 o´ (202) 690-7442;

correo electrónico:
program.intake@usda.gov.

Esta institución ofrece igualdad de oportunidades.



እንዲሁም ፍትህ ለሁሉም ፖስተር (AD-475A) (Amharic)

በፌዴራልዊ ሕግና በ U.S. Department of Agriculture (USDA) ሲቪልዊ የሙብት መመሪያዎችና ፖሊሲዎች መሰረት፣ ይህ ተቋም በዘር፣ በቆዳ ቀለም፣ የትውልድ አገር፣ ጾታ፣ ዕድሜ፣ ስንክልና ምክንያት የማዳላት ተግባር እንዳይፈጽምና፣ ከዚህ በፊት በነበሩ የሲቪልዊ ሙብት ጥያቄ ተግባሮች ምክንያት የበቀል ወይም የአጻፋ ምላሽ ተግባር እንዳይፈጽም ተከልክሏል። (ሁሉም የተከለከሉ ምክንያቶች፣ ሁሉንም ፕሮግራሞች ላይመለከቱ ይችላሉ።)

ስንክልና ያላቸው ሰዎች፣ ይህንን ፕሮግራም አስመልክቶ ሌላ አማራጭ የመግባቢያ መንገድ (ለምሳሌ፣ ብሬል፣ ጎላ ባሉ ፊደሎች የተጻፈ ወረቀት፣ አውዲዮቴፕ፣ የሜሪካን አገር የዲዲ የምልክት ቋንቋ፣ ወዘተ) የሚያስፈልጋቸው ከሆነ፣ ፕሮግራሙን ከሚያስተዳድረው፣ ከተገቢው የስቴት ወይም ያካባቢው ኤጀንሲ ወይም ከየ USDA፣ የ TARGET Center በስልክ ቁጥር (202) 720-2600 (በድምጽና በ TTY) ጋራ ወይም በ Federal Relay Service በስልክ ቁጥር (800) 877-8339 በኩል ከ USDA ጋራ መገናኘት ይኖርባቸዋል። በተጨማሪም፣ ፕሮግራሙን አስመልክቶ የተዘጋጀ መረጃ በሌላ ቋንቋዎችም ተዘጋጅቷል።

የማዳላት ተግባር ተፈጽሞብኛል ብለው የክስ ወረቀት ለማስገባት ከፈለጉ፣ ይህንን በአንላይን ላይ በ http://www.ascr.usda.gov/complaint_filing_cust.html ወይም በማንኛውም የ USDA ቢሮ ውስጥ የሚገኘውን የ USDA Program Discrimination Complaint Form፣ AD-3027 ይሙሉ ወይም ደግሞ ወደ USDA ደብዳቤ መጻፍ ይችላሉ። በደብዳቤውም ላይ በፎርም ላይ የተጠየቁትን መረጃዎች ሁሉ መጻፍ ይኖርብዎታል። የክስ መመስራቻ ቅጽ ግልባጭ እንዲላክልዎ ለመጠየቅ ወደ (866) 632-9992 ይደውሉ። የሞሉትን ቅጽ ወይም ደብዳቤ ወደ USDA በሚከተሉት መንገድ ማስገባት ይችላሉ፡

በፖስታ፤

U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410፤

ፋክስ፤

(202) 690-7442፤ ወይም

ኢሜይል፤

program.intake@usda.gov

ይህ ተቋም ለሁሉም ሰው እኩል ዕድል የሚሰጥ ነው።



全民正義公告(AD-475A) (Chinese - Traditional)

根據聯邦法律和美國農業部(USDA)的民權法規及政策，嚴禁該機構基於種族、膚色、國籍、性別、年齡、殘障進行歧視和對以往的民權活動進行打擊報復。(並非所有被禁之歧視基礎都適用於每一項計劃。)

那些需要以替代性通訊手段(如盲文、大字版本、錄音帶、美國手語等)獲取計劃信息的殘障人士應與州或地方的計劃管理機構或美國農業部的殘障資源中心(電話號碼:(202)720-2600, 語音和 TTY)聯絡,或是通過聯邦中繼服務號碼(800)877-8339 與美國農業部聯絡。此外,計劃信息還有其它語言版本。

欲提交涉嫌歧視的申訴,請到該網頁(http://www.ascr.usda.gov/complaint_filing_cust.html)或農業部的任何一家辦事處填寫《美國農業部計劃歧視投訴表》(表格 AD-3027),或是寫信給美國農業部並在信中提供該表格所要求的所有信息。若需該投訴表副本,請致電(866)632-9992。請將填好的表格或寫給農業部的信件送至:

信件:

U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Right
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;

傳真:

(202)690-7442; 或是

電子郵件:

program.intake@usda.gov

本機構向所有人士提供均等機會。



فرتور (دیوارکوب) با عنوان «و عدالت برای همه» (شماره ارجاع: AD-475A) (farsi)

این سازمان بر اساس قانون فدرال و مقررات و سیاست‌های حقوق مدنی وزارت کشاورزی ایالات متحده (USDA) از اعمال تبعیض بر پایه نژاد، رنگ، تبار، جنسیت، سن، ناتوانی، و اقدامات تلافی‌جویانه یا مقابله به مثل به خاطر فعالیت‌های پیشین در زمینه حقوق مدنی منع شده‌است. (تمامی موارد تحت شمول ممنوعیت در مورد همه برنامه‌ها مصداق پیدا نمی‌کند.)

افراد دچار ناتوانی که برای دسترسی به اطلاعات این برنامه نیازمند ابزارهای جایگزین (کمکی) ارتباطی (مانند خط بریل، مطلب چاپی با حروف درشت، نوارهای شنیداری، زبان اشاره آمریکایی، و غیره) هستند باید با سازمان (ایالتی یا محلی) ذیربط اداره‌کننده این برنامه و یا با مرکز «تارگت» وزارت کشاورزی ایالات متحده (USDA's TARGET) با شماره (202)720-2600 (با امکان مکالمه صوتی و نیز مکالمه تلفنی برای ناشنوایان یا TTY) و یا از طریق خدمات انتقال پیام (رله) فدرال با شماره تلفن (800)877-8339 با وزارتخانه کشاورزی ایالات متحده (USDA) تماس بگیرند. افزون بر این، امکان ارائه اطلاعات این برنامه به زبان‌های دیگر نیز وجود دارد.

برای طرح شکایت از این برنامه در رابطه با تبعیض، فرم شکایت از تبعیض برنامه وزارت کشاورزی ایالات متحده (USDA)، موسوم به فرم AD-3027، را که در نشانی اینترنتی http://www.ascr.usda.gov/complaint_filing_cust.html و نیز در هر یک از دفاتر وزارت کشاورزی ایالات متحده (USDA) در دسترس می‌باشد، تکمیل کنید و یا نامه‌ای را خطاب به وزارت کشاورزی ایالات متحده (USDA) بفرستید و در آن نامه همه اطلاعات درخواست‌شده در این فرم را ارائه دهید. جهت درخواست یک نسخه از فرم شکایت با شماره تلفن (866)632-9992 تماس بگیرید. فرم تکمیل شده و یا نامه خود را از طرق زیر به وزارت کشاورزی ایالات متحده (USDA) بفرستید:

مراسلات پستی:

U.S. Department of Agriculture

Office of the Assistant Secretary for Civil Rights

1400 Independence Avenue, SW

Washington, D.C. 20250-9410

نمبر (فکس):

(202)690-7442

یا

پست الکترونیک:

program.intake@usda.gov

این سازمان ارائه‌دهنده فرصت‌های برابر است.



एंड जस्टिस फार ऑल पोस्टर (AD-475A) (Hindi)

संघीय कानून और अमेरिकी कृषि मंत्रालय (USDA) के नागरिक अधिकार विनियमों व नीतियों के अनुसार, इस संस्थान को नस्ल, रंग, मूल राष्ट्रीयता, लिंग, आयु, असक्षमता के आधार पर भेदभाव करने तथा नागरिक अधिकार संबंधी पूर्व गतिविधि के लिए बदले या प्रतिशोध की कार्रवाई करने से प्रतिबंधित किया जाता है। (सभी कार्यक्रमों पर प्रतिबंध के सभी आधार लागू नहीं होते हैं।)

असक्षम व्यक्ति जिन्हें कार्यक्रम जानकारी के लिए संवाद के वैकल्पिक माध्यमों (जैसे ब्रेल, बड़े प्रिंट, ऑडियो टेप, अमेरिकन साइन लैंग्वेज आदि) की आवश्यकता है, उन्हें कार्यक्रम नियंत्रित करने वाली राज्य या स्थानीय जिम्मेदार एजेंसी अथवा USDA के TARGET सेंटर से (202) 720-2600 (वॉयस एवं TTY) नंबर पर संपर्क करना चाहिए या फिर वे फेडरल रिले सर्विस के माध्यम से (800) 877-8339 नंबर पर USDA से भी संपर्क कर सकते हैं। इसके अतिरिक्त, कार्यक्रम की जानकारी अन्य भाषाओं में भी उपलब्ध है।

कथित भेदभाव की शिकायत दर्ज कराने के लिए, USDA का कार्यक्रम भेदभाव शिकायत फॉर्म, AD-3027 भरें जो ऑनलाइन http://www.ascr.usda.gov/complaint_filing_cust.html पर अथवा किसी अन्य USDA कार्यालय में मिल सकता है या USDA को संबोधित करते हुए एक पत्र लिखें और फॉर्म में मांगी गई समस्त जानकारी उस पत्र में लिख दें। शिकायत फॉर्म की प्रति मंगाने के लिए, (866) 632-9992 नंबर पर फोन करें। USDA के लिए अपने भरे हुए फॉर्म या पत्र को इन माध्यमों से भेजें:

डाक:

U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;

फ़ैक्स:

(202) 690-7442; or

ईमेल:

program.intake@usda.gov

यह संस्थान समान अवसर प्रदान करने वाला संस्थान है।



그리고 모든 이를 위한 정의 포스터(AD-475A) (언어 심볼)

미국 연방법 및 미국 농무부(USDA) 시민권 규정 및 정책에 따라 우리 기관은 인종, 피부색, 출신 국가, 성별, 연령, 장애 여부 및 이전 시민권 활동에 대한 보복 행위를 금지하고 있습니다. (모든 금지 기반 정책이 모든 프로그램에 적용되는 것은 아닙니다.)

프로그램 정보에 대한 대체 수단(예: 점자, 큰 인쇄물, 오디오 테이프, 미국식 수화 등)이 필요한 장애인은 프로그램 해당 주무 기관 또는 USDA의 타깃 센터(USDA TARGET Center)로 (202) 720-2600(음성 및 TTY) 또는 연방 중계 서비스를 통해 (800) 877-8339로 USDA에 연락해 주십시오. 또한 프로그램 정보는 다른 언어들로 가능합니다.

차별에 대해 신고하려면 [How to File a Complaint](#) 사이트나 모든 USDA 사무소에서 USDA Program Discrimination Complaint Form(USDA 프로그램 차별 신고서 양식) AD-3027을 작성하거나, USDA를 수신인으로 하여 양식에서 요청하는 모든 정보를 서신으로 작성하여 보내십시오. 불만 신고서 사본을 요청하려면 (866) 632-9992번으로 전화하십시오. 작성한 양식 또는 서신은 USDA에 아래 주소로 제출하십시오.

우편주소:

U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410

팩스:

(202) 690-7442; or

이메일:

program.intake@usda.gov

본 기관은 균등한 기회를 제공합니다.



PÔSTER JUSTIÇA PARA TODOS (AD-475A) (Portuguese)

De acordo com a lei federal e com os regulamentos e políticas do Departamento de Agricultura dos EUA (USDA, em inglês) relativos aos direitos civis, esta instituição está proibida de discriminar com base em raça, cor, nacionalidade, sexo, idade, deficiência, e represália ou retaliação por envolvimento prévio em atividades de direitos civis. (Nem todas as bases proibidas se aplicam a todos os programas).

As pessoas com deficiências que necessitam de meios alternativos de comunicação para obter informações sobre o programa (por exemplo, Braille, caracteres grandes, fita de áudio, Linguagem gestual americana, e outros), devem entrar em contato com a entidade estadual ou local responsável pela administração do programa ou com a Central TARGET do USDA pelo telefone **(202) 720-2600** (voz e dispositivo de telecomunicação para deficientes auditivos/TTY), ou contate a USDA através do Serviço federal de retransmissão telefônica **(800) 877-8339**. Além disso, informações sobre o programa estão disponíveis em outros idiomas.

Para registrar uma denúncia de discriminação, preencha o Formulário do USDA para denúncias de discriminação contra o programa, (AD-3027), disponível on-line no site: http://www.ascr.usda.gov/complaint_filing_cust.html, ou em qualquer escritório do USDA, ou envie uma carta endereçada ao USDA, e inclua na carta todas as informações solicitadas no formulário. Para solicitar uma cópia do formulário de denúncia, ligue para **(866) 632-9992**. Envie seu formulário ou sua carta para o USDA por:

Correio:

U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;

Fax:

(202) 690-7442; ou

E-mail:

program.intake@usda.gov

Esta instituição promove a igualdade de oportunidades.



ПЛАКАТ “И ПРАВОСУДИЕ ДЛЯ ВСЕХ” (AD-475A) (Russian)

В соответствии с федеральным законом и положениями и правилами Министерства сельского хозяйства США (USDA) в области гражданских прав в данном учреждении запрещены дискриминация по признаку расы, цвета кожи, национального происхождения, пола, возраста, инвалидности, а также репрессалии или возмездие за прошлую деятельность в области гражданских прав. (Не все запреты применяются ко всем программам.)

Лицам с ограниченными возможностями, которым требуются альтернативные средства связи для получения информации о программе (например, шрифт Брайля, крупный шрифт, аудиокассеты, американский язык жестов и т.д.), следует обратиться в ответственное штатное или местное агентство, которое управляет программой, или в Центр USDA TARGET по телефону **(202) 720-2600** (голосовая связь и телетайп), или связаться с USDA с помощью Федеральной службы коммутируемых сообщений по телефону **(800) 877-8339**. Кроме того, информация о программе доступна на других языках.

Чтобы подать жалобу о предполагаемой дискриминации, заполните Форму жалобы о дискриминации в программе USDA, AD-3027, которая доступна в интернете по адресу http://www.ascr.usda.gov/complaint_filing_cust.html или в любом офисе USDA, или напишите письмо, адресованное USDA, указав в письме всю информацию, запрашиваемую в форме. Чтобы запросить копию бланка жалобы, позвоните по телефону **(866) 632-9992**. Отправьте заполненную форму или письмо в USDA:

по почте:

U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;

по факсу:

(202) 690-7442; или

по электронной почте:

program.intake@usda.gov

Данное учреждение обеспечивает равенство возможностей.