



Multicultural Child and Family Hope Center

**Educating, empowering, and uplifting our children, youth,
and community to increase access to opportunities.**

Early Learning **FAMILY HANDBOOK**

**Early Childhood Education and
Assistance Program, Early ECEAP, & Early Head Start**



About Us

Multicultural Child and Family Hope Center (MCFHC) is a non-profit social service agency. We are a community partner and our missions is to educate, empower, and uplift our children, youth and community to increase access to opportunities.

MCFHC provides culturally relevant support services to children and families through daycare, Early ECEAP, ECEAP, EHS, and DCYF contracted services. A positive relationship between teacher and student is an important factor in the social, emotional and academic development of a child. Our center strives to ensure this balance.

Early Learning Programs

WHAT IS ECEAP?

ECEAP is a free comprehensive pre-school program for children 3-4 years of age who are eligible. Additional services support the healthy development and future success of the child and families.

WHAT IS EARLY ECEAP?

Early ECEAP is a pilot program that incorporates ECEAP standards into programs for infants and toddlers.

WHAT IS EHS?

Early Head Start is for children birth to 3 and the family. It promotes healthy prenatal outcomes, enhances the development of infants and toddlers, and promotes healthy family functioning.



Each student and their families become integral parts of our Multicultural family.

AMALIA PEREZ

ECEAP Family Support Specialist

Teachers Strive To:

- Create an exciting early childhood environment with an emphasis in early literacy
- Plan developmentally appropriate activities
- Invite parents to participate in the classroom
- Administer developmental screening and social emotional assessment
- Assist families with locating resources
- Assist families with locating medical and dental resources



Education

General education goals of our early learning programs are to:

- Develop socially
- Develop emotionally
- Develop physically
- Develop mentally
- Develop intellectually

We assist the child to reach these goals by creating an environment in which:

- The child is free to explore
- The child works at their own pace
- The child is encouraged to make discoveries about their physical, cultural, and social world

Individual Learning Plan (ILP)

The ECEAP staff will develop an Individual Learning Plan (ILP) for each child. The EHS & Early ECEAP staff will develop Individual Curriculum (IC) for each child. ILP's and IC's are plans to challenge children individually in their areas of strength and also provide opportunities for growth in areas of need. The ECEAP and EHS staff will use the results of the screenings, observations entered into Teaching Strategies GOLD, as well as input from you to set these goals prior to the first Parent Teacher Conference.

Field Trips & Transportation

Periodic field trips are conducted with the childcare children and staff. The transportation is provided by the licensed/insured childcare center vehicles with seatbelts and the drivers are licensed/insured adults with CPR & First Aid training and have successfully passed a criminal background check.

Family Support Services

At MCFHC, we provide wrap-around services for all family members. Upon request: Parents will be provided with a community resource list to help identify available resources. If you are aware of resources which haven't been included on the resource list, please let us know.

We will work with each family in filling out a form to identify resources that are available to help meet those needs.

WE WILL ASSIST IN PARENTS CONTINUING EDUCATION SUCH AS:

- GED/High School Diploma
- Technical Colleges
- Community Colleges
- Universities
- Vocational Training
- Job Trainings and Certificates
- Volunteer Opportunities
- Parenting classes



Screenings

WHAT IS A SCREENING?

A screening is an efficient method of examining a group of children for potential medical or developmental delays. It identifies children who require further evaluation by appropriate licensed professionals.

In order to ensure that your child has no undetected medical, dental, and developmental problems, your child will be receiving the following screenings during the year. You will be notified of routine screenings that include:

- Vision
- Hearing
- Height & weight
- Developmental - ASQ (Ages and Stages Questionnaire)
- Social emotional - ASQ-SE-2 (Social Emotional)

FOLLOW UP SCREENINGS

Follow up treatment is provided when needed. If you don't have insurance, we can help find free/low cost care for your child or assist in arranging funding.

MEDICAL AND DENTAL EXAMS

All children must have a recent medical (within the last 12 months) and dental (within the last 6 months) exam in their file within 45 days from their first day in class.

Please get those exams turned in ASAP and keep your family support staff up to date with scheduled appointments or any resources you may need with scheduling or referrals.

MENTAL HEALTH & CHILD DEVELOPMENT SPECIALIST

Mental health is people feeling good about themselves and comfortable doing things for themselves. We attempt to provide an environment where children and parents can grow in self awareness, accept individual differences, develop abilities and recognize their self worth.

ECEAP has a child development specialist who observes the classrooms throughout the school year and is available when needed.

Any information shared with ECEAP staff or the child development specialist is held confidential.





Parent Involvement

Parents and guardians are...

- vital to the development of their children
- the most important person in a child's life
- their child's primary teacher, nurse, confidant, counselor, and more

Parent involvement is the backbone of the ECEAP program. You are strongly encouraged to volunteer in the ECEAP classroom and to participate in our program any way that you are comfortable. Please refer to the next page, Parent Volunteer Opportunities, and below for ways you may participate.

Field Trips - Additional adults are welcomed and needed to assist.

Share a Skill - This can be anything from mending dress-up clothes to repairing toys. Sharing a skill, hobby, or resource with the children is also extremely valuable. If you can play an instrument, show us what you do at work or know a good place for a field trip, let us know!

Look for "recycled" supplies - The children can use paper that is blank on one side or interesting objects for collages or projects

Additional ideas:

- Make phone calls
- Translation
- Cut materials
- Share your family traditions or culture

Parent Volunteer Opportunities

PARENT MEETINGS AND FAMILY EVENTS

Parent meetings or family events are scheduled every few months. These events are created to include the entire family; refreshments and childcare are provided for ECEAP children and siblings under the age of 7 (no exceptions!!)

POLICY COUNCIL

Policy Council is a committee made up of ECEAP, Early Head Start and Head Start parents. They meet to plan, advise, and approve program operations. As a member of this group you will meet monthly and help decide:

- Program goals, improvements & evaluations
- Staff hiring
- Program budgets, requests for funding & grant proposals

Each ECEAP and EHS site has elected representatives that sit on the Policy Council committee. Serving on the Policy Council is an exciting and growing experience that is fun too! If you are interested in joining please see one of our family support staff.

PARENT COMMITTEE

A board of MCFHC ECEAP and EHS Parents meet to plan and facilitate parent meetings throughout the year. A minimum of 7 parent meetings are required by the program. Time commitment and number of times parents meet each month are decided by the parents.



Holidays and Closures

MCFHC observes the following national holidays, closures will be announced in a timely manner:

- New Years
- Martin Luther King Jr Birthday
- Presidents Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Break
- Christmas Break

IT IS IMPERATIVE THAT EACH PARENT MAINTAIN UPDATED CONTACT INFORMATION IN YOUR CHILD'S FILE AT ALL TIMES.

In the event of hazardous weather conditions, it may be necessary to delay the opening of our center and/or close the center for the day. Our decision is based on the Tacoma Public School

Districts decision for the day. These delays/closures will be broadcast by the school district on KING, KIRO, and KOMO TV stations. Participating radio stations are KXXO 96.1FM and KIRO-710AM

**OUR WEATHER NUMBER IS
253-474-1699**

In the event that MCFHC has opened for business and the need arises to close, due to a power outage or damage to the Center, each parent will be notified by phone.



MCFHC Programs

FAMILIAL PROGRAMS

Engaging Fathers

Group that provides education around child development, domestic violence, co-parenting, and being an engaged father.

Family Time

Parent-Child Visitation program for families involved in the Child Welfare System.

Parent for Parent

Mentorship program where previously involved parents help newly involved parents navigate the child welfare system with a goal of reunification.

Triple P (Positive Parenting Program)

Offers targeted interventions for parents of children from birth-16.

Safe Care

Parent-training curriculum for parents of children ages 0-5 who are at-risk for or have been reported for child neglect or physical abuse.

TRANSITIONAL HOUSING

Recovery Home

Provides services that support women and children in their recovery.

Tiny Home Village

Homes built by Tacoma Job Readiness Program at Bates for families that are experiencing housing instability or homelessness.

Housing Help

Provides emergency rent and utility assistance for those impacted during the COVID pandemic.

COMMUNITY PROGRAMS

Homeless Prevention Program

A community partnership to serve families of color to prevent homelessness and increase housing stability.

Military Mentoring

Help serve children (ages 4-12) from military families within TPS to address and resolve social-emotional and behavioral issues.

Diaper Bank

Free diapers and wipes for families that need them and we are also open to donations.

CRISP

Culturally responsive, integrated, and strength-based parenting and health classes.

Teens for Destiny

Discussing life skills, emotional wellness, stress management, supportive communication, preventative health, and equity & social justice leadership.

Sisterhood of Strength (SOS)

Mental health and support group for young women, 24 and under.

Health and Empowerment (HE)

Mental health and support group for young men, 25 and under.

TACOMA RECOVERY CENTER

Veteran Program

Help veterans with PTSD, depression, anxiety, and mental health through counseling and therapeutic treatment.

Support Groups

TRC offers a wide variety of support groups for everyone and anyone. These include:

- Women & Moms
- Anger Management
- Grief & Loss
- It Takes a Village
- Mental Health

Other Forms of Support

Meditative Relaxation and Bible Study



MCFHC Early Learning Staff

GAIL NEAL Executive Director

PRESCHOOL CLASSROOM

TRACY WHITLEY

Supervisor/Lead ECEAP Teacher

TURNER CAGLE

Assistant ECEAP Teacher

KASEY TUTTLE

Teacher Assistant

DRAGONFLIES CLASSROOM

TEKESHA LANGES

Lead ECEAP Teacher

SAM KLEYN

Assistant ECEAP Teacher

KIMBERLY HARRIS

Assistant ECEAP Teacher

MINI MUSICIANS CLASSROOM

LEANNA WAGNER

Lead ECEAP Teacher

MICHELLE RANDALL

Assistant ECEAP Teacher

LADA JACKSON

Teacher Assistant

MUNCHKINS CLASSROOM

BECCA WILLARD

Lead ECEAP Teacher

CARA SURRETT

Assistant ECEAP Teacher

DENISE SATO

Teacher Assistant

RAINBOW CLASSROOM

CLOVER PARIDON

Lead ECEAP Teacher

ONYXX BROOKS

Assistant ECEAP Teacher

ALL STARS CLASSROOM

KEN LAMAR

Co-Lead ECEAP Teacher

ESTHER HUNTER

Co-Lead ECEAP Teacher

SARA KLUEVER

Teacher Assistant

LIL RASCALS CLASSROOM

ROSE SALOMON

Lead ECEAP Teacher

TASIA NEAL

Assistant ECEAP Teacher

EARLY ECEAP-TODDLERS/CHILDCARE CLASSROOM

SINEQUA HAMPTON

Lead Early ECEAP Teacher

ANEATRA PHILLIPS

Assistant Early ECEAP Teacher

GALINA SCHERBATAYA

Assistant Early ECEAP Teacher

MARIA COLMENARES

Assistant Early ECEAP Teacher

IRINA PADURAR

Assistant Early ECEAP Teacher

EHS-TODDLERS CLASSROOM

DAIRI RAY

Lead EHS Teacher

CASSANDRA ROSARIO

Assistant EHS Teacher

INFANT CLASSROOM

BRANDI STRATTON

Lead EHS Infant Teacher

NYSALEA HALL

Assistant Infant Teacher

JEANNIE KELLY

Lead EHS Infant Teacher

DANIA BIRON

Assistant Infant Teacher

YOLANDA MENDOZA

Assistant Infant Teacher

MCFHC Early Learning Staff

FAMILY SUPPORT STAFF

AMALIA PEREZ

Early ECEAP, EHS, &
ECEAP Family Support Specialist

ROXY MAGNO

ECEAP Family Support Specialist

MARY JOHNSON

ECEAP Family Support Specialist

KEYLA CEA-BENITES

Family Outreach and Recruitment Specialist

SUPPORT STAFF

MELANIE JONES

Parking Lot Staff

STEPHANNIE QUINNEY

Parking Lot Staff

BRYCEN NEAL

Parking Lot Staff

ADMINISTRATION

GIA HALL

Administration

YOLONDA PAYNE

Administration

FINANCE TEAM

GRETCHEN WILLARD

Contracts Monitor

CINDA MACK

Administrative Bookkeeper

TAMARA LAYTON

Contracts Monitor

KITCHEN STAFF

LEKIA REFOUR

Cook

FRANK ROBERTSON

Cook

FAMILY TIME STAFF

STARLETTA THOMAS

Family Time Coordinator

KATIE WILLIAMS

Family Time Assistant

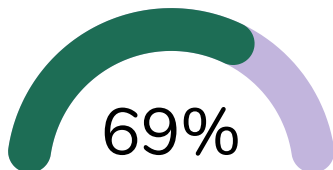
SAFECARE STAFF

KRIS BAGLIO

SafeCare Home Visitor &
Parent for Parent Clinical Supervisor



For every group of 10 staff, 7 of them identify as people of color.



More than half of our teachers are people of color.



In addition to English, we are able to provide services in Spanish, Russian, and ASL.



Of our BIPOC teaching staff, 18 are women and 9 are men.

Policies

As a parent of an early learning child, you will be responsible for following our policies in order to ensure safety and security for your child.

- Call when child will be absent
- 90% attendance policy
- We are a nut-free center and no outside food is allowed with children (due to potential food allergies)
- No outside toys allowed at drop off with children.
- Accidents happen, we play outside and do all kinds of wonderful messy activities at school. Please bring an extra change of clothes to school for your child.
- Sign your child in and out daily.
- Fill out daily sheets and sign (Early Head Start)
- Must participate in parent/teacher conferences, 4 times a year.
- Infant room: parents coming into the room must wear socks or booties. NO BARE FEET OR SHOES.
- Be mindful of the limited parking spaces. Make pick up and drop off fast and friendly.
- MCFHC meets the federal drug free standards. Please respect our policy and program. MCFHC is a smoke free campus.
- MCFHC Closures call 253-593-6641 (Main Office) or 253-474-1644 (Weather Line)

GRIEVANCE RESOLUTION FOR PARENTS:

- Discuss any problems or concerns with ECEAP or EHS staff as soon as they arise. You may call, send a note, or make an appointment with the teacher or family support staff.
- All information is confidential.
- Child Protective Services (CPS) Reporting: Mandated Reporters

Sick Child Policy

To protect the health of all children and staff at the center, please keep your child home if they show any of the following symptoms:

HIGH TEMPERATURE

Temperature of 100°F or over and/or one of the following:

- Diarrhea
- Rash
- Ear ache
- Showing signs of irritability or confusion
- Sore throat

VOMITING

On 1 or more occasions within 24 hours.

DIARRHEA

2 or more watery stools within 24 hours or 1 bloody stool.

RASH

EYE DISCHARGE OR PINK EYE

Children can be re-admitted after medical diagnosis, or 24 hours on antibiotics.

LICE OR SCABIES

Please notify the center of any contagious disease that your child is exposed to or comes down with. If your child becomes ill while at daycare you will be contacted to pick them up.

Following an illness or injury, children will be re-admitted to the program when they no longer have the above symptoms for 24 hours, no longer have significant discomfort and follow the Public Health exclusion guidelines for child care.

"Children who are well enough to attend childcare must be well enough to engage in all activities, including outdoor play."



COVID-19 Policy

This policy is to protect the health of all children and staff at Multicultural Child and Family Hope Center.

COMMON COVID-19 SYMPTOMS

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

This list does not include all possible symptoms. Symptoms may appear 2-14 days after exposure to the virus. Anyone can have mild to severe symptoms.

COVID EXPOSURE

If your child has been exposed to COVID, they need to stay home. In order to return to the Center, you need to provide a negative COVID test result done within 48 hours of your child's exposure and desired return to MCFHC.

If your child is attending another school and they were exposed to COVID there, the above guidance is mandatory for return to MCFHC.

TRAVELING

If traveling out of state, you need to provide a negative COVID test within 48 hours of your child's return to the Center.

Please contact us if your child is going to be absent for a long period of time due to travel or other reasons.

SUBMIT COVID-19 TEST RESULTS TO

GIA HALL: GHALL@MCFHC.ORG

OR YOU CAN TURN IN A PHYSICAL COPY TO THE FRONT OFFICE

Non-Discrimination Statement

The Multicultural Child and Family Hope Center does not discriminate against anyone because of race, creed, color, national origin, sex, age, religious preference, or disability. Children are enrolled in our program as space permits.

Confidentiality

The contents of childcare files are kept confidential and reviewed at times by the Department of Children, Youth, and Families (DCYF) per licensing requirements and by childcare staff to ensure content is updated. You will, from time to time, be asked to fill out new forms to ensure that child information is current and correct. Contents of your childcare file include a family engagement and partnership plan and a parent/guardian permission for photography, videotaping, or surveillance of your child.

Medication Management

All medication, prescription, and non-prescription must be in the original packaging with labels and directions containing information on amounts and times for administering the medication specific to your child's age. Written parental permission will be obtained before administering. We cannot administer medication that is expired or prescribed for another person.

All over-the-counter medications must be accompanied by a doctor's note. Topical creams (diaper cream, sunscreen, Vaseline, etc.) do not require a doctor's note, but do require written authorization from the parent.

If a child requires medication for a life-threatening condition (allergies, bee sting, etc.), the prescription must be kept at the Center and administered when and if necessary for as long as the child is enrolled. All medications are stored securely, away from children.

Medical Emergencies

If your child gets injured while at the Center, the staff will administer basic first aid when appropriate. In the event of a serious injury, you will be contacted to transport your child to receive medical attention. If the injury is severe and can't wait for you to seek medical treatment, the staff will call 911. All injuries will be documented on an accident report and given to the parent to sign. The reports are then filed in the child's file.

Behavior Management

Positive discipline teaches and encourages the healthy development of a child's self-esteem. We do not use corporal or physical punishment. Staff members use positive discipline techniques including praising appropriate behaviors. The children take an active part in making their own decisions and being developmentally appropriate. When behavior modification is required the following process will be used:

1ST TIME- Child is reminded of the rule.

2ND TIME- Child will be re-directed to another activity. The child may return to the original activity after a short period of time.

3RD TIME- Child will spend a short period of time in a quiet area, one minute per age, to reflect on their choice. After their "time out" the teacher who placed the child in "time out" will redirect the child to another activity.

Reporting Child Abuse

MCFHC staff are mandatory reporters of suspected child abuse and neglect per WAC 388.295.7030. We are required by law to report any signs and/or symptoms of abuse, neglect, or sexual assault to CPS (Child Protective Services) and/or local law enforcement.



Signing In and Out

MCFHC uses an electronic system (SmartCare) to sign your children in and out. There are tablets placed in various places throughout the Center so that every parent/guardian can access the electronic system easily. Licensing requires that every child is signed in and out by their parent/guardian daily. When you arrive with your child on their first day, please be sure to come in enough time to learn how to use the tablet.

We will only release your child to the person(s) listed on your registration forms. We will ask for picture identification from anyone we are not familiar with that comes and picks up your child. We ask that if someone other than you is going to pick up your child, you notify us in advance. Any person listed on your registration form will have a PIN number to access the tablet and sign your child in and out.

It is inevitable that there will be times when the electronic system is down. At those times, paper attendance will be available for signature.

If you have any trouble with the electronic system, please ask someone to help you access it.



REPORTING SCHEDULE CHANGES & ABSENCES

If your child is going to be absent, notify MCFHC as soon as possible. Please let staff know if your child has a contagious illness or will be out for more than a day. If you or your child's schedule changes for any reason, notify front staff.



LATE CHILD PICK-UP

MCFHC hours of operation are not flexible, due to our insurance and licensing requirements. A late fee of \$2.00 per minute, per child will be charged after closing time (Fridays and Early Release/Holidays the late charge is \$5.00 per minute). This fee must be paid in cash at the time of pick-up. Beyond 30 minutes of tardiness, your emergency contacts will be called.



PROGRAM POLICIES

The following information can be reviewed by request in the office:

Health policy, staff policies, menus, liability insurance, and inspection reports/notices of enforcement actions.



Meals and Snacks

MCFHC serves breakfast, lunch, and snacks according to the USDA ChildCare Food Program at the following times:

- Breakfast: 8:30 to 9:00am
- AM Snack for Half-Day Attendees:
11:00 to 11:30am
- Lunch: 11:30 to 12:00pm
- Snack: 3:00 to 3:30pm

If your child is here during the listed meal times, they will be served. Our meals and snacks follow the USDA meal patterns to ensure they are nutritious. Please do not send any food to the Center with your child unless you have made special food arrangements.

If your child has a food allergy, you may send food for us to feed your child, as a substitute, during meals. All children will be offered the foods listed on our menus.

Toddlers will eat the same foods and will be offered drinks with meals in sippy cups only, no bottles at mealtime.

NAPTIME

The children are encouraged to nap every afternoon around 1:00pm. We turn the lights off, pull out cots and/or blankets, and play soothing music to create an atmosphere that will help the children fall asleep. Parents are responsible to bring their children a clean blanket every Monday. Blankets should be taken home every Friday to be washed and returned on Monday.

CLOTHING

Because we do fun, creative, and sometimes messy activities, we request that your child be dressed in clothes that can get messy. Remember to label all of your child's belongings. We also request you leave an extra set of clothing at the center for your child in case of accidents or spills. We suggest you put your child's name on any clothing your child brings. Especially coats, hats, and clothing that may be taken on and off. Any child that requires diapers and wipes must supply diapers and wipes to the Center.

LOST AND FOUND

If your child is missing an item, please inquire with the classroom teacher or front office as soon as possible. Please label with your child's name all items brought into the Center. Unclaimed items are given to local charities after a reasonable amount of time.

MCFHC IS NOT RESPONSIBLE FOR LOST OR STOLEN ITEMS.

Disaster Plan Policy

SPECIFICALLY EARTHQUAKE

This policy also contains reference to fire, area destruction, and emergency contact protocol.

IMMEDIATE RESPONSE

- 1.If indoors, DROP, COVER, and HOLD under tables. Stay away from the kitchen.
- 2.If outdoors, gather the children into one group. Stay away from the building and any power lines.

EVACUATION OF THE BUILDING

- 1.After the earthquake stops shaking, wait for directions from the Safety Coordinator, who will assess the damage and decide where to exit the building. The Safety Coordinator will assist any children with special needs and other non-mobile students.
- 2.After receiving directives, evacuate the classroom. Do not pass over gas lines.
- 3.Upon exiting the classroom, take the first aid kit, attendance record and, if possible, the children's coats and blankets.
- 4.After shutting off all main lines and utilities, the Safety Coordinator will exit the building with the school emergency kit.

FIRST HOUR PRIORITIES

- 1.Account for all children and staff by taking attendance.
- 2.Attend to the first aid needs of injured children and staff.
- 3.Be calm and reassure frightened children.
- 4.Using a cellphone, the Safety Coordinator will establish communication with emergency assistance and emergency response agencies.

POST-EARTHQUAKE SHELTER PLANNING

- 1.Follow the established plan on releasing children back to family members. If possible, the Safety coordinator will contact families.
- 2.Keep track of each child released to parent/guardian by marking a star by the child's name on the attendance record.
- 3.The Safety Coordinator will determine the need for long term shelter. Shelter supplies will be kept in the school emergency kit.
- 4.DO NOT re-enter the building until a safety inspection has been completed on the building.
- 5.Any necessary transportation by staff and children will be on foot to the following meeting location:
 - Fire with Destruction or Earthquake/Natural Disaster with Destruction- In the Center parking lot or at the DSHS parking lot across the street from the Center per the Safety Coordinator's instructions
 - Earthquake/Natural Disaster with Total Area Destruction- Local Red Cross gathering place as established by the Red Cross per the Safety Coordinator's instructions.

EARTHQUAKE PREPAREDNESS- REGULARLY SCHEDULED

- 1.Identify and correct any earthquake hazards in the building.
- 2.Practice and document disaster drills frequently. Staff training is completed annually.
 - Monthly fire drills
 - Quarterly earthquake drills
 - Quarterly lockdown drills

DISASTER PLAN SHOULD BE REVIEWED AND
SIGNED BY STAFF AND PARENTS ANNUALLY.



Scan to stay
updated on all
things MCFHC!



FOLLOW US ON
SOCIAL MEDIA
@MCFHC253

CONTACT US

Open Mon-Fri, 7am-5pm

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2021 S 19th St	2102 S 23rd St
Tacoma, WA 98405	Tacoma, WA 98405

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