

EXHIBIT A

SCOPE OF SERVICES Children's Waiting Room (CWR) Services

Safety and Security of the Children:

- Contractor will provide an identification bracelet for the child and the adult that lists the child's name, the name of the adult who dropped off the child, date and time of registration. The child will be released only to the adult who dropped the child off, unless a court order is provided showing a change of custody.
- At the time that the child is dropped off, contractor shall allow access to the interior of the CWR for up to 10 minutes to the adult who brought the child to the CWR
- Contractor shall not allow any adult other than the adult who brought the child to the CWR to communicate with the child.
- If an incident does occur where the child's safety is at risk, the staff of the CWR would be expected to report the incident to law enforcement.

Waiting Room Requirements:

- The Contractor must meet all of the requirements to operate a State drop-in child-care, including but not limited to the guidelines below.
 - o Each child is limited to a maximum of four (4) hours per day at the center and a maximum of Twelve (12) hours in any one week.
 - o Parent will be instructed that they must have business with the Court in the same building and shall remain in the building while the child is in the CWR.
 - o Paperwork covering the parental consent must be completed in advance of the child attending (See below).
 - o The CWRs must be open from 8 a.m. to 5 p.m., Monday through Friday, except on court holidays.
 - o Staff to child ratios must be maintained. A minimum of two (2) staff members must be present daily at each CWR to maintain coverage and to accept walk-ins or appointments.
 - o All staffing requirements must be met including fingerprinting, reference checking, educational units, years of experience, medical exam, TB test and all paperwork completed.
 - o Snacks are to be served to children in the program longer than two (2) hours (either by program or provided by the parents).
- The Contractor will provide enriching age appropriate activities, such as arts and crafts, puzzles and games, computer programs, books and music. Television programs or movies are acceptable, but activities are preferred for the children.
- The center will serve children ages 2 years through 12 years.
- Compliance to the Santa Clara County Fire Marshall requirement including limiting the maximum capacity to eight (8) persons at Notre Dame and a maximum sixteen (16) for South County at any one time. These numbers include both children and child care staff.
- Compliance to Title III of the ADA in serving the children in the CWR.

Parental Consent:

- The parents must complete several requisite forms and the contractor must provide certain information to the parents before the child may be left in the CWR:
 - o Identification and emergency information
 - o Child release authorization
 - o Consent for medical treatment
 - o Personal rights
 - o Notification of parent's rights
 - o Student behavior management procedures

Reporting requirements:

The reports must be submitted prior to or at the time of invoice, or payment will not be processed.

- Contract must submit a monthly statistical report, which includes the following:
 - o Summary of activities provided
 - o Staffing changes
 - o Enrollment summary with daily, weekly and monthly totals
 - o Ages of children enrolled
 - o Parent destination
 - o Turn away summary showing weekly, monthly totals, and cause
- Contractor must submit quarterly summaries of parent satisfaction survey results to the Court.

Other requirements:

- The Contractor must also provide flyers/advertisements that can be posted on the Court's website and distributed at the public counters to encourage use of the CWR.
- Contractor will conduct parent satisfaction surveys twice per year, in November and May and will provide a summary of the results to the Court.
- Contractor will conduct random phone surveys quarterly and provide a summary of the results to the Court.
- Contractor must also provide regular written feedback regarding how the program can be enhanced to serve the maximum number of children.

