



2019 – 2020

School-Aged Before & Afterschool Programs

Parent Handbook

Policy, Procedure and Information Packet



El Cerrito Community Center
7007 Moeser Lane, El Cerrito, CA 94530

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BEFORE AND AFTERSCHOOL POLICIES, PROCEDURES & INFORMATION

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BEFORE AND AFTERSCHOOL POLICIES, PROCEDURES & INFORMATION

PROGRAM DIRECTORY:

RECREATION DEPARTMENT

El Cerrito Community Center

7007 Moeser Lane

El Cerrito, CA 94530

Recreation Admin. Specialist: Susan Ortega (510) 559-7006

LICENSED CHILDCARE SITES:*

Fairmont School-Age Childcare Center

715 Lexington Ave

El Cerrito, CA 94530

Coordinator: Anthony Billups

(510) 559-7031 Site Phone

Harding School-Age Childcare Center

7115 "C" Street

El Cerrito, CA 94530

Coordinator: Lila Banuelos

(510) 559-7030 Site Phone

Madera School-Age Childcare Center

1500 Devonshire

El Cerrito, CA 94530

Coordinator: Sheryl Shute

(510) 215-4392 Site Phone

***EACH SCHOOL OPERATES A LICENSED CLUBHOUSE CHILDCARE SITE AS WELL AS NON-LICENSED SCHOOL-BASED AFTERSCHOOL RECREATION PROGRAM LOCATED ON CAMPUS.**



BEFORE AND AFTERSCHOOL POLICIES, PROCEDURES & GENERAL INFORMATION

PROGRAM GOALS

We believe all children deserve the opportunity to discover who they are and what they can achieve. We strive to help each child reach their potential by planning and implementing a safe, nurturing and enriching recreation program that meets the demand for before and after school services in the community at facilities that serve each of the three WCCUSD Elementary Schools in the City of El Cerrito.

CITY FEE POLICIES

We establish fees to ensure that the before and afterschool recreation programs are 100% self-supporting, including overhead costs. We establish fees that are comparable to private and non-profit organizations in the community. We provide a reduced rate for families that qualify for the free lunch or reduced lunch program in the WCCUSD school system. The Park and Recreation Commission reviews fees and makes recommendations for approval to the City Council as needed. We accept third party payments from organizations that are able to subsidize the cost for those families that qualify.

IMPORTANT INFORMATION

- **Modification of Policies:** The City of El Cerrito Before and Afterschool Program reserves the right to modify any of the policies in this *Before and Afterschool Policies, Procedures & Information* packet upon 30 days written notice to the parent or guardian.
- **Right of California State Licensing Agency:** The City operates two programs at each school; a school-based recreation program that takes place on campus, and a licensed child care program that takes place in the licensed Clubhouse. The California State Licensing Agency has the following authority: To interview children or staff, and to inspect and audit child or facility records, without prior consent; To observe the physical condition of the child(ren), including conditions which could indicate abuse, neglect of inappropriate placement, and to have a licensed medical professional physically examine the child(ren).



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PROGRAM GUIDELINES

- **Supervision Ratio:** Our ratio of adults to children is 1:14. While these are the required ratios for licensed child care in the programs that we operate that are licensed, we follow these guidelines across all programs. Many times our supervision ratio provides even greater adult supervision.
- **Parent Communication:** The Community Services Coordinator for each site will email seasonal newsletters and event calendars, providing parents and guardians with information regarding upcoming events and activities. Hard copies will be available at the site as well.
- **Parent Involvement:** Your involvement in the program is essential. We welcome you to visit our program at any time. Guardians must cooperate with all policies and procedures and are responsible for respecting staff and handling their concerns in a professional matter. Please refrain from interacting with any children other than your own, and make sure that your involvement does not distract children from participating.
- **Playground Dress Code Guidelines:** All students will have outside play time unless inclement weather exists. If children are too ill to go outside, then they are too ill to attend a youth program. Should it be raining or below a temperature where all children have appropriate clothing, students will be kept indoors. Students should be appropriately dressed for the weather. All students should wear athletic clothing for running around and getting dirty, as well as close-toed athletic shoes. Staff members will use their discretion in determining whether a child is dressed appropriately to play outside in differing weather conditions using the chart below:

Above 90 degrees
Children will only go out for short (15 minutes or less) periods of time with mandatory water breaks
Above 60 degrees - 90
I can choose what I want to wear!
60 – 51 degrees
I need a jacket or longsleeves, legs covered
50 – 41 degrees
I need a coat, hat and legs covered
40 degrees or lower
I need a winter coat, hat & gloves, snow pants and boots



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- **Guidelines for Healthy Eating:** Afternoon snack is provided between 3:00pm and 3:30pm. Snack menus are posted at the site for your reference. Each snack will consist of at least 2 items. Our goal is to provide a fresh fruit or vegetable each day as well as a second item such as crackers or a cheesestick. All grain products (such as crackers) are whole-grain. Families are encouraged to pack additional snacks in their child's lunch. Any children who are showing signs that they are still hungry during snack time will be encouraged to look for additional food in their lunch box. If your child has life-threatening allergies, or wheat or gluten allergies, we ask that you provide your own food. Please do not pack items that need to be refrigerated or re-heated, as we cannot provide that service.
- **Items from Home:** Children should leave toys, cell phones, electronics, skateboards, roller blades, bicycles, or radios at home. When possible, we will plan special days and activities where children can bring special toys. We cannot take responsibility for lost personal items, though every effort will be made to assist children in looking after their personal belongings. We strongly recommend labeling all of your child's belongings.
- **Homework:** Homework practices differ at each school, and are being re-evaluated at the State level. We align our homework program around the school's homework practices. We ask children if they have homework they need to be doing during our homework time. Children who do not have homework are asked to keep up on their silent reading during this time.
- **Lost and Found:** If your child has lost an item, please check the programs lost and found each week. Items left over a week will be donated.
- **Nondiscrimination Policy:** As a program licensed by the State of California, we have a policy of nondiscrimination based on race, religion, color, creed or ethnic background, or disability.
- **Children with Special Needs:** Children with special needs are welcome participants in our child care programs provided there is no adverse effect on other children enrolled in the program (through direct behavior of the child or the need for one-on-one attention). Prior to enrollment, the family and the Site Director will meet to discuss the appropriateness of the child's placement.

SCHEDULE POLICIES & PROCEDURES

- **Attendance:** When your child is enrolled in our program, we reserve **space** in that program for your child. While we understand that absences occur for a variety of reasons, non-attendance does not entitle you to a refund (including family vacations). For illnesses or absences, please contact the Clubhouse site before your child is due to arrive at the program.
- **All Schedule Changes and Cancellations (subject to program availability) Require:**
 1. Payment of the fee
 2. Will be effective the first day of the next month, with a minimum of two weeks' notice submitted in writing (email OK).
- **Drop-Ins:** If space is available, children registered in our programs may attend the program on a day they are not regularly scheduled by coordinating the drop-in with the site Coordinator or lead staff.
 - Parents are responsible for requesting a drop-in in writing to the Community Services Coordinator or Program Supervisor at least 48 hours in advance. Parents of kindergarteners should also notify the child's school of the planned drop-in.
 - Drop-in fees will be charged to the credit/debit card linked to your childcare.



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SIGN OUT POLICY

- **Sign-in/Sign-out Authorization:** Only those authorized by the parent/guardian in writing will be allowed to sign-in and sign-out a child from the program.
 - The authorized person **MUST** be 18 years or older to sign out the child on the attendance roster, writing the check-out time and their full signature.
 - If an unfamiliar person comes to pick-up the child, staff will ask for the identification to verify that they are authorized to pick up child.
 - Parents must call the clubhouse when their child will not be attending care on a regularly scheduled day.
 - Staff must prohibit a person showing signs of intoxication from picking up a child in care.
- **Late Pick-Ups:** Anytime a child is picked up after their regularly scheduled ending time in the program they will be charged as a late pick-up.
 - Any late pick up results in a \$15.00 charge and an additional \$1 per minute. EXAMPLES:
Being 5 minutes late results in \$15.00 + \$5.00 = \$20.00
Being 8 minutes late results in \$15.00 + \$8.00 = \$23.00
Being 17 minutes late results in \$15.00 + \$17.00 = \$32.00
 - Parent or person picking up the child will be asked to pay the late pick-up fee when the child is picked up with a check (no cash accepted) or with a credit card on file with your account and to sign our late pick-up slip. Late fee charges cannot be billed or invoiced for later payment.
 - Parents should always contact the site when they are going to be late. Staff is paid a 30-minute minimum and you will still be charged a late pick-up fee.

PAYMENT AND REGISTRATION POLICIES

- **Service Options:** Program is available for a minimum registration of 2 days per week.
- **Registration Fee:** A \$73.00 non-refundable registration fee will hold a space for each child in the Madera, Fairmont and Harding Afterschool Program.
- **Program Cancellation:** The City of El Cerrito reserves the right to cancel any programs that do not reach the enrollment minimum.
- **Change of Address/Phone:** It is important that the parent/guardian contact the site and the El Cerrito Community Center (Email: recreation@ci.el-cerrito.ca.us) if their home address or phone numbers change during the school year. In the event of an emergency, staff must always have the most current contact and emergency information.
- **Waiting List:** If space or days are not available in our program, interested parents/guardians may register their child for the waiting list. Parent/guardian will be called when space becomes available at the site they have requested and given 48 hours to respond. The wait list expires the last day of the school year. Separate registration is required for the waiting list for each new school year. The non-refundable registration fee must be paid for placement on the Waiting List. Please note that all past due balances must be paid prior to enrollment from a wait list.



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- **Billing Receipts:** Households will receive receipts through email when their auto-debit payment goes through on the 1st of each month. **If you do not receive a receipt by the 5th of the month please call the Recreation Admin. Specialist at (510) 559-7006** or email sortega@ci.el-cerrito.ca.us
- **Payment of Fees:** Fees must be paid through the auto-debit system. If you do not have your log-in information please call (510) 559-7000 or email recreation@ci.el-cerrito.ca.us for your username and password.
 - Payments for childcare must be paid by the first business day of each month for services scheduled for that month. If your payment method is declined, your receipt will indicate this information. It is your responsibility to notify us and update your payment method by the 10th of the month. If this is not done, a late fee of \$20.00 shall be charged.
 - Payments must be made with Visa/MasterCard/American Express that is scheduled as a payment method through your log-in at www.el-cerrito.org/onlinereg.
 - If your payment declines, you may select “Pay Balance” to make a payment with another card, or please contact the office immediately at (510) 559-7006.
 - We do accept payments from third-party agencies such as Child Care Links. Please work with the Recreation Admin. Specialist to set up this exception to our usual billing methods.
- **Qualifying for Free/Reduced Lunch Rates:** The City of El Cerrito offers reduced rates for households that qualify for either the Free or Reduced Lunch Program through West Contra Costa County Unified School District’s (WCCUSD) School Food Services. If your household qualifies for the Lunch Program, **YOU MUST SUBMIT THE QUALIFYING LUNCH LETTER TO THE COMMUNITY CENTER NO LATER THAN SEPTEMBER 30th of that school year.** A processing fee will apply and reduced rates will not be retroactive when qualifying lunch letters are submitted more than 45 days after the child’s start date. WCCUSD Food Services can be contacted at (510) 307-4580 or 750 Bissell Ave, Richmond, CA.
- **Refunds/Credits:** There are no refunds for City of El Cerrito Childcare activities unless the activity is cancelled due to lack of enrollment or the child is out for a medical reason lasting 5 days or more with a doctor’s note provided.
 - Credits/Refunds will not be given if a child does not attend the program.
 - No credits are given for family vacations or days off, etc.
- **Collections Notice:** If your City of El Cerrito child care bill is one month or more past due, we reserve the right to send any past due balances to a collection agency. Each month billing statements are sent to households email and this includes all outstanding balances. The City is not required to make any additional contact in regard to past-due accounts.
- Family members sent to collections will not be able to participate in any programs offered by the City of El Cerrito until the amount due is paid.

PROGRAM BREAKS & HOLIDAY SCHEDULE

- **Week Long Holiday Break Camps:** Your child care fees do not include coverage during school



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breaks. Programs will be available during the Thanksgiving Break (first 3 days only), December Winter Break, the February Presidents' Week, and Spring Break. Parents/Guardians may register their child for these Holiday Camps at an additional charge at the El Cerrito Community Center. There are no refunds/credits given for these camps if your child does not attend.

- **Staff Development Days:** Special "Fun Days" will be offered as one-day camps on any WCCUSD staff development days.
- **Program Holidays:** The programs will be closed on the following:
 - New Year's Eve
 - New Year's Day
 - Martin Luther King Jr. Day
 - President's Day
 - Memorial Day
 - Independence Day
 - Labor Day
 - Veteran's Day
 - Thanksgiving Day
 - Day after Thanksgiving
 - Christmas Eve
 - Christmas Day

If a holiday falls on a Saturday, it will be observed the preceding Friday. If it falls on a Sunday, it will be observed on the following Monday.

- **Site Closure Day:** We will not operate afterschool care on the last day of school each year. Morning care will be provided, but afterschool care will be closed so that camp programs can be set up.



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BEHAVIOR POLICY

The staff members are directed to keep an open line of communication with parents/guardians. Should any misbehavior, behavioral changes or positive incidents occur with a child in our care, the staff is instructed to talk with the parent/guardian. **There is no corporal punishment administered in our programs.**

In the case of behavior problems:

1. Staff discusses the behavior with parent/guardian asking for their assistance in the matter. Staff records any incidents of misbehavior on behavior report forms that are kept in the child's folder.
2. If misbehavior continues, staff again speaks with the parent/guardian regarding the incident letting them know that the child's behavior needs to be corrected.
3. If the misbehavior continues, a parent/guardian will be reminded of the seriousness of the behavior. The parent/guardian is informed that if the behavior does not change the child may be suspended and/or dismissed from the program.
4. Continuation of poor behavior may result in the suspension and/or dismissal of the child from the program.
5. The Coordinator or Supervisor reserves the right to suspend or dismiss a child from the program immediately if unsafe behavior occurs or the child harms another child or staff.

POLICIES TO PREVENT CHILD ABUSE

CHILD ABUSE PREVENTION

The health and well-being of your child(ren) is essential to the City of El Cerrito Recreation Department. The Department has developed a policy on the prevention of child abuse that includes the following provisions:

- Parents are encouraged to visit program sites at any time and do not need to make an appointment to do so.
- Parents will be informed about their child's program participation.
- Staff will be alert to the physical and emotional state of all children. When any sign of injury or suspected abuse is detected, the Site Coordinator and Program Supervisor will be notified immediately.
- Staff will offer information on child abuse and assistance to parents and children through workshops and resource materials upon request.
- Staff will not release a child to anyone other than the authorized parents/guardians or other individuals authorized, in writing, by parents. Sign-in and sign-out logs will be maintained on a daily basis and kept on file.



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- Staff and volunteers will not verbally or emotionally abuse or punish children.
- Staff and volunteers will not discipline children by use of physical punishment or by failing to provide the necessities of care, such as food and shelter.
- Staff will be finger-printed and receive clearances before working.
- Staff training will include information about the signs of child abuse and the approved procedures for responding to the suspicion of abuse.
- It is the Recreation Department's policy that staff may not be alone with children they meet in City of El Cerrito programs outside of the program. This includes babysitting, sleepovers, inviting children to their home, gift-giving and special phone calls to an individual child. **We ask that you please not jeopardize a staff members' employment by asking them to babysit.**
- To report concerns, please contact the Recreation Supervisor overseeing Youth Services at 510-559-7003.
- Some Before and After School Programs are licensed through the Department of Social Services (DSS). When an incident occurs and/or is brought to our attention, the Recreation Department is legally bound to notify DSS or Child Protective Services (CPS).

EMERGENCY PROCEDURES

- **Illness, Accidents, Insurance and Liability:** If a child becomes ill, the staff will call the phone numbers listed on your *Emergency Form* so that the child may be picked up immediately. Parents/guardians should list names of family/friends who are available to pick up their child during the day. Any one listed on the forms will be required to show I.D. when picking up a child from the site.
 1. If a child sustains an injury needing attention beyond standard first aid, staff will phone the local emergency number/911 for assistance. The parent/guardian will be contacted. If the parent or guardian cannot be immediately contacted staff will contact a person on the emergency contact list.
 2. When 911 is called an ambulance will be dispatched.
 3. Only authorization by a parent/guardian can cancel an ambulance.
 4. The determination for transportation may be left up to emergency personnel depending on the seriousness of the injury and the availability of the parent/guardian.
 5. If your child is transported to a local hospital facility, a staff member will remain with the child until a parent/guardian arrives.
 6. If the parent/guardian cannot be contacted, emergency personnel will direct the ambulance to the nearest emergency care facility.
 7. The City **does not** pay the cost of ambulance service, but most family health plans do cover



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ambulance service.

8. The City **does not** provide accident insurance for childcare children.
 9. The cost of treating accidents must be assumed by the parent/guardian and/or their health plan.
- **Medication:** Children who must receive medication during childcare hours must provide the Community Services Coordinator with written instructions and permission to administer the medication. Medication must be brought by the parent/guardian to the site and given directly to the Coordinator. Please see the Incidental Medical Services Plan information beginning on page 14 for detailed information.
 - **Disabilities, Allergies, Special Needs and Fears:** Please notify the Coordinator of any disabilities, special needs or allergies that pertain to your child. This information allows staff to provide the best possible care for your child.
 - **Food Policy:** There are children in our program with food allergies. At the beginning of each school year, we will assess what life-threatening allergies are being handled at each site. Parents will be notified of what substances will not be permitted in the site due to this situation. This may change during the year if a child with a life-threatening allergy joins. **All of our sites are NUT FREE.** Please do not send any snack, lunch or other food items with your child made with peanuts or cooked in peanut oils. It is important that you respect any other restrictions that are in adherence at your child's site.
 - **Lice Policy:** If any member of your family has lice, please contact us immediately so that we can take precautionary measures to impede the spread. We will notify all families on the same day we receive this information. We require that all families do a thorough check of their child at home after any lice notification. Children who have had lice may return to care as soon as they are treated as long as there are no signs of lice, nits or eggs.



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INCIDENTAL MEDICAL SERVICES PLAN

The following plan is for the City of El Cerrito Recreation Department including the following sites:

Master Site – Harding Afterschool - 070209620

Madera Afterschool - 070210326

Fairmont Afterschool – 070210325

Casa Cerrito Preschool – 070211456

Staff will administer medications at the preschool or before and after school program only when a medical professional has deemed it necessary to do so during program hours. We will accommodate the needs of each child in our care and follow all medical providers' written care plans. Medications will only be administered under the conditions as listed in detail below. Types of incidental medical services to be provided include, but may not be limited to: prescription medications and over-the-counter (OTC) medications as determined in writing by the medical provider. All plans are individualized based on the needs of the child and preparation of staff in ensuring the health and safety of the child in the program.

Reporting

Any incident deemed unusual or severe will be reported to licensing through an Unusual Incident Report within 24 hours, with a written report to follow within 7 days. Use of regularly scheduled medicines as prescribed such as inhalers or medications will be considered typical, and not unusual, and will not be reported. However, all medications administered, even typical will be logged in the medication log as stated in the Record Keeping section of this plan. Unusual or severe incidences would include any use of an epi-pen as well as any symptoms that merited a call to the parent, and any symptoms that require immediate medical attention.

Prescription Medications

Prescription medications will be administered only if the medication is in its original container with a prescription label attached. The medical provider's recommended dosage must be on the label as well as the child's name. The Consent to Administer Medication form will be completed by the parent and staff to ensure all staff can administer the required medication. All medications will be current and will not exceed the expiration date as listed on the medication container. Teaching staff will document each time the medication was given using the medication log. The teacher will initial the medication log after each dose is administered and the parent/guardian will sign at the end of each day as needed.

Over-The-Counter (OTC) Medications

OTC medications will be administered only if the medication is in the original container and a letter from a medical professional is on file. The letter must state how the medication is to be used, the length of treatment time, and the dosage needed and signed and dated by the medical professional. This letter will expire in one year's time if not otherwise noted. The Consent to Administer Medication form will be completed by the parent and staff to ensure all staff can administer the required medication as needed. Teaching staff, or other staff administering the medication, will be trained and document each time the medication is given using the medication log. All staff will initial the medication log after each dose is administered and the parent/guardian will sign at the end of each day as needed.



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Other Medications

EpiPen's, Inhalers, and other medications will only be given at one of our preschools or child care sites with a prescription according to the health provider instructions, and a special health care plan is in place (asthma action plan, allergy action plan, seizure care plan, etc.). All care plans will be reviewed by the Site Director. Additional training will be given as needed to address each individual care plan. The Consent to Administer Medication form will be completed by the parent and staff to ensure all staff can administer the required medication as needed. Teachers or other staff administering medication will document each time the medication was given using the medication log. Staff will initial the medication log after each dose is administered and the parent/guardian will sign at the end of each day as needed.

Asthma Plans

An Asthma Action Plan is in place for all children diagnosed with asthma by a qualified medical professional. Inhalers or other medications will be administered as indicated above. Children with asthma are listed on the Extra Special Health Needs plan which is posted confidentially in each classroom and in the kitchen or food preparation areas. Licensing form (LIC 9166) is completed to allow staff to administer inhaled medications.

EpiPen's

In order to have an EpiPen on site, children must have an Allergy Action plan completed by their medical professional. The Allergy Action plan will identify the symptoms to look for and will indicate when an EpiPen should be used. Children with allergies are listed on the Extra Special Health Needs plan which is posted confidentially in each classroom and in the kitchen or food preparation areas.

Record Keeping

Medical records will be obtained for all incidental medical services needed. Staff will request medical records with the parent's written authorization for the City of El Cerrito to contact medical providers. All documents will be maintained in the child's center file and also will be uploaded into the agency's database. All documents will be reviewed by the Site Director. Copies of all documents and care plans will also be stored in the medication bag next to the prescribed medication. Written instructions from medical providers are needed to administer any medication. Other documents used for record keeping include: verification of staff training, asthma action plan, allergy action plan, special health care plan, nebulizer consent, medication administration consent, medication log and the Extra Special Health Needs posting. In addition, case notes from staff will document the follow up needed for each child requiring medications.

Storage

All medications are stored in medication containers in the classroom or office and will be kept out of reach of children and locked at all times. Each child will have individual medications stored in a zip lock bag in the medication container. Each zip lock bag will be labeled with the child's name and the date of medication expiration. Lifesaving medications, such as EpiPen's, will be kept out of reach in the medication container, but will remain in the unlocked front pocket for quick access. All medications requiring refrigeration will be kept in a locked medication box in the refrigerator and will be labeled with child's name and date of medication expiration. It is the parent's responsibility to collect the medication from the center once the medication is no longer in use and to replace before it expires.



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Administration

Teaching staff and Site Directors are the primary staff trained to administer all medications. Additional staff may administer medications if the required consents and forms are signed and dated. All medications will be brought to every field trip and evacuation due to drills and emergency situations, and will be carried in the medication backpack. In addition, the medication back pack is brought outside and stored out of reach, during every outdoor play period.

Training

Annual trainings for all staff to address medication administration, storage, and procedures will be conducted. Individual trainings will take place on site for each child in order for staff to review each individual health provider recommendation. Training will be completed by our Site Director as needed. A training binder will be kept on site at each center.

Precautions

Gloves will be worn while administering any medication to ensure universal precautions are met. Hands will be washed prior to medication administration and immediately after medication administration.