

City of Hercules
Children's
Programs Parent
Handbook



City of Hercules Children's Programs

Purpose

The City of Hercules Children's Programs are designed to provide a stimulating and creative environment for children. The programs are designed to address parental concerns about childcare and to ensure a physically and emotionally non-threatening environment.

Philosophy

The philosophy of the program is to maintain a structured, Well-managed program which enhances children's learning by providing a varied program of recreation, physical activity, and arts and crafts activities. The childcare program is not designed as an educational program, but one that is based upon enrichment, socialization, and recreation.

Each child shall have personal rights that 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 universal punishment, infliction of pain, humiliation, intimidation, ridicule, coercion, threat, mental abuse or other actions of a punitive nature.

Legal Requirements

The City of Hercules Childcare Program is licensed by the State of California and is monitored by the State Community Care Licensing Board. Each of the childcare sites are required to follow specific regulations set forth by the State Department of Social Services. These regulations set standards for areas such as staffing qualifications, staff/child ratios, and facility conditions.

Each of the program sites are subject to periodic unscheduled inspections by licensing representatives each program year. In addition, parents/guardians have the right, upon presentation of identification, to enter and inspect the childcare site, in which their child is receiving care, without advance notice to the provider. Entry and inspection is limited to the normal operating hours while the child is receiving care.

The state law does authorize the supervising staff member of the facility to deny access to a parent/guardian in the case that the parent/guardian is behaving in a manner that poses a risk to the children or staff in the facility, or, the adult is a non-custodial parent/guardian, and the facility has a court ordered restraining order on file. Please refer to your emergency information packet for detailed information on parent's rights.

State law also requires program personnel to report to Child Protective Services, any possible incident of child abuse or neglect that may be observed with the program. Any unusual skin markings or unusual behavior patterns must be reported. Failure to report suspected or known abuse or neglect by program personnel may result in prosecution by the Children's Protective Services.

Personnel

All personnel working within the childcare programs are screened and subject to background investigations as mandated by the State Childcare Licensing Board. Prior to employment with the City of Hercules, all staff must undergo a comprehensive health screening, including a TB test, drug test, a criminal record clearance, a child abuse index clearance, and fingerprinting. In addition, all staff qualifying as Leaders with the childcare programs must have Early Childhood Education units, as stated by the State Child Care Licensing Board. Each staff participates in a training program that reviews updated policies and procedures and emergency procedures. In addition, staff is required to maintain current certificates in CPR and Basic First Aid.

Child Care Policies and Procedures

Program Procedures

Pre-Registration

Priority registration for all children currently enrolled in the Children's Programs will be conducted two weeks prior to general public registration. We encourage you to submit your registration as soon as possible, as we cannot guarantee you a spot in the program after the two-week period. Based upon the space availability, general registration will be accepted from the public as follows:

- First priority Children currently enrolled
- Second priority Siblings of children currently enrolled
- Third priority Waiting list of resident children
- Fourth priority Residents of Hercules

A \$50.00 non-refundable and non-transferable registration fee will be charged each school year to process the reservation for the upcoming childcare program. There will be a \$100 non-refundable and non-transferable registration fee/per child for registering in the month of July/August, so sign up before July/August program fill up fast.

Seasonal camps require you to hold your reservation and pay in full if you wish to sign up for them. Camps also require families to fill out Emergency packet for each seasonal camp. We are sorry for the inconvenience but this is required since it is a separate program you're enrolling your child in.

Children's Records

Every child enrolled in the childcare program, must have a file on site with the following information:

1. Admission Agreement
2. Parent Agreement and Waiver Form (this is not optional)
3. Emergency Information Care/Consent for Medical Treatment
4. Field Trip Permission Form
5. Parent's Rights Notification Form

It is extremely important for parents/guardians to inform the Child Care Office of any information changes on the above forms. Due to State Licensing requirements, it is mandatory that accurate records be maintained at all times in case of emergencies. Please contact us immediately if there is any change of address, home or work phone number, or authorized person for pick-up. If there is any legal order restricting a non-custodial parent/guardian from picking up a child, please notify the Leader III or Recreation Manager immediately and provide written court documentation.

City of Hercules Children's Programs require a new complete Emergency Card/Packet for each school year, camp or summer program.

Program Structure

The program is structured to offer a variety of daily activities such as arts & crafts, games, sports, cooking, science, drama, self-discovery, cultural appreciation, and life skills. Special programs and visitors are occasionally featured and field trips are scheduled during vacation periods. The 3 and 4 day option have been eliminated and we now only offer a single 5 Day option.

Activity Lesson Plan

Each month's activities are based upon a theme. Our Leaders are required to write an Activity Lesson Plan every month based on theme of the month. The theme may be related to significant holidays or events for that month or the themes may reflect seasons, dinosaurs, animals, or even famous people. The child care programs provide seasonal sports, outdoor education, and free play experiences. We have a P.E. instructor who works with each class once a week on sports skills and sportsmanship.

Homework Time

Within the daily schedule, there is some time allotted for homework Monday –Thursday. Staff will assist in helping the child with his/her homework, but it is ultimately the child's responsibility. Staff will inquire if homework has been assigned that day, however staff will not insist upon the child completing the assignment. The childcare program is not an educational based program and the staff is not certified as educational teachers but we do provide a quiet environment for homework time. We cannot provide supervision for children who cannot participate in program activities. Therefore, please do not ask us to exclude your child from other activities while they finish homework. But they will have opportunity to work on their homework through the day if they need too.

Program Schedule

The program is open Monday through Friday on all school days according to the West Contra Costa County School District calendar. During vacation periods, such as Holiday Break, Winter Break, and Spring Break, the program offers special Day Camps. **These weeks are billed separately at full Day Camp rates.**

In-Service days & Minimum days

The childcare programs are also open all day during special school holidays that are not legal holidays, such as parent conference days or school in-service training. We do require you to pay a \$30.00 dollar deposit and register your child for each In-Service day. You will get your \$30.00 dollar credit back to your household account if your child attends that day. If your child doesn't attend we will keep that \$30.00 dollar deposit as a no show. If you are enrolled in a five day a week program we do not charge an extra fee for (2) in-service days or (12) minimum days. We just ask that you sign up and pay \$30.00 deposit for them, so we know how many children to expect that day. Conversely, we do not pro-rate for holidays or staff training days.

City of Hercules legal Holidays

The programs are closed on City of Hercules designated legal holidays as follows:

Labor Day

Veteran's Day

Thanksgiving Holiday (Thursday & Friday)

Christmas Eve

Christmas Day

New Year's Day

Martin Luther King Jr. Birthday

President's Day

Memorial Day

Independence Day

Program Rules

The following behavior standards are expected and will be enforced at each site. Please read over these rules with your child (ren) prior to school starting, to assist the staff in maintaining a positive environment for all.

1. If a child is suspended from the elementary school or sent home for inappropriate behavior, he/she will also be immediately suspended from the Childcare Program. Parents will be required to pick up their child from the elementary school.
2. Treat staff and other participants, as you would like to be treated.
3. A child is not exempt from an activity unless a medical excuse is provided.
4. Foul language is not allowed.
5. Verbal, physical, or emotional abuse is not allowed.
6. There will be no roller skates, bicycles, water guns, or skateboards allowed in the program, except for special events planned as part of the program.
7. Toys from home are not allowed in the program. (Unless it is a share day)

Dismissal from Hercules Children's Programs

The City of Hercules reserves the right to terminate registration in the Children's Program at any time, if the Recreation Manager determines that this action is in the best interest of the program. The Leader III will notify the Recreation Manager of the situation. Your Leader III will schedule a meeting with the parent to discuss the reasons for the dismissal. In general, your child may be dismissed from the program for the following reasons.

1. It is determined by the Leader III and Recreation Manager that our program is unable to meet your child's needs.
2. Parent/guardian has not cooperated with the Childcare Program regarding the child's discipline needs.
3. Continued discipline problems or unacceptable behavior.
4. If full payment is not made by the end of the month, your child will not be allowed to continue in the program the following month.
5. Other reasons which may be unique to the Children's Program.

Children Entering/Leaving site

Parents/guardians must sign their child (ren) in/out when taking their child to and from the site. You must sign your first initial and your full last name on the sign-in/sign-out sheets. Please do not sign "Mom" or "Dad". Licensing requirements mandate a full name. When picking up your child, if you appear to be intoxicated, or are displaying unusual behavior, staff will take every precaution for the safety of your child and others, including calling the police. We do not wish to be put in this situation, but will take the necessary measure if this problem should arise.

This Program does not allow children in Grades K-3 to sign out, or to pick up another child from childcare, even if you give authorization. Children in 4th grade or above may sign in/out with the parent's written permission. We must have written authorization in advance of allowing a child to sign out of the program. During the winter months, children are not allowed to walk home after 5:00 p.m. This is for the child's protection.

A.M. Program

Children are taken to the school site at 8:25 a.m. Staff will stay with the children until the teacher arrives to escort them in to the classroom at 8:30 a.m.

P.M. Program

Each leader will have a meeting place at the school according to grade. It is the child's responsibility to come to the meeting spot after class is dismissed. If your child needs to stay after school for any reason, they must come to the meeting place and inform the leader that they will be staying after school. The schoolteacher should be responsible for returning your child to our care.

Children will not be allowed to leave the site with any person unless the parents give written authorization. Only adults listed on the emergency card will be allowed to take the child (ren) from the childcare site. Any person not familiar to the program staff will be required to show identification upon arrival at the site. Please do not be offended if a staff person asks for identification, this is for your child's safety.

Absent Child Procedure

Childcare Staff must be notified if your child will not be attending Childcare on any day you have scheduled care in our program, or if your child is out due to illness. The following procedure goes in to effect when we cannot find your child after school:

1. Staff will begin to search for the child by first contacting the school and speaking with the child's schoolteacher and office staff.

2. If the child attended school, but cannot be located, staff will then contact the parent/guardian at home or at work.
3. If parent/guardian is unavailable, staff will contact the additional persons on the emergency information form.
4. If the child cannot be located, staff will immediately notify the Hercules Police Department.
5. Hercules Police will respond to Childcare site and start immediate emergency procedures, take a report, attempt to notify parent, etc.
6. Hercules Police Patrol Officers are notified and placed on alert. The Police Chief is notified that there is a potential missing child.
In addition, in situations where we have a legal issue, such as custody and/or restraining order, the responding Police Officer is advised of this information and the situation is handled accordingly.

What we need you to do for us:

1. Provide a note or call the Childcare Office if you have made other arrangements for your child after school.
2. Do not assume your child has already told us that they are not coming to childcare that day. We cannot take the child's word for it. We must have verification from parent.
3. Provide us with a note if someone else will be picking up your child other than persons you have authorized on your emergency card.
4. We will ask for identification and will not allow anyone to pick up your child, unless you have authorized him or her to do so.
5. Children's Program Policy does not allow children in Kindergarten to third grade to sign out, or to pick up another child from childcare. Children in 4th grade or above may sign out with the parent's written permission.
6. If your child did not attend school or went home ill, please call to let us know that we do not need to pick up your child that day.
7. We never assume that an authorized person has picked up your child.

Parents, we very much appreciate your cooperation in this matter. We have had some problems with parent's not notifying the staff that their child will not be attending childcare. The childcare staff takes their responsibilities to you and your child very seriously. Our primary concern is always for the safety and care of your children.

Medication and Sick Children

Children are not allowed in Childcare during regular school hours. If your child becomes ill during school hours, he/she will not be allowed to attend the Childcare Program. Your child will need to be picked up from the school office. Please notify the Childcare staff that your child is ill, and will not be attending Childcare that day.

Child Care staff is not allowed to administer any form of medication; exception an Epinephrine pen this is life threatening. Staff will immediately call 911 as well. That includes, but is not limited to, prescription and non – prescription medicine, breathing treatments. If your child requires medication you will need to make arrangements with the leader III to come in or have an authorized representative come and give your child the medication. Please discuss any medical issues with the Leader III's before your child begins the program.

In the case of an emergency situation, such as an allergic reaction, staff will immediately call 911.

A child who is running a temperature of 100 degrees or more will not be allowed to remain on site. If a parent/guardian leaves a child who is ill, staff will not allow the child to stay and will contact the parent immediately. If the parent/guardian is unavailable, the other persons on the emergency authorization card will be contacted.

I would also like to make it clear that we are a **“Peanut/Nut products Free Zone”**. These products are not allowed on the Child Care sites. We have too many children in our programs that cannot be around these products and they are a danger to their lives.

Parents are responsible for reporting all communicable diseases that their child may contract, i.e. chicken pox, pink eye, head lice, etc. A child will not be allowed to remain on site if head lice are detected. Parent/guardian will be notified and arrangements must be made immediately for pick up. The child may return to the program after being treated with medicated shampoo and all eggs are removed from hair follicles. We will notify you if we have a case of any communicable disease on site. Please read the Parent Information Board every day.

All children in attendance must be healthy enough to participate in the Center’s daily routine.

Emergency Medical Treatment

Emergency contacts and medical release forms are on file for each child at the program site. Each site has appropriate first aid supplies on hand for very minor injuries, such as shallow cuts, scratches, or scrapes. For serious injuries, such as severe bleeding, a breathing problem, or unconsciousness, assistance will be obtained through the 911 emergency services.

The City of Hercules does not pay for ambulance services or medical treatment. An attempt will be made to gain permission from the parent/guardian for non-serious emergency use of an ambulance, as in the case of a suspected broken bone.

Parents/guardians will have the choice to transport by ambulance or they may transport the child in their own vehicle. If staff is unable to contact parents/guardians, staff will follow the medical advice from paramedics and transport the child by ambulance if recommended.

Ambulance company policy does not allow staff to ride in the ambulance with the child. If parent/guardian cannot be contacted, a staff member will follow and will remain with the child at the hospital until the parent/guardian can be reached. In non-serious emergencies, the parent/guardian may ask that the child remain on site until the parent/guardian can arrive for pick up.

REMEMBER: The City of Hercules does not pay for ambulance service or medical treatment.

After School Activities

The childcare staff cannot be responsible for bringing and picking up your children for after school programs/activities. If your child is involved with after school activities, such as music or scouts, you must make arrangements for them to be picked up from childcare and taken

to the activity. We cannot spare the staff to be walking the children back and forth to other activities. Be aware that if your child does participate in an after school activity, and they return to the childcare program, their childcare class may be outside on the big yard or at the park. If you want your child to participate in after school activities, you must sign a permission slip giving authorization for your child to attend the activity and we have them in the Child Care office for you to fill out.

Snacks

All of our programs provide a snack each afternoon; you can see the monthly snack menu on the parent information wall. During day camps, we provide a morning and an afternoon snack. If your child has a food allergy or dietary restrictions, you must note it on your child's Emergency Card. You may need to provide a snack if your child has extreme dietary restrictions. These items may be stored on site in the office. **Note we are a Peanut/Nut products Free Zone.**

Lunches

The childcare program does not provide lunches. Kindergarten children must provide their own lunch and drink. Please try to maintain healthy lunch items. If lunch items require utensils, please provide plastic items. No microwave items please. Lunch is available for a fee from each elementary school. If you would like to purchase lunch for your child, you must make arrangements with the school. The child care staff will escort your child to the lunchroom to pick up the lunch and they will bring it to the child care site to be eaten.

Appropriate Clothing

Wearing the appropriate clothing is an essential part of your child's childcare experience. We need your child to wear or have in his/her cubicle a pair of sneakers for P.E. and for outdoor play. If you have a concern about your child getting paint on themselves or their clothing, please send an old shirt for your child to wear.

Cubicle

Each child has a cubicle for his/her own use. Please check your child's cubicle daily. Projects and school materials do pile up.

Field Trips

As part of the program's recreational activities, children will be taking hikes to neighboring parks and community facilities. Information for parents/guardians will be posted on the Parent Information Board located in each classroom. Field trips requiring transportation will require a signed permission slip from the parent/guardian.

Parent Information Wall

There is a Parent Information Wall located in each classroom. It is the parent's responsibility to read all messages on this wall. This is the only way staff has to communicate with parents about special activities the child will be involved with during the day. At this location you'll

find the monthly lesson plan of daily events in your child's classroom. There is a Parent Calendar located next to the main gate regarding upcoming events.

Late Pick Up

Late pick up fees are calculated at \$2.00 per minute. These fees will be added to your next month's payment. This fee is per child. Repeated late pick up is cause for dismissal from the Children's Program.

III. Billing and Payment Procedures

Payments

Community Swim Center Hours:

Monday thru Thursday	10:00 A.M. to 6:00 P.M. (Closed Friday)
Drop Box at Swim Center	24 hours
Drop Box at Child Care	7:00A.M. to 6:30 P.M. Mon-Fri.
Child Care Offices	11:30 A.M to 5:30 P.M

Payments deposited after 5:00 p.m. will be credited to the following business day.

Accounting and Billing Procedures

1. Invoices will be emailed to you, this why we need a current email address. If we do not have email address we will mail your billing statement.
2. **Payments are due by the 1st.** The billing due date is the 1st of the month. Your payment will be considered late if it is paid after the 1st day of the month. You can mail your payment or deliver it to the Community/Swim Center located at 2001 Refugio Valley Road. For your convenience, there is a mail drop in front of the Community/Swim Center, as well as at each childcare site. Please put your check in an envelope and mark it with your child's name and Child Care Site. You can also drop your payment off at each Child Care sites mail box located in the office at Ohlone/Lupine and Room #1 at Hanna site. **Please no cash in drop boxes. You may opt for an automatic credit card payment. However, all credit card transactions will be charged \$2.00 per \$100.00 charged or fraction thereof.**
3. The first late payment will be charged a \$30.00 late fee.
4. If full payment is not received by the 5th day of the month, your child will not be allowed to return to the program until your balance is paid in full.
5. Any changes to your child care needs must be made before the next billing period. We cannot change schedules in the middle of a billing period. You must submit a "Program Change Request" before any changes can be made to your child's schedule.
6. If payments are returned two times for insufficient funds, all future payments must be made in cash, money order, debit card or credit card. There will be a charge of \$36.00 for each returned check. All returned checks must be cleared with cash, money order or

cashiers check. Credit card policy does not allow returned checks to be cleared with a credit card.

7. We are working with an automatic accounts receivable management program on all accounts that extend 30 days past due. Accounts that are 30 days past due, with no payment or special arrangements will automatically be transferred to this collection agency. Your child will not be allowed to return to our Children's Program's until your balance is paid in full.

Program Fees

We offer five and three day options in our morning and afternoon programs. We also offer a short day (school dismissal until 5:30 p.m.) and a long day (school dismissal until 5:30 p.m.) The Early Bird morning program hours from 7:00 a.m. to 8:30 a.m. All fees are calculated on a uniform, annual basis that recognizes all periods when service is provided, as well as holidays and in service days. If a holiday falls in any billing period, the fee is not reduced. Conversely, the fee is not increased for day care provided on school minimum days or in service days.

Childcare fees are based on a four-week billing period. Some billing periods cover weeks in two months. This happens when there is a school holiday such as holiday break, winter and spring break. These weeks are billed separately.

Day Camp fees are due weekly. Payment must be received by 5:00 p.m. the Thursday before the week begins. Payments made after 5:00 p.m. on Thursday will be considered late and will be charged a \$15 late fee. You must pre-register for day camp weeks. Registration received after 5:00 p.m. on the Thursday before the week begins will be charged a \$15 late registration fee.

In-service Day Fees

In-service Days are days when the school is not in session because teachers are receiving in-service training. In-service days will be held at the Lupine Childcare site. Children from all three childcare sites will be combined at the Lupine site. You will need to pre-register your child for all in-service days. There will be \$30.00 dollar deposit and registration form posted in each room before every in-service day. If your child attends your \$30.00 dollars will be credited back to your household account. If your child doesn't attend this is a no show and we keep the \$30.00 dollar deposit. There is **no additional fee** for the in-service days.

Refunds

There are no refunds or credits in the child care programs. There is no reimbursement for sick days, absent days, vacation days or suspension days.

If a child will not be attending for a month, but plans to return to the program, payment must be paid in full for the time they do not attend in order to reserve that child's place in the program. If payment is not made then you're dropping program for the month. Your child space will be filled with children on the waiting list. If there isn't waiting list and we have space

when you return then you can return. If your child absent for more than two months you'll need to register your child again and pay the \$50.00 fee.

Withdrawal from the Program

Parents/guardians are required to give one week notice in writing-“Drop form” to the Recreation Manager/Childcare office, prior to leaving the program. If one week notice is not received, the parent is financially responsible for the week, even if the child does not attend the program. Please do not rely on program staff or Community Center staff to inform the Leader III's or Recreation Manager of the withdrawal. Drop form must be given directly to the Office Assistance or Leader III's in writing. You can drop off note at the Child Care office or put in the Child Care mail box.

IV. Day Camps

- Summer Camp
- Holiday Camp

Parents, please be aware that all policies and information under the Childcare section apply to all Day Camps. We have separated these sections to make it easier to read.

Welcome to the City of Hercules Recreation & Community Services Day Camp Program. Day Camps run during the school holidays, and during ten weeks over the summer months. For the specific day camp dates, please see the childcare yearly calendar. All the day camp staff must follow the State Childcare Licensing requirements to qualify to work in any of the City of Hercules Day Camp programs.

All the Day Camp programs are an extension of the regular Childcare program. The staff will provide a safe environment with diversified activities. Creative arts & crafts, exploring nature, and an action packed physical education program.

Registration/Deposits

All participants in day camp must be pre-registered. We require a \$20 deposit for each week that you reserve. Deposits are non refundable and non transferable. However, the \$20 is applied to your weekly fee. Payments for day camp are due the Wednesday before the day camp begins. (We do not bill for day camps).

Late payments will be charged a \$15 fee per week. When you register, you will be charged for the schedule that you request. If need to change the schedule, you must notify the Office Assistance in the office in advance by filling out change form. We do not give credit for days absent or sick days.

Lunches

Children must bring a lunch daily. The childcare program does not provide lunches, except on special occasions. If lunches require utensils, please provide plastic items. No microwave food items, please.

Snacks

A snack is provided each day in the morning and afternoon. Please note any food allergies or dietary restrictions on the child's emergency card. If your child has special dietary needs, you may be required to furnish your own snacks. We are a **Peanut/Nut product Free Zone.**

Holiday Camps

Holiday Camps are held during the West Contra Costa Unified School District scheduled holiday breaks. Camps are held in December, February, and March or April for the Spring Break and the Lupine child care site. Remember, day camps must have a separate registration and packet. You are not automatically enrolled in the camps. You will receive information in advance of each camp and it's up to you to sign up for what you need for your child.

Summer Day Camps

The Summer Day Camp Program is held at Hanna Ranch Child Care site 2480 Refugio Valley Road, Hercules, Ca. 94547. Children entering grades Kindergarten to 2nd grade and children entering grades 3-4-5 will both attend the Hanna site. Children entering 6^h grade will attend the Summer S.P.O.T. program, located at the Hercules Teen Center, 2001 Refugio Valley Road.

Swim Days

Both of the Day Camp sites go swimming on Tuesdays and Thursdays. We have arranged for City vans to transport from the Swim Center back to the site and we will walk to the swim center. All children will go to the pool, even non-swimmers. The swim center has a wonderful shallow pool for our non-swimmers. Please note on your child's emergency card if they do not have any swimming ability. All children must prove their swimming ability to a lifeguard before they are allowed in the deepest part of the "Big Pool" or on the diving board. On swim days the children need to bring a bathing suit, towel and sunscreen. All children should be prepared with these items each Tuesday and Thursday. Please do not bring pool toys, they are not allowed in the pool.

Field Trips

The children attending day camp in grades Kindergarten thru 2nd grade will not be going on field trips. We will have entertainment come to the Day Camp site each week for the children's enjoyment. Entertainment will vary depending on the theme for the week. In the past, we have had a magician, ventriloquist, science wizard, clown, puppet show, and storyteller.

The children attending day camp in grades 3 thru 5 will be going on field trips. They will travel by chartered bus. We do not transport the children in cars. Parents are welcome to come on the field trips; however, you would need to drive your own car.

Children in day camp may be taking hikes to neighboring parks and community facilities such as Rite-Aid, Round Table Pizza, and McDonald's. Occasionally, camps will go to the Community/Swim Center to play in the gym. In all cases, parents will be notified, in advance, of any planned neighborhood trips.

V. Discipline Policy

Classroom Rules

- Name-calling and foul language is not allowed.
- No physical contact of any kind (wrestling, kicking, hitting)
- Treat everyone and their property with respect.
- Be polite to others.
- Toys from home are not allowed.
- Everyone must clean up after him/herself
- It is everyone's responsibility to keep classroom clean.
- Be courteous when a staff member or child is speaking to the class.
- Every child must have permission to use the restroom.
- Gum is not allowed.
- No reckless behavior in classroom (standing on chairs or tables, acrobats, etc)
- Loud voices are not allowed inside the classroom.
- Running is not allowed in the classroom.

Outdoor Rules

- Climbing on top of bars is not allowed.
- Running around the buildings or down hallways is not allowed.
- Treat all P.E. equipment with respect.
- Show positive sportsmanship.
- Throwing sand is not allowed.
- Tag games in sand area are not allowed.
- Jumping off structures is not allowed.
- Walking up slides is not allowed.
- Every child must be supervised when using bathroom or getting water.
- Staff must be able to see you at all times.
- Never chase a ball. Get help from your leader.
- Never talk to strangers.

UNACCEPTABLE BEHAVIOR

The following guidelines will only be implemented after behavior modification and all previous steps have been followed. Staff must show all efforts in working with the child within the classroom. In the event that a child persists in displaying unacceptable behavior, these additional procedures must be followed.

1. If a child is suspended from the elementary school or sent home for inappropriate behavior, he/she will also be immediately suspended from the Childcare Program. Parents will be required to pick up their child from the elementary school.
2. If a child is showing unacceptable behavior, he/she will be reminded of the rules of the Child Care Program. At this time, an incident report will be written and parents will be notified that their child is experiencing difficulty in following the rules.
3. Parent Conference: If a child continues to show unacceptable behavior, the parent's will be called for a Parent Conference. The Leader III's will explain the nature of the problem behavior, and the child will be placed on the "Warning System".
4. Warning System: The warning system is used if unacceptable behavior continues despite all efforts to redirect the child. The child shall be given two warnings. The third incident will mean a one-day suspension from the program. The child will not be allowed to attend the program on his/her next scheduled day. Parents will not be reimbursed for any suspension days. If a child receives three suspension days, he/she will be immediately dropped from the program.
5. In certain circumstances, a child may be dropped from the program without ever going through the warning system. If a child is considered to be a serious threat to other children, they will be dropped from the program immediately. A child that requires full attention of the staff would make it unsafe for the other children in the program. Staff must be able to focus on the group as a whole.

We do not like to ever dismiss a child from the program; however, we must have a policy to ensure the safety of the children, and the integrity of the program.

VI. MISCELLANEOUS

Frequently asked questions

What is the City's Tax I.D. Number?

The City of Hercules Tax I.D. number for all tax issues is 94-6027345

Do you have a lost and found?

Lost and found items are kept in a box in the Childcare office. Lost and found items are kept on site for two weeks, and then they are donated to a charitable organization.

Do I have to sign up my child for In-service Days?

Yes, you must sign up in advance of all In-service Days and leave a \$30.00 dollar deposit. You get the \$30.00 dollar credited back to your household account, if you show up to the In-Service day. If you do not show up to the In-Service this is a **No Show** and we keep the \$30.00 dollar.

Do you provide childcare when the school is closed?

Yes, we do provide care via day camps. (See day camp section for more information)

Where do I mail my childcare payment?

All payments may be mailed or hand delivered to the Community/Swim Center at 2001 Refugio Valley Road. There is a mail drop in the front of the building available 24 hours a day. Payment may, also, be dropped at the Child Care sites. Each site has a drop box in the office or classroom. You can pay online through Web-trac; we just need your household #.

Program site locations:

Lupine Child Care

1905 Lupine Road
Hercules, CA. 94547
(510) 799-8259
License No. 070209101
Office Hours: 11:30 A.M.-5:30 P.M.

Ohlone Child Care

1616 Pheasant
Hercules, CA. 94547
(510) 799-8224
License No. 070210873
Office Hours: 11:30 A.M.-5:30 P.M.

Hanna Ranch Child Care

2480 Refugio Valley Road
Hercules, CA. 94547
(510)245-4803
License No. 070215103
Office Hours: 9:00 A.M.-5:30 P.M.

To: All Child Care Parents

Date: August, 27, 2014

From: Ambra Garfield-Recreation Manager

Subject: **Absent Child Procedure**

The Child Care staff must be notified if your child will not be attending Child Care on any day you have scheduled care in our program, or if your child is out due to illness. The following procedure goes into effect when we cannot find your child after school:

1. Staff will begin to search for the child by first contacting the school and speaking with the child's school teacher and office staff.
2. If the child attended school, but cannot be located, staff will then contact the parent/guardian at home or at work.
3. If parent/guardian is unavailable, staff will contact the additional persons on the emergency information form.
4. If the child cannot be located, staff will immediately notify the Hercules Police Department.
5. Hercules Police will respond to Child Care site and start immediate emergency procedures, take a report, attempt to notify parent, etc.
6. Hercules Police Patrol Office are notified and placed on alert. In addition, in situations where we have a legal issue, such as custody and /or restraining order, the responding Police Officer is advised of this information and the situation is handled accordingly.

What we need you to do for us:

1. Provide a note or call the Child Care office if you have made other arrangements for your child after school. If you cannot reach the Child Care sites call Community Swim Center let them know you need to get a message to the sites.
2. Do not assume your child has already told us that they are not coming to Child Care that day. We cannot take the child's word for it. We must have verification from parent.
3. Provide us with a note if someone else will be picking up your child other than persons you have authorized on your emergency card.
4. We will ask for identification and will not allow anyone to pick up your child, unless you have authorized him or her to do so.

Parents, we very much appreciate your cooperation in this matter. We have had some problems with parent's not notifying the staff that their child will not be attending Child Care. The Child Care staff takes their responsibilities to you and your child very seriously. Our primary concern is always for the safety and care of your children. The following is a list of the Child Care sites phone numbers and office hours:

1. Hanna Child Care site- 510.245.4803/Classroom/fax line-510.245.6510/Office hours:8:30a-5:30p
2. Ohlone Child Care site – 510.799.8224/Office hours:11:30a-5:30p
3. Lupine Child Care site – 510.799.8259/Classroom– 799.8235/Office hours:11:30a-5:30p
4. Community Swim Center – 510.799.8291/Office hours: 10:00a-6:00P-M-Thurs.

To: All Child Care Parents
Date: November, 18, 2014
From: Ambra Garfield-Recreation Manager
Subject: **Denying access to a parent/guardian in the case that the parent/guardian is behaving in a manner that poses a risk to the children or staff in the facility.**

The Child Care staff is authorized by state law to deny access to a parent/guardian in the case that the parent/guardian is behaving in a manner that poses a risk to the children or staff in the facility. Please refer to the Notification Of Parents' Rights form that all parents sign before the first day of Child Care.

When picking up your child, if you appear to be intoxicated, or are displaying unusual behavior, staff will take every precaution for the safety of your child and others, including calling the police.

We do not wish to be put in this situation, but we will take the necessary measure if this problem should arise. The following procedure goes into effect when picking up your child (ren):

1. When staff opens the gate or greet you at the classroom door, if the parent/guardian appears intoxicated or displaying unusual behavior staff will not let you into the classroom to pick up your child.
2. Staff will let you know why, and then inform you that they will call additional persons on the emergency pick up list immediately to pick up your child (ren).
3. Staff will ask you to stay outside till this person arrives to pick up.
4. If you strongly disagree with this procedure, we will agree to call the Hercules police department to let them make this determination of your condition.
5. If staff feels that you are being hostile towards them in any way they will contact the Hercules Police Department and notify them of the situation. They can make the determination of your condition.
6. Your child safety will always come first, even if you feel you can drive.
7. Staff are also mandated reporters and could call CPS due to you putting your child at risk.

Parents we very much appreciate your cooperation in this matter. We have had concerns this year with parents /guardian picking up their child posing a risk to their child. The Child Care staff takes their responsibilities to you and your child very seriously. Our primary concern is always for the safety and care of your children.