

RECREATION DEPARTMENT

School-Aged Childcare Programs Parent Handbook

Policy, Procedure and Information Packet



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

> Phone: (510) 559-7006 Fax: (510) 528-9413



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PROGRAM DIRECTORY:

RECREATION DEPARTMENT

El Cerrito Community Center

7007 Moeser Lane El Cerrito, CA 94530 Admin. Clerk Specialist: Sarah DiBenedetto (510) 559-7006

Supervisor: Cori Diaz (510) 559-7003

CHILDCARE SITES:

Fairmont School-Age Child Care Center

715 Lexington Ave Coordinator: Anthony Billups El Cerrito, CA 94530 (510) 559-7031 Site (510) 559-7004 Office

Harding School-Age Child Care Center

7115 "C" Street Coordinator: TBA El Cerrito, CA 94530 (510) 559-7030 Site (510) 559-7004 Office

Madera School-Age Child Care Center

1500 Devonshire Coordinator: Sheryl Shute El Cerrito, CA 94530 (510) 215-4392 Site (510) 559-7004 Office

Portola Middle School Afterschool Program

1021 Navellier Street Coordinator: Lila Banuelos El Cerrito, CA 94530 (510) 526-0437 Site (510) 559-7009 Office



PROGRAM GOALS

To plan and implement a program to meet the demand for state licensed before and after school childcare services in the community. To establish, where feasible, school-age childcare facilities to serve each of the three WCCUSD Elementary Schools in the City of El Cerrito.

CITY COUNCIL FEE POLICIES

We establish fees to insure that the childcare programs are 100% self-supporting, including overhead costs. We establish fees that are comparable to private and non-profit childcare 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. Non-residents shall pay an additional fee as determined by City Council. The Park and Recreation Commission will review current fees and recommend adjustments to the City Council as needed.

IMPORTANT INFORMATION

- Modification of Policies: The City of El Cerrito School-Age Childcare Program reserves the right to modify any of the policies in this SCHOOL-AGE CHILDCARE POLICIES, PROCEDURES & INFORMATION packet upon 30 days written notice to the parent or guardian.
- Right of California State Licensing Agency: 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).

SIGN OUT POLICY

- **Check-Out Authorization:** Only those authorized by the parent/guardian in writing will be allowed to check out a child from the program.
 - The authorized person MUST sign out the child in the check-out book, giving the check-out time and their full signature.
 - o 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.
 - O Parents must call the childcare center when their child will not be attending care on a regularly scheduled day.
- Late Pick-Ups: Anytime a child is picked up after their regularly scheduled ending time in the program (ie. 2:30pm, 5:30pm or 6:00pm) they will be charged as a late pick-up.
 - The minimum late pick-up fee is \$5.00.
 - A late fee charge of \$1.00 for every 1 minute (or-fraction-thereof) will be charged for all late pick-ups.
 - O Parent or person picking up the child will be asked to pay the late pick-up fee when the child is picked up and to sign our late pick-up slip.
 - The City of El Cerrito is mandated by the local SEIU contract to pay SEIU Members even when they stay only 5 minutes.
 - O As a courtesy to our staff, parents should always contact the site when they are going to be late.



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SCHEDULE POLICIES & PROCEDURES

- **Absences:** In the event that your child will be absent, it is essential that parents/guardians notify the Site Coordinator. There are no credits/refunds given for absences (this includes family vacations).
- Schedule Changes: Schedule changes must be made in writing at the El Cerrito Community Center,
 Recreation office using the SCHEDULE CHANGE, TRANSFER, CANCELLATION FORM.
 - O Schedule changes must be made at least 2 weeks in advance.
 - o Each child may have up to two free schedule changes during a school year.
 - After the second schedule change a \$15.00 transfer fee will be assessed for any additional schedule changes.
- **Drop-Ins:** If space is available, children registered in our childcare programs may attend the program on a day they are not regularly scheduled.
 - Parents/guardians must contact the Childcare Coordinator at their childcare site 48 hours in advance to schedule a drop-in.
 - Parents are responsible for notifying the childcare staff and the child's school of the planned drop-in.
 - Drop-in fees are 15% above regular fees. Fees are due on the drop-in day when you
 pick up your child. These fees must be paid to the Childcare Coordinator/Staff by <u>check</u>
 or auto-debit.
- Cancellations: Cancellations must be made in writing at the El Cerrito Community Center using a SCHEDULE CHANGE, TRANSFER, CANCELLATION FORM. Cancellations must be made at least 2 weeks in advance.

PAYMENT AND REGISTRATION POLICIES

- Childcare Service: available for a minimum registration of 2 days per week.
- Registration Fee: A \$65.00 non-refundable registration fee will hold a space for each child in the Madera and Harding Afterschool Program. A \$25.00 non-refundable registration fee will hold a space for each child at the Fairmont Afterschool Program.
- **Program Cancellation:** The City of El Cerrito reserves the right to cancel any child care programs that do not reach the enrollment minimum.
- Change of Address/Phone: It is important that the parent/guardian contact the site if their home
 address or phone numbers change during the school year. In the event of an emergency, the staff
 must always have the most current contact and emergency information.



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- Priority: Childcare spaces will be given to parents/guardians requesting 5 days per week.
- Waiting List: If space is not available in our program, interested parents/guardians may put their child on 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.
- **Billing Invoices:** Households will receive monthly invoices by the 20th of each month. If a household has provided an email address, the invoice will ONLY arrive electronically, no bill will be sent in the mail. If a household has not provided an email address, the invoice will arrive in the mail.
 - If you do not receive an invoice by the 25th of a month please call the Admin. Clerk at (510) 559-7006.
- Payment of Fees: Fees may be paid online, in person or mailed to the El Cerrito Community Center, 7007 Moeser Lane, El Cerrito, CA 94530.
 - Payments for childcare must be paid by the first City of El Cerrito working day of each month for services scheduled for that month.
 - Payments may be made with Visa/MasterCard/American Express, money orders, cash or checks
 - Please make checks and money orders payable to The City of El Cerrito.
 - If paying by mail, envelopes must be postmarked no later than the first working day of the month.
 - If paying online, please contact the Community Center (510) 559-7000 or recreation@ci.el-cerrito.ca.us for your initial log-in and password. Once you have your log-in information simply visit: www.el-cerrito.org/recreation and select "Child Care Bill Pay" to make payment.
 - A late fee of \$15 shall be charged for any payments not received by the tenth day of the month.
 - For your convenience, you may sign up for the automatic deduction of your childcare bill from an American Express, Visa or MasterCard. All automatic charges are processed the first working day of the month.
 - Payments will not be accepted at the childcare site. We do not guarantee the security of payments left at the childcare site.



- 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 SUMBIT THE QUALIFIYING LUNCH LETTER TO THE COMMUNITY CENTER NO LATER THAN SEPTEMBER 30th of that school year. A \$15 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 activities sponsored by the City of El Cerrito unless the activity is cancelled due to lack of enrollment.
 - 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.
 - There are no payment credits for absence due to illness.
- Returned Checks: A \$27.00 service charge will be assessed on all returned checks. Returned checks must be addressed at the El Cerrito City Hall-Finance Department, 10890 San Pablo Avenue, El Cerrito, CA 94530, (510) 215-4310. Cash or a money order must replace all returned checks. In addition, a \$15 late payment fee will be assessed on all returned checks. If more than two returned checks are received in our office then future payments will need to be made in money order or cash and checks will no longer be acceptable.
- 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 either via email or USPS mail service- this includes all outstanding balances. The
 City is not required to make any additional contact in regards to past-due accounts but may send an
 additional mailing or make a courtesy phone call.
- 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 corrected.



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DISCIPLINE 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 in a "child log" that is kept in the child's folder.
- 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 and staff meeting occurs. At this meeting the behavior will be discussed. 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.

EMERGENCY PROCEDURES

- Illness-Accidents-Insurance-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.
 - 1. If a child sustains an injury needing attention beyond standard first aid, the staff will phone the local emergency number/911 for assistance. The parent/guardian will also be contacted.
 - 2. When 911is called an ambulance will be dispatched.
 - 3. Only authorization of 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.



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- If the parent/guardian cannot be contacted and if the emergency forms indicate, emergency
 personnel will direct the ambulance to the desired emergency care facility (as specified in the
 EMERGENCY FORM).
- 7. The City **does not** pay the cost of ambulance service, but most family health plans do cover 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 Site
 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 Site Coordinator.
- **Disabilities, Allergies, Special Needs and Fears:** Please notify the Site 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.

HOLIDAY SCHEDULE

- Week Long Holiday Breaks: Childcare may be available during the December Holiday Break (two
 weeks), the February Winter Break (one week), and Spring Break (one week). Parents/Guardians
 may register their child for these Holiday Breaks at an additional charge. There are no
 refunds/credits given for these camps if your child does not attend.
- Holidays: The childcare sites will be closed on legal holidays. Childcare offered on school holidays
 at an additional charge and our sites are usually combined at one center for more efficient
 operation. There is an additional charge when childcare is offered on school holidays.
- Unscheduled School Days Off: Throughout the year, schools have teacher training days. There is no school for students on these days. These days may be scheduled at the last minute. Childcare may be offered on these days from 7:00am to 6:00pm. Separate registration will be available at the childcare centers and an additional fee is charged. There are no refunds given for these days. Our sites are usually combined at one center for more efficient operation.



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MISCELLANEOUS INFORMATION

- Play Clothes and Paint Shirts: Being a child means having fun, playing, and sometimes getting messy. All our activities at our childcare centers are supervised, but spills and accidents sometimes occur. Please protect your child's good school clothing by sending play clothes with your child for them to change into. Children should take their play clothes home with them daily. Our childcare centers are often rented by outside groups and we are unable to assume liability for clothing left at the childcare centers. Please label your child's play clothes with their name.
- Lunches: We do not provide lunch for children in the childcare programs. During the times your child will be eating lunch at our childcare centers (fun days, camps and kindergarten program) please send them with a ready-to-eat lunch. The staff members are not able to heat, cook or refrigerate lunches. Please plan ahead for your child's lunch with this in mind.
- **Personal Belongings:** Please do not send children to the program with toys, jewelry or other personal belongings from home. Staff is not responsible for lost items.