



City of Manteca Parks and Recreation Department
252 Magnolia Avenue • Manteca, CA 95337
Phone (209) 456-8600 • Fax (209) 923-8954
www.mantecagov.com/parks

2011-2012 KIDS' ZONE PROGRAM PARENT HANDBOOK



POLICIES & PROCEDURES FOR BEFORE-SCHOOL, KINDERZONE, AFTER-SCHOOL, AND YOUTH DAY CAMP PROGRAMS

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This handbook is intended to provide general information about program policies and procedures. By registering your child for any of these programs, you are stating that you understand and will abide by these policies and procedures.

Kids' Zone Program Mission Statement: The mission of the Kids' Zone Program is to enrich the lives of children by providing a safe, supportive, and structured environment. These programs promote the social, physical, and intellectual development of children.

Kids' Zone Program Overview: Manteca Parks and Recreation, in cooperation with Manteca Unified School District, offers state-licensed before-school, KinderZone, and after-school programs for children in Kindergarten through 7th grade. Kids' Zone operates throughout the school year, Monday through Friday, on school days only at select schools. Enrollment is limited to Manteca Unified School District students attending the schools listed below. If a program is not full, other MUSD students may register; however, **transportation between school sites must be provided by the parents.** Hours of operation may vary by school site; please review your child's school bell schedule.

State-Licensing Requirements: The Kids' Zone Program complies with the Community Care Licensing Agency regulations and standards. These standards relate to staff, health, safety procedures, nutrition, staff-to-child ratio and recordkeeping. We believe that these standards are in the best interest of the children. The Licensing Program Analyst has the authority to interview staff or child(ren) and to inspect or audit child(ren) records without prior consent.

State License Numbers: Brock Elliott (393616654); Joshua Cowell (393616653); McParland Main Site (393616652); McParland Annex (393616651); Neil Hafley (393616653); New Haven (393616649); Stella Brockman (393616648); Veritas (393616647); Woodward (393616646).

PROGRAMS OFFERED

Before-School Program

Ages: Kindergarten through 7th grade (Kindergarteners may attend **if** their school bell schedule allows). Please make sure your child has eaten breakfast before coming to program, or send \$.75 with them each day to buy breakfast at the school.

Sites: Stella Brockman, McParland, McParland Annex, Walter Woodward, New Haven, and Veritas

Hours: 6:30 am until the start of the regular school day

After-School Program

Ages: Kindergarten through 7th grade

Sites: Brock Elliott, Joshua Cowell, Stella Brockman, Neil Hafley, McParland, McParland Annex, Walter Woodward, New Haven, and Veritas

Hours: From school dismissal (including minimum days) until 6:00 pm

KinderZone Program

Ages: Kindergarten students only

Sites: Joshua Cowell, Stella Brockman, Neil Hafley, McParland Annex, and Walter Woodward

Hours: From AM Kindergarten dismissal time until regular school dismissal time

Youth Day Camp: Manteca Parks and Recreation, in cooperation with Manteca Unified School District, makes every effort to offer care at selected sites during school breaks. The program offers relaxing, recreational play days that are filled with laughter and fun, while promoting leadership, respect, and self-esteem. Children are grouped by school grades and ability. The instructors are experienced, talented, and skilled at working with children. The camps offer varied activities throughout the week including outdoor sports, movies, and creative projects. The summer camp also includes field trips (swimming, bowling, and off-site bus trips). Our goal is to provide each child with a variety of fun experiences and activities, along with wonderful opportunities to grow and make friends. Morning and afternoon snack will be provided; however, your child will need to bring a sack lunch every day.

Ages: 5-12 years

Sites: Sites vary according to need and availability.

Hours: 6:30 am—6:00 pm (you may register for full or partial days)

POLICIES AND PROCEDURES

Absences: Parents should contact the site if a child will not attend the after-school program on a regularly scheduled day. The site leader will check with the school office if your child doesn't show up at program within 5-15 minutes after school dismisses if the child attends monthly on a regular basis. If your child attends tutoring/clubs, please let the site leader know so the child will not be expected on those days; a sign in/out waiver form may be required.

Activities: Each site maintains a daily schedule. The schedule is approximate and allows for flexibility to follow the interests of the children and choices of indoor/outdoor activities, weather permitting, such as art, large and small group games, science exploration, music, reading, and homework. Time is provided for snacks, clean-up, transitions, and personal hygiene needs. Summer Day Camp offers swimming at Lincoln Pool two or three days a week, as well as field trips.

Behavior and Discipline: Children are expected to comply with school rules and regulations. Children and staff should be treated with respect at all times. We encourage children to respect themselves, each other, and personal property at all times. If you have a concern about another child in the program, please discuss the situation with the site leader. Adults are expected to model the desired behavior that is expected of the children. Profanity, threats, or disruptive behavior from children or parents will **NOT** be tolerated. Immediate dismissal of an entire family may occur in the event of inappropriate behavior of parents who are on school property. Discipline within the Programs or Camps is treated as a learning opportunity, rather than a negative experience. Program staff will follow the discipline guidelines of the school and will handle the discipline of all children at the site and on school property. **Manteca Parks and Recreation staff do not condone or tolerate any form of corporal punishment or other form of intimidating practices.** "Time-outs" are used for non-violent, non-physical discipline. Participant Incident Reports are used to communicate with parents regarding discipline action taken for non-physical situations (swearing, stealing, etc.). **First participant incident report** will result in a one-day suspension from program, effective the next day. **Second participant incident report** will result in a one-week suspension from program, effective the next day. **Third participant incident report** will result in immediate removal from program. A total of three participant incident reports warrants a citation on the next offense. Citations are issued to inform a parent of physical situations (hitting, spitting, etc.). Violent behavior towards other children or staff will result in a parent being called to come and pick up their child immediately, suspension from the program, and/or a meeting with the recreation coordinator. If an aggravated situation cannot be resolved with the help of the parent/guardian, or is due to the parent/guardian, the child will be suspended or removed from the program.

Divorced/Separated Parents: It is our objective to support parents and promote positive development for children. We recognize that many families are in transition and may experience issues with divorce and separation. In order to provide the best possible care for your child, which is our main priority, it is imperative that we maintain good relations with all the significant adults in each child's life. We ask that you make an appointment to meet privately with the recreation coordinator and the site leader to discuss any matters of importance in relation to the divorce/separation and any other issues that may help us in the care of your child. We need to be very clear in regard to custody arrangements, which parent to contact first, whether duplicate applications should be required, who is responsible for payments, and who is/not authorized to pick up child. In an effort to minimize uncomfortable situations for you, your child and our staff, we ask that parents refrain from talking about custody issues, visitation disputes and problems, or talking negatively about the other parent in front of the children in the program. We cannot deny a parent access to their child upon the word of the other parent. A court order may be required for certain situations.

Enrollment: Enrollment is limited to Manteca Unified School District students in grades kindergarten through 7th and also limited to the available spaces at each site. A current Kids' Zone application and fee must be returned to the Manteca Parks and Recreation Office before enrollment occurs and child must be enrolled prior to attending the program.

Field Trips: Field trips may be planned to offer extra learning and enrichment opportunities and to support weekly themes. Parents will be notified in advance of any field trips and permission forms must be completed for a child to be included. Additional fees may be incurred, but advance notice will be given to parents.

Homework: The opportunity is given for children to work on homework during after-school time Monday through Thursday; however, it is not the responsibility of staff to ensure that a child's homework is completed or correct.

Hours/Days of Operation: The MUSD school calendar will be followed in all instances. The before-school, KinderZone, and after-school programs meet on school days only and begin on the first day of school and end on the last day of school. Before-school operates from 6:30 am until the start of regular school. KinderZone operates from the time of dismissal of kindergarten until regular school dismissal. After-school operates from the time school dismisses until 6:00 pm. Day camps operate from 6:30 am to 6:00 pm.

Illness/Special Needs: Please report any exposure to contagious diseases or conditions such as head lice, chicken pox, flu symptoms, etc., as soon as you become aware of the situation. This helps contain the spread and allows us to monitor the situation. If your child becomes sick while at any program, the site staff will call a parent/guardian or someone on the emergency contact list to pick up the child. You are required to pick up your child within one hour from the time of the call. With respect to minors who desire to participate in our custodial care programs, but otherwise may not be able to because of a need for medically necessary medications during program hours, it shall be the policy to allow staff to assist those participants who need to self-administer their medications. Complete Administration of Medications Policy and Procedures can be found on pages 8-9 of this handbook.

Medical Emergencies: In the event of a medical emergency that cannot be handled by the site leader, EMT personnel will be called. Physician and hospital preference will be taken directly from the application completed at the time of enrollment. The following people will be contacted in order: Parent/guardian **or** emergency contact person, Manteca Parks and Recreation Office. It is imperative that each parent provides current, up-to-date phone numbers and physician and hospital preferences.

Parent/Guardian Under the Influence of Drugs or Alcohol: The site leader will not release a child to any person who appears to be under the influence of drugs or alcohol. Parent/guardian or someone listed on the emergency contact list will be called to pick up the child from the program.

Parents/Staff Interaction: Parents are welcome in our programs at any time. Staff will share brief information about a child's day with family members on a regular basis, if this can be done without interrupting supervision of other children. Arrangements can be made for lengthier discussion at a mutually agreeable time for parents and staff. Staff are to handle problems or issues in a courteous, professional manner.

Payment Policies: All program fees are non-refundable and subject to change. Future payments may be required by cash or money order. All payments must be received in the Manteca Parks and Recreation Department Office, located at 252 Magnolia Avenue, Manteca, CA 95337. We offer several payment options: cash, check (payable to *City of Manteca*), and credit/debit card (with Visa or MasterCard logo). There is a \$15.00 processing fee for returned checks, which must be paid at the City of Manteca Finance Department. Payment may be made in person during regular office hours or dropped off after-hours in the mail slot in the office door. You may also mail in your payment, pay by phone (456-8600) or fax (923-8954) using your credit/debit card. In every event, payment must be received by the due date or it will be considered late. Include any late fees, if applicable, with your payment. Please carefully read the Payment Due Dates/Late Fees policy. Whenever payment is not made in person, please include the following information: child's name, school site, which program child attends, and specify what time period the payment is for (what weeks or days child will be attending). A receipt will be mailed or emailed to you. Please notify the department office immediately if you do not receive your receipt within five business days and we will send out a duplicate. Save your receipts, as they are your only record of payments made. There may be fees involved with reprinting any Kids' Zone documents. There are no multi-child discounts for the before-school, KinderZone, and after-school programs.

PAYMENT DUE DATES/LATE FEES/LATE PICK-UP FEES

Program Due Dates and Late Fees: For monthly registration, payment is due on the **first school day** of each month. There is a one-day grace period. Payments not received by the close of business on the **second school day** are considered late and a \$10.00 late fee will be assessed on the third school day and every Monday thereafter until the end of the month. For weekly registration, payment is due on the **first day of attendance** and a one-day grace period is given. Payments not made by the **second day of attendance** are considered late and a \$10.00 late fee will be assessed. For daily drop-in registration, payments are due **before noon on the day your child attends the program**. Payments not made **prior to attendance** are considered late and a \$10.00 late fee will be assessed. Children who attend a program without payment having been made may be sent to the school office at the discretion of the Manteca Parks and Recreation staff. Payment for Youth Day Camps is due **prior to attendance**; registration deadlines are specified in the Activity Guide. Children must be pre-registered for each week's camp and payment must be made at the time of registration. Any outstanding balances must be paid prior to enrolling a child into a program. The online registration option may be disabled for outstanding accounts. Failure to pay outstanding or past due balances may result in immediate suspension of your child from program. Manteca Parks and Recreation staff have the discretion to send your child to the office due to non-payment or non-registration and a parent/guardian will be notified to pick them up.

Late Pick-Up Fees: A late fee of \$5.00 per child will be charged to any parent/guardian who arrives between 6:00 pm and 6:05 pm, and an additional \$1.00 per child will be charged for each minute after 6:05 pm until the parent/guardian arrives. If your child has not been picked up from the site by 6:00 pm and staff has not been notified of your late arrival, someone on your Emergency Contact list will be contacted and asked to pick up your child. If no one can be reached and you have not picked up your child by 6:30 pm, the site leader will contact the Manteca Police Department. Payment of late pick-up fees is due in full within five business days of the incident; if not received within 5 business days after the incident, an additional \$10.00 late fee per child will be charged. KinderZone pick-up time is within 15 minutes of the regular dismissal of school. If your child is not picked up within this time, you may be charged the daily drop-in rate for the After-School program. If you have questions regarding this or any other Kids' Zone policies, please call the Manteca Parks and Recreation Department office at (209) 456-8600 as soon as possible to avoid fee accrual.

PROGRAM FEES

Annual Membership Fee: Kids' Zone applications must be renewed each fiscal year, (July 1-June 30), and must be renewed for the new fiscal year prior to any child attending the Summer Youth Day Camp. The annual membership fee of \$15.00 for each registered child is due at the time you turn in your application paperwork. An additional non-resident fee of \$10.00 will be assessed to individuals whose primary residence is outside the Manteca city limits. *This non-resident fee applies only to the annual membership fee, not the program fees.*

Before-School, After-School, and KinderZone Fees (per child per program; no multi-child discounts):

- Monthly fee is \$115.00
- Weekly fee is \$50.00
- Daily drop-in fee is \$20.00.

Youth Day Camps (per week, \$10.00 discount off weekly rates for additional children in the same family):

- 5-day camp \$135.00/full days \$85.00/half-days
- 4-day camp \$100.00/full days \$75.00/half-days
- Daily drop-in \$40.00 per day, full or half (*no multi-child discounts given*)

Length of the camp is determined by MUSD closure dates and the Manteca Parks and Recreation Department. If your child will not be attending the entire week, you have the option of paying the weekly rate or the drop-in fee of \$40.00 per day.

Ratio: Staff/child ratio is 1:14. Other volunteers may be hired, but not count towards the ratio.

Refunds: It is department policy not to give a refund after an activity begins; however, you may complete a Refund Request form and it will be reviewed on a case-by-case basis.

Registration: Once the Kids' Zone application is in our office, registration may be accepted over the phone, by fax, email, or dropped off (*see Payment Policy for more details*).

Sign In/Out Procedure: Sign in/out sheets are located in a binder at each site. Staff will sign children into KinderZone and After-School programs and will sign them out of Before-School programs. It is the child's responsibility to get to the program 5 minutes after school dismissal. Parents will sign children into Before-School programs and out of program when they pick them up. Parents/guardians are required to sign in/out of camps. **Parents must sign their full signature** and time for their child each day. An adult 18 years of age or older must sign your child in/out each day and must be listed on your Kids' Zone application. The sign in/out sheets are legal documents for the duration of your child's program attendance. We must have **written permission** from the parent/guardian in order to release your child to any adult other than those you have listed on the Emergency Contact list.

Snacks/Lunch: A nutritious snack will be provided each afternoon during after-school program. Morning and afternoon snacks will be provided during camps. Parents are responsible for sending a sack lunch and drink during day camps.

Staff: Each employee must pass a criminal records check before employment. All Recreation Specialists are certified in First Aid/CPR and required to get annual training in childcare education classes, and must meet and maintain California state licensing requirements. Monthly professional growth trainings/workshops are also held to educate them in becoming a well-rounded leader.

Suspected Child Abuse: Program staff have in-service training on recognizing and reporting suspected child abuse as part of the orientation period. **We are required by law to report suspected child abuse.** If a staff member suspects child abuse, the recreation coordinator will be notified, the school principal and counselor will be informed, and a report will be made to the Department of Social Services.

Suspension/Removal From Program: Temporary suspension or permanent removal of your child (or an entire family) from the program may occur for the following reasons:

- Outstanding program fees/ past-due balances not paid
- Child's behavior is having an adverse effect on other children in the program
- Continued lateness in picking up the child; after three incidents, a conference with the recreation coordinator will be scheduled
- Failure of child's parent/guardian to cooperate with site staff or the recreation coordinator
- Ongoing, unresolved problems with the child and/or parent/guardian

Voluntary Withdrawal: If you choose to withdraw your child from the program, we would appreciate a few minutes of your time to let us know if it is due to personal reasons, or because the program is not meeting the needs of you and/or your child.

ADMINISTRATION OF MEDICATIONS POLICY and PROCEDURES

The City of Manteca Parks and Recreation Department is committed to complying with all applicable laws and regulations pertaining to those with special needs. With respect to minors who desire to participate in our custodial care programs, but otherwise may not be able to because of a need for medically necessary medications during program hours, it shall be the Policy of Manteca Parks and Recreation to allow staff to assist those participants who need to self-administer their medications. However, prior to a covered participant being accepted into and/or participating in a custodial care program, all of the following criteria must be met:

- The **PARENTAL CONSENT & DIRECTIONS TO STAFF FOR THE SELF-ADMINISTRATION OF MEDICINES** and the **AUTHORIZATION, WAIVER, AND RELEASE** forms (pages 5-6 of the Kids' Zone Application) or its equivalent shall be completed and signed by the parent/guardian
- All medications must be in their original containers, identifying the prescribing physician, name of medication and recommended dose, in English
- Participants are responsible for arriving at the program with all necessary medications, supplies, pumps, back-up medications, and any other equipment necessary for the participant to safely self-administer their medications
- Medications and related supplies that must be stored on behalf of the participant shall be done so in a secured, controlled & accessible manner, by staff

ADMINISTRATION OF MEDICATIONS POLICY and PROCEDURES (cont.)

- Medical monitoring of blood sugar levels must be done by parents or guardians prior to attending the program each day, to ensure that they are within their target range
- Staff will *not* be responsible for identifying symptoms of hyperglycemia or hypoglycemia, but can assist the participant in checking blood sugar levels with proper training provided by parents or guardians
- Parents/guardians are responsible for providing all necessary information regarding dietary restrictions, food allergies or special diet considerations to staff
- Participants and parents/guardians shall be advised and reminded that it is the participant’s responsibility to administer the medication and that staff will only assist as needed. Staff will not give scheduled injections
- It is the responsibility of the parent/guardian to pick up any medication that remains at the conclusion of the program. Any medication not picked up will be disposed of in a safe manner
- A copy of this policy shall be made available to parents and guardians of affected participants.

CONTACT INFORMATION:

Manteca Parks and Recreation Office
252 Magnolia Avenue, Manteca, CA 95337
(209) 456-8600 phone / (209) 923-8954 fax
www.mantecagov.com/parks

Office Hours

Monday through Thursday 7:30 am—5:30 pm
Alternating Fridays 8:00 am—5:00 pm

City offices are closed every other Friday. There is a calendar showing City Hall closure dates on the City’s website at: www.mantecagov.com

Site Phone Numbers*

| | |
|---------------------|----------------|
| Brock Elliott | (209) 639-5189 |
| Joshua Cowell | (209) 639-5191 |
| McParland Annex | (209) 639-1092 |
| McParland Main Site | (209) 639-5190 |
| Neil Hafley | (209) 639-5193 |
| New Haven | (209) 923-0791 |
| Stella Brockman | (209) 639-5188 |
| Veritas | (209) 639-5192 |
| Woodward | (209) 923-3132 |

*Please contact Manteca Parks and Recreation Office for Youth Day Camp phone numbers.

