



Manteca Parks and Recreation Department

252 Magnolia Avenue • Manteca, CA 95337

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www.mantecagov.com/parks

2016-2017 KIDS' ZONE PROGRAM PARENT HANDBOOK



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

Manteca Parks and Recreation Office Hours

Monday through Thursday 7:30 am—5:00 pm

Alternating Fridays* 8:00 am—4:30 pm

**City offices are closed every other Friday. There is a calendar showing City Hall closure dates at: www.mantecagov.com*

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SITE CONTACT INFORMATION

Brock Elliott Kids' Zone	(209) 639-5189
Joshua Cowell Kids' Zone	(209) 639-5191
McParland <i>Annex</i> Kids' Zone	(209) 639-1092
McParland <i>Main Site</i> Kids' Zone	(209) 639-5190
Neil Hafley Kids' Zone	(209) 639-5193
New Haven Kids' Zone	(209) 923-0791
Stella Brockman Kids' Zone.....	(209) 639-5188
Veritas Kids' Zone.....	(209) 639-5192
Woodward Kids' Zone.....	(209) 923-3132

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 record-keeping. 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 (393616650); New Haven (393616649); Stella Brockman (393616648); Woodward (393616646); Veritas (393616647).

PROGRAMS OFFERED

Before-School Program

Ages: Kindergarten through 7th grade (kindergarteners may attend **if** their school bell schedule allows).

Sites: Brock Elliott*, McParland Annex, McParland, Stella Brockman, Veritas, and Walter Woodward

Hours: 6:30 am until the start of the regular school day (*Brock Elliott opens at 7:00 am until school begins)

KinderZone Program

Ages: Kindergarten students only

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

Hours: From kindergarten dismissal until 3:30 pm

After-School Program

Ages: Kindergarten through 7th grade

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

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

POLICIES AND PROCEDURES (listed in alphabetical order)

Absences: Parents should contact the site if their child will not attend a Kids' Zone program on a regularly scheduled day. If the child regularly attends and doesn't show up within 10 minutes after school dismisses, program staff will check with the school office. If your child attends tutoring/clubs, please let program staff 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.

POLICIES AND PROCEDURES (cont.)

Behavior and Discipline: Children are expected to comply with school rules and regulations. 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 program staff. Immediate dismissal of an entire family may occur in the event of inappropriate behavior of parents who are on school property. 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 of 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, not following program rules, etc.). **First participant incident report** will be discussed with a parent by the program staff. **Second participant incident report** will be submitted to the program supervisor and a call will be made to the parent. **Third participant incident report** will result in a conference with program staff, parent, and program supervisor. Citations are issued to inform a parent of physical situations (hitting, spitting, fighting, 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 supervisor. 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 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 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 your child). In an effort to minimize uncomfortable situations for you, your child, and program 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 is required for these 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 packet and fee must be returned to the Manteca Parks and Recreation office before enrollment occurs and child must be enrolled and paid for prior to attending the program.

Fees:

- **Program Fees:** Program fees are the same for Before-School, KinderZone, and After-School (per child, per program ; no multi-child discounts). For example, if you have one child attending all three programs, your monthly fee would be \$360.00.
 - ◆ **Monthly fee — \$120.00**
 - ◆ **Weekly fee — \$50.00**
 - ◆ **Daily drop-in fee — \$20.00**
- **Payment Due Dates and Late Fees:** For monthly registration, payment is due **before the first school day** of each month. Payments not received before the first day of school each month are considered late and a \$10.00 late fee will be assessed on the first day of school and every Monday thereafter until the end of the month. For weekly registration, payment is due prior to the **first day of attendance**. Payments not made by the **first 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. Drop-in payments are valid by calendar month. If your child doesn't use a paid drop-in within that month, it is the parents' responsibility to contact the Parks and Recreation office and request a transfer. Children must be enrolled prior to attending any programs. In addition, any outstanding balances must be paid prior to enrolling a child into any 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. Children attending program without payment may be sent to the school office at the discretion of Manteca Parks and Recreation staff.

POLICIES AND PROCEDURES (cont.)

- **Late Pick-Up Fees:** For the After-School program, a late fee of \$5.00 per child will be charged to any parent/guardian who arrives between 6:01 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 6:01 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, program staff will contact the Manteca Police Department. For the KinderZone program, pick-up time is 3:30 pm. A late fee of \$5.00 per child will be charged to any parent/guardian who arrives between 3:31 pm and 3:35 pm, and an additional \$1.00 per child will be charged for each minute after 3:35 pm until the parent/guardian arrives. 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. 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.
- **Annual Registration Fee:** Kids' Zone applications must be renewed each school year prior to any child attending the Kids' Zone Programs. The annual registration fee of \$20.00 for each registered child is due at the time you turn in your application packet. An additional non-resident fee of \$10.00 will be assessed to individuals whose primary residence is outside Manteca city limits. *This non-resident fee applies only to the annual registration fee, **not** the program fees.*

Homework: An opportunity to work on homework during the After-School program is offered Monday through Thursday; however, it is not the responsibility of staff to ensure that a child's homework is completed or correct. Supervised use of school tablets and/or electronic devices may be used at the discretion of staff during designated times.

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.

Illness: 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, 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. Program staff may only assist participants who need to self-administer medications. The 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 program staff, 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.***

Medication Policies: 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

POLICIES AND PROCEDURES (cont.)

- 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
- 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; additional form may be required
- 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

Parent/Guardian Under the Influence of Drugs or Alcohol: Program staff will not release a child to any person who appears to be under the influence of drugs or alcohol. Another 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 program 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. Payment options available are: cash, check (payable to *City of Manteca*), and credit/debit card (Visa or MasterCard only). 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 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, program child attends, and specify what time period the payment is for (month, week, 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.

Personal Items: Personal items should be labeled (backpacks, jackets, lunchboxes, etc.). We strongly discourage personal video game systems/cell phones being brought to program. Staff are not responsible for lost, stolen, and/or damaged items, chargers, and/or cases. Supervised use of school tablets and/or electronic devices may be used at the discretion of staff during designated times.

Ratio: Staff/child ratio is 1:14. Volunteers are not counted towards the ratio.

POLICIES AND PROCEDURES (cont.)

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. All refunds are subject to a \$10.00 non-refundable processing fee.

Registration: Once a completed Kids' Zone application has been submitted to our office, payment 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 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. If a sibling under the age of 18 will be signing in/out, please request a Sign In/Out Waiver form from the Manteca Parks and Recreation Office.

Snacks/Lunch: A snack will be provided at the Before-School, KinderZone, and After-School programs. Due to an increasing amount of peanut allergies, please **DO NOT** send your child to program with any peanut items.

Special Needs: The Kids' Zone Programs are available to any child who attends a school in the Manteca Unified School District, including those with special needs. However, all children attending Kids' Zone Programs must be able to function in a setting of one (1) adult to fourteen (14) children and be able to use the restroom unassisted. Please inform office staff/program staff if your child has special needs so we can assist/accommodate, if possible. We will make reasonable modifications to our policies and practices in an effort to integrate children, parents, and guardians with disabilities.

Staff: Each employee must pass a criminal records check before employment. All Recreation Specialists are certified in First Aid/CPR and required to have a minimum of 3 units in child development or related field, and must meet and maintain California state licensing requirements. Monthly professional growth trainings/workshops are also held to educate staff in becoming well-rounded leaders.

Suspected Child Abuse: Staff are trained on recognizing and reporting suspected child abuse. **We are required by law to report suspected child abuse.** If a staff member suspects child abuse, the recreation coordinator and the Manteca Police Department will be notified 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
- Failure of child's parent/guardian to cooperate with program 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.