



2024-2025 SCHOOL YEAR

# Family Handbook

Before & After-School Programs at Local Elementary Schools:

**Bishop's Peak**

**C.L. Smith**

**Hawthorne**

**Pacheco**

**Sinsheimer**



# Youth Services Child Care Programs Program Handbook

2024-2025

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## **2024-25 School Year Calendar**

The Sun 'N Fun & Club STAR programs follow the San Luis Coastal Unified School District Calendar.  
Sun 'N Fun & Club STAR are CLOSED on all Legal & School Holidays.

***Dates subject to change.***

August 15	First Day of School (childcare programs begin)
September 2	Sun 'N Fun & Club STAR CLOSED: Labor Day Observance
November 1	Sun 'N Fun & Club STAR CLOSED: SLCUSD Teacher Work Day Teacher Work Day Camp (separate registration required)
November 11	Sun 'N Fun & Club STAR CLOSED: Veteran's Day Observance
November 18-22	Minimum Days Care program (early school dismissal) (separate registration required)
November 25-29	Sun 'N Fun & Club STAR CLOSED: Thanksgiving Observance
December 4	Minimum Days Care program (early school dismissal) (separate registration required)
December 19- January 3	Sun 'N Fun & Club STAR CLOSED: Winter Recess
January 20	Sun 'N Fun & Club STAR CLOSED: Martin Luther King Jr. Memorial Observance
February 10	Sun 'N Fun & Club STAR CLOSED: Lincoln Memorial Observance
February 17	Sun 'N Fun & Club STAR CLOSED: President's Day Observance
March 3	Sun 'N Fun & Club STAR CLOSED: SLCUSD Teacher Work Day Teacher Work Day (separate registration required)
March 11-14	Minimum Days Care program (early school dismissal) (separate registration required)
March 24-28	Sun 'N Fun & Club STAR CLOSED: Spring Recess Spring Break Camp (separate registration required)
April 2	Minimum Days Care program (early school dismissal) (separate registration required)
April 21	Sun 'N Fun & Club STAR CLOSED: Spring Holiday
May 26	Sun 'N Fun & Club STAR CLOSED: Memorial Day Observance
June 5	Last day of school (last day of Sun 'N Fun and Club STAR)
June 16	KidVENTURE Ultimate Summer Camp programs begin

**Returning Family Early Bird Registration – Coming Spring 2025**

**Inquire with Youth Services Staff or look online at [www.sloyouthservices.org](http://www.sloyouthservices.org) for more information.**

# City of San Luis Obispo Parks and Recreation Department's

## Youth Services Programs

The City of San Luis Obispo Parks and Recreation Department's Youth Services Division provides inclusive and quality care for school-age children where lifelong learning, cultural unity, discovery, personal growth, and play are emphasized. The City's before and after school programs focus on the developmental needs, characteristics and individual experiences of each child through engaging curriculum planning, developing a sense of community and place, and supporting healthy lifestyles. Educated and well-trained staff who have a passion for providing quality care promote learning, communication and are committed to fun, play and celebration through organized activities. Each site is staffed at a low child to staff ratio, serving approximately 50 to 70 children daily.

### Program Goals

1. Respect the needs of the community's children and families.
2. Foster the physical, emotional, and social development of youth in San Luis Obispo through recreational and enriching activities.
3. Provide a safe, fun and nurturing environment
4. Provide essential, reliable, and responsible childcare services using trained, qualified, and experienced staff.

### Sun 'N Fun Program...

Licensed by the State of California Community Care Licensing, Sun 'N Fun provides an enjoyable and intrinsically motivating experience for school-age children during the before and after school hours. In the morning, all children (grades TK-6) will be together in the Sun 'N Fun room. In the afternoon, students will be separated based on grades. This may vary by school site and room space available.

Staffed at a low ratio of 1 staff for every 14 children, program staff offer a variety of activities, social experiences and opportunities that promote learning, awareness and fun. Sun 'N Fun assures that each child receives nurturing care and participates in recreational and enriching experiences within an environment that encourages their success.

The flexible daily schedule includes indoor and outdoor free choice activities, nutritious snack, planned staff led activities (science, art, discovery, music, cooperative games and more), intentional center time, teambuilding, optional homework time and group time. Curriculum also includes special enrichment programs that promote learning and a sense of community, including environmental education, art awareness and community action projects.

\*Based on enrollment numbers, 2<sup>nd</sup> graders may be enrolled into Club STAR.

# Club STAR (Students Taking Active Responsibility)

## Program...

The Students Taking Active Responsibility (Club STAR) program is a licensed-exempt after school program designed specifically for 3rd - 6th graders. While it is licensed-exempt (open under 20 hours per week), Youth Services staff ensure that all our programs have the same quality and safety standards.

Each Club STAR program is built upon four main components: Support, Taking Responsibility, Academics and Recreation. The flexible daily schedule includes activities that reinforce healthy lifestyles and choices, responsibility, productivity and community involvement; including: indoor and outdoor free choice activities, nutritious snack, planned curriculum choices (science, art, discovery, music, cooperative games and more), Mindful Choices (STEM and homework time) and group time. Curriculum also includes special enrichment programs that promote learning and a sense of community, including environmental education, art awareness and service-learning projects.

\*Based on enrollment numbers, 2<sup>nd</sup> graders may be enrolled into Club STAR.

## Second Steps: Social and Emotional Learning

### Program...

The City is committed to supporting all participants on the path to resiliency and recovery after the COVID-19 pandemic. One step is the implementation of the Second Steps Out-of-School-Time program. The program has age-appropriate activities focused on topics such as: community building, growth mindset, emotion management and empathy & kindness. Staff will guide the children through activities and discussion points daily.

# Program Information

## Dates/Hours...

All sites are open August 15, 2024 through June 5, 2025 excluding all legal and school holidays. Please see the 2024-25 Calendar, located at the front of this brochure, for closure dates. Please note, if SLCUSD dates change, the calendar may change. Children may not attend Sun 'N Fun or Club STAR if they miss school due to illness or suspension.

Program Name	Program Days	Program Times	Notes
Morning Care	M-F	7 a.m. – morning school bell rings (Kinders are walked to class)	For Late Start Mondays, communicate with school office
Sun 'N Fun	M-F	2:50 p.m. – 6 p.m. (2:40 p.m. at Hawthorne)	TK – Grade 2*
Club STAR	M-F	2:50 p.m. – 6 p.m. (combine with Sun 'N Fun at 5 p.m.) (2:40 p.m. at Hawthorne)	Grade 3 - 6

\*Each program must meet minimum enrollment or programs may be closed or combined.

\*3rd graders may be moved to Sun 'N Fun based on enrollment numbers.

**Program hours based on the on-site clock.**

## Program Locations and Phone Numbers...

**\*Please check with the school office or call the Parks and Recreation Department on the first day of school to confirm room location (Locations may change based off ongoing SLCUSD construction):**

School Site	Bishop's Peak	CL Smith	Hawthorne	Pacheco	Sinsheimer
License Number	LIC# 401710474	LIC #401710471	LIC# 401710581	LIC# 406209167	LIC# 401712125
Address	451 Jaycee Drive	1375 Balboa Street	2125 Story Street	261 Cuesta Drive	2755 Augusta Street
Sun 'N Fun Room Location	Room 21 805.540.8509	Child Care Portable 805.540.8510	Child Care Room 805.540.8511	Room 14 805.540.8512	Child Care Room 805.540.8513
Club STAR Room Location	Art and Science Room 805.540.8504	Child Care Portable 805.540.8505	Music Room 805.540.8506	MPR 805.540.9912	Room 21 805.540.8507

## Staff Qualifications...

**Site Specialist:** At least two years of experience in licensed childcare; 12 college units in Early Childhood Education, Child Development, Family Studies, Recreation or Psychology; 3 college units of Childcare Administration; CPR and First Aid Certification.

**Head Teacher:** At least one year of experience in licensed childcare; 12 college units in Early Childhood Education, Child Development, Family Studies, Recreation or Psychology.

**Teacher:** At least six months of experience in licensed childcare; 6 college units in Early Childhood Education, Child Development, Family Studies, Recreation or Psychology.

**Aide:** Preferred experience in licensed childcare; preferred college units in Early Childhood Education, Child Development, Family Studies, Recreation or Psychology (not required).

**All Youth Services staff must also pass the nationwide Livescan fingerprint clearance, Tuberculosis test, proof of Pertussis, Measles and a Flu vaccination and a physical exam.**

## Enrollment

### Registration 2024-2025...

All families must complete the registration packet, pay the **non-refundable** registration fee and pay program fees before their child(ren) may attend the program.

**Returning Families:** Early Bird Registration: April 16-19 at program site, 11 a.m. - 1 p.m. and 4 p.m. - 6 p.m.

**Incoming Kinders and New Families:** Information will be provided at each school's TK/Kinder Welcome; April 29 Lottery Opens for all schools

May 22<sup>nd</sup> Lottery Closes for Bishop's Peak and Hawthorne

June 19<sup>th</sup> Lottery Closes for CL Smith, Pacheco and Sinsheimer

**Families who are current enrollees and do not "qualify" for Priority Registration or those who do not enter the lottery may register using Open Enrollment after July 15, 2024 at the Parks and Recreation office. There will be no opportunity to register after the lottery for your specified school closes until Open Enrollment begins. Children may begin attending program 48 business hours AFTER registration is complete.**

**Registration received by mail, in the after-hours drop box or at the school office is not permitted. All registrations must be processed at the Parks and Recreation Administrative Offices. Children must be registered by August 13, 2024, for attendance on the first day of school. Enrollment for Minimum Day Care, Teacher Work Days and Spring Break Camp require separate registration.**

## Attendance...

Due to high impact in programs and long waitlists, children who do not attend program a minimum of 10 hours per program time per month, demonstrate a need for consistent care, or who do not attend the program for an entire month will be removed from the program. Registration fees and initial program enrollment fees are non-refundable. A list will be published in spring of each year to determine who is considered qualified to enroll at the annual Returning Family Registration event. We understand that life happens causing child care needs to change, so if a situation arises that changes child attendance, families are encouraged to communicate changing needs with program or administrative staff. *Staff are not responsible for notifying families before removing the child from the program for any of the above reasons. If a child is unenrolled due to lack of attendance, an email will be mailed, and a refund will be issued.*

## Waitlist Guidelines...

In the event a program reaches capacity, a waitlist is generated. Waitlists are valid for one school year only. Please adhere to the following procedures to secure a spot on the waitlist:

1. Fill out the wait list enrollment form.
2. Return form to the Parks and Recreation Administrative Offices. Instruct office staff to add child(ren) to waitlist for desired school site, program and care time(s).
3. Registration packet and program fees will be collected once space is available.

\*Registration packet will not be collected until child is registered and full payment is made.

Due to the drop-in nature of the programs, staff uses average attendance numbers to predict how many children will attend on any given day; therefore, average attendance is reviewed regularly, and capacity adjusted as deemed appropriate by program staff. If a space becomes available, the next family on the waitlist will be notified (via email). Families then have seven days to:

1. Pay the non-refundable registration fee. \*
2. Pay program fees.

\*Fees must be paid at the Parks and Recreation Administrative Offices at least 48 business hours prior to child(ren) attending the program.

Due to the number of children on the waitlist and the large number of interested participants, common courtesy is for families to notify the Parks and Recreation Department immediately if child(ren) will not need care and be removed from the waitlist (opening the spot to another family in need). If registration has not occurred within seven days of notification, child(ren)'s names will be removed from the waitlist and the next child on the list will be contacted.

**Note:** Children enrolled AFTER February 1, 2025 will NOT be eligible for 2025-26 school year **priority** registration.

## Transferring Program Sites...

After initial registration, transferring enrollment to a different program site is possible if:

1. Child(ren)'s school enrollment also changes, **given space** in Sun 'N Fun or Club STAR.
2. A parent/guardian contacts Parks and Recreation staff at least 48 business hours in advance of the transfer. If less time is given for the transfer, the child(ren)'s participation may be interrupted until transfer is complete.



## Fees...

All fees must be paid prior to attendance. At initial enrollment, families must indicate which program times care will be needed. For each care time, a deposit of 10-20 hours is required. **Minimum Day Care will REQUIRE separate registration and payment.** Registration for Minimum Days will begin 6 weeks prior to actual date.

## Registration Fee...

The non-refundable program registration fee of \$72.50 per child is a one-time fee for the school year childcare programs. This fee includes the handling and processing of paperwork, daily nutritious snacks, craft and activity supplies and materials, quarterly incentive parties, family events, as well as other enrichment opportunities provided throughout the year.

## Payments...

Families must pay care time deposit(s) of 10-20 hours for each needed program time:

- \$58.00\* for morning care (7 a.m. until start of school - Kinders and TK will be walked to class)
- \$116.00\* for after-school care (after school release (or end of TK/Kinder care) until 6 p.m.)
- \$5.80\* per hour for every hour thereafter \* *Fees subject to change*

**Initial deposit of hours is non-refundable – if a child does not use care, hours will not be credited back to the family.**

Hours that children attend will be recorded each day and subtracted from the hourly balance. It is the responsibility of the family to **ensure a positive balance of hours at all times.**

Hours may be purchased 3 ways:

1. A drop box and deposit envelopes will be available on site to accept checks and money orders, **cash will not be accepted on site.**
2. Cash and credits cards, as well as checks and money orders, are accepted at the Parks and Recreation Administrative Offices. Checks should be made out to *City of SLO.*
3. Hours may also be purchased online at [www.sloyouthservices.org](http://www.sloyouthservices.org)

Families are responsible for purchasing hours once balance has been reduced to ten hours. **Children may not attend if a negative balance exists.** It is the family's responsibility to ensure a negative balance does not exist. *If a negative balance exists, families will have 5 business days to bring to positive, or the child's spot in program will be forfeited and family will be billed for outstanding payment. If a child is unenrolled due to negative balance, an email will be mailed, and an invoice will be issued.*

A child may not have a balance of more than 50 hours at any time, without Site Specialist approval. If a child has a balance of 50 hours and more hours are purchased, the payment will be returned to the payer and they will be charged a \$10 administrative fee and the online processing fee and forfeit rights to buy hours online. We understand that some children attend more than 25 hours each week, so 50 hours does not last very long. If you would like to purchase more than 50 hours at a time due to regular attendance, please communicate with program or administrative staff and an exception can be granted.

- Hourly balances can only be checked at the program site.

- At the end of the fiscal year, amounts more than \$56 will be credited automatically to the last payer. *Amounts under \$58 are non-refundable. Initial deposit of hours is non-refundable – if a child does not use care, hours will not be credited back to the family.*
- Balances are calculated weekly.
- Hours are rounded to the nearest half hour with a minimum of 1/2 hour charged per care time.
  - Sign in/out times between :00 - :15 (for example 8:13), will round back to the :00 hour.
  - Sign in/out between :16 - :45 will round to the :30.
  - Sign in/out between :46 - :00 will round to the :00.
  - Examples:
    - Sign in at 8:13 a.m. will round to 8:00 a.m.
    - Sign in at 2:55 p.m. will round to 3:00 p.m.
- Failure to sign a child in or out of the program will result in the maximum number of hours charged.
- Families will always be charged a minimum of half an hour for any attendance under 30 minutes.

## Late Start Monday Care...

Families needing care for San Luis Coastal Unified District's (SLCUSD) Late Start Monday (LSM) program do not need to register for care with Parks and Recreation. The LSM Program, running Mondays 8:20 a.m. - 9:20 a.m. (or 8:10 a.m.- 9:10 a.m. at Hawthorne) is a service provided by the SLCUSD. Please contact your school office to register for care. If you need care BEFORE 8:20 a.m. (or 8:10 a.m. at Hawthorne) you will need to register for Sun 'N Fun morning care.

## Minimum Day Care...

During SLCUSD minimum days (Conference Week), Youth Services will provide Minimum Day Care. Due to State Licensing regulations, a separate registration will be needed to ensure capacity compliance. Families needing care between 1 p.m.-4 p.m. during minimum days will need to register, in advance, for the program. Each day care is needed is a package price. Refunds will not be given for children who do not attend; however, if 3-business days' notice is given to Recreation Coordinator, a credit may be applied. Priority is given to children enrolled in the afterschool Sun 'N Fun or Club STAR programs. Families are responsible for checking Minimum Days, as provided on the school district calendar.

## Receipts...

The City of San Luis Obispo Parks and Recreation Department issues receipts when payment is received. It is each family's responsibility to save receipts for tax purposes. The Youth Services childcare program **Tax ID # is 95-6000-781**. The Parks and Recreation Department provides a yearly total of child care costs for a fee of \$5.00. Childcare expense reports take three to five business days and must be prepaid and requested at the Parks and Recreation Office. They may also be found online:

1. Go to website [www.slocity.org/parksandrecreation](http://www.slocity.org/parksandrecreation) and find the Youth Services tab.
2. Click the blue "register now" button.
  - a. Log in/create an account.
  - b. Be sure family members are added to your account.
3. Once logged in, go to "my account."
4. Under "account activity," click "print tax receipts."
5. Select tax year using drop-down option.

6. Select family members to include by highlighting the appropriate family member names in the “available family members/friends” column. Click arrow to move over to “selected family members/friends.”
7. Click “run report.”

## **Fee Reduction and Subsidized Care Program...**

Fee Reductions are available to qualified families based on financial need using a predetermined eligibility standard. An application, proof of San Luis Obispo residency and supporting financial documents must be submitted for each family requesting assistance. If approved, families will receive a credit up to assigned amount and will be responsible for paying a percentage of fees at time of enrollment. Approval of a fee reduction does not indicate registration in the program. Applications are available online. Families who are qualified for subsidy through CAPSLO-CCRC may use their subsidy at Sun 'N Fun/Club STAR. Contracts will need to be submitted to the Parks and Recreation Office prior to enrolling. For more information, contact (805)781-7441.

## **Late Pick Up Fees...**

For pick-up after 6:00 p.m. (according to the on-site clock) the parent/guardian will be charged the following (per child):

1. \$1.00 per minute after 6:00 p.m.;
2. \$20.00 administrative fee;
3. Accumulative program hours for all time after 6 p.m., with a minimum of half hour will be deducted from the Billing Sheet

\* More than two late pick-ups will result in child(ren)'s suspension from the program.

\* Late fees must be paid in full before children may return to the program.

\* Note: Families using subsidized care must pay all late pick up fees as they will not be reimbursed.

If parent/guardian is more than 15 minutes late, staff will call the people from the emergency pick-up list. If more than 30 minutes pass without contact from the parent or emergency contacts, San Luis Obispo Police Department will be called to pick up the child. Staff realize that emergencies do happen and ask families to communicate with us if needed. Late fee notices will remain in child's file for entire enrollment period with Youth Services.

## **Policies and Procedures**

### **Appropriate Communication...**

To ensure the best experience, staff ask that families share with them anything that might affect a child's behavior during the day so that the individual needs of each child and family may be met. As families will not always have direct contact with the childcare directors, communication can be done in a couple of ways:

1. Leave a note at drop off. If there is a quick reminder you would like to share with your child's program staff, send a note that can be delivered to them.
2. Send an email. Youth Services Administrative staff and Site Directors will be checking and responding to email daily.
3. Request a phone call. Site Directors will be able to schedule a time for a personal phone call to

discuss incidents, input and anything else that may come up.

4. Make a phone call. If you need a message to be delivered to your child, please call the site phone and the message will be relayed.

In the case that there are general program updates, emails will be sent to all families.

It is the staff's job to ensure a safe and appropriate environment for the children. Some reminders to ensure communication is healthy and appropriate while in the child care programs:

- 1) Families may never approach children, other than their own, to discuss incidents, to manage behaviors or in any way that is deemed inappropriate by staff.
- 2) While at site, staff members are required to manage the large group. While staff are happy to have a quick discussion regarding a child's day or upcoming events, if a family member needs to have a lengthier conversation regarding concerns or child updates, we ask that you call to schedule a time for that conversation – ensuring we will have enough staff on site to provide quality care.
- 3) Programs end at 6 p.m. If you are a family member picking up right before or at 6 p.m. please understand that staff will not be able to stay after 6 p.m. to discuss your concerns, unless the time has been pre-scheduled. Due to staff safety and facility rentals all staff are required to leave the child care site at 6 p.m.
- 4) Families are reminded to be mindful of what they say in the proximity of other children. At no times are profanities, vulgar language, name calling, or other inappropriate forms of communication allowed.

## **Cell Phone Free Zone...**

To help maintain quality programming, all Youth Services childcare programs are cell phone free zones. Parents/guardians are asked to finish all calls before entering the program. If a family member enters the room while on a cell phone, staff will ask the person to leave the room or hang up the phone. Additionally, Youth Services staff will provide families with program phone numbers, in the case of a family member needing to contact their child(ren).

## **Confidentiality...**

All child and family information is confidential. Youth Services staff will not discuss or release private information to other families or outside agencies without parent/guardian consent. As Youth Services shares a school facility, staff will discuss child behaviors with school teachers and personnel. Youth Services will comply with all requests required by Child Welfare Services or police - information will be provided without parental permission. Suspected child abuse will be reported to appropriate authority without parental consent or notification.

## **Customer Satisfaction...**

The San Luis Obispo Parks and Recreation Department staff values customer feedback and hope families will take the time to share ideas. Please feel free to come in and talk with staff at appropriate times or write a letter to Youth Services at San Luis Obispo Parks & Recreation Department, 1341 Nipomo Street, San Luis Obispo, 93401 or e-mail at [mrolle@slocity.org](mailto:mrolle@slocity.org).

## Disaster Plan...

Each site is equipped with a Disaster Kit which includes an emergency evacuation manual. Please see the Site Specialist to review this information. Emergency Evacuation sites are as follows for each site (please note, children will be evacuated to school turf first and to Secondary Evacuation Site (below) if needed.

- Bishops Peak: Nativity School on Daly Street
- C.L. Smith: Laguna Lake Golf Course
- Hawthorne: Meadow Park
- Pacheco: Throop Park
- Sinsheimer: Sinsheimer Park, near baseball stadium
- Programs on field trips: Mission Plaza or closest collection point listed above.

## Dismissal/Suspension...

The Youth Services childcare programs reserve the right to request that any child be withdrawn from the program at any time due to, but not limited to, the following:

- 1) Failure to register or prepay for services;
- 2) Failure to maintain a positive hourly balance;
- 3) Lack of attendance (see attendance policy);
- 4) Continued late pick up of child;
- 5) Behavior problem on the part of the child, including unsafe behavior and bullying;
- 6) Lack of cooperation regarding policies and procedures, including offensive, discriminatory or attacking behaviors towards staff or other children, from a child or family members (see Appropriate Communication);
- 7) At any time if a serious discipline situation occurs creating an unsafe environment;
- 8) Failure to provide updated contact information and/or failure to respond to calls from staff regarding children while in the program within 30 minutes.

## Dress...

Children should wear comfortable play clothing that is appropriate for potentially messy projects. As a safety precaution, it is suggested that children wear closed-toe shoes. Children who do not wear closed-toe shoes may be limited on activities to ensure safety.

During winter months, please send children with a jacket or sweater so he/she can participate in outdoor activities. Please put child's name on all jackets, sweaters, sweatshirts and any other loose clothing. All lost and found items not claimed will be donated at the end of each quarter.

We understand that accidents occur and are ready to accommodate them; however, families of children who have more than one bathroom accident will be asked to provide an extra set of clothes to ensure their child is comfortable and to ensure a sanitary environment for everyone. If a change of clothes is not provided and/or the child cannot clean themselves, family will need to pick up child immediately (within 30 minutes) or emergency contacts will be contacted.

Families are encouraged to send children with hats and appropriate gear for sunny days. If children need to apply sunscreen during program time, please refer to the section on Medication.

## Field Trips...

On occasion, Youth Services staff arrange for children to participate on a field trip. These field trips can include nearby parks, neighborhood walks and open space, as well as further destinations. Separate sign-up and fees are required for any field trip offered. **Limited spaces are available.** Sign-ups are taken on a **first come, first served basis.** A field trip spot is reserved once full payment is received and sign-up is completed. Field trip sign-ups will be taken at the program site ONLY. A child's spot may be forfeited without a refund if: the child is not at the program site at least 30 minutes prior to the field trip departure or a behavior problem warrants a safety concern. All children going on the field trip must travel to and from the destination with program participants. **Families are not allowed to drop off or pick up from a field trip destination without prior authorization from the Site Specialist.**

## Food...

Snacks are provided every afternoon – a snack menu is available on the family board. Program staff provide a variety of healthy snacks. Families must notify program staff if their child has a food allergy requiring an alternate option, or if they will be providing an alternate. Please note these options will be a similar food type.

All snack ingredients may be reviewed at program site. Alternative healthy and nutritious snack(s) provided by the family may be consumed at snack time only if parent/guardian authorization is received. Special snacks are served only on occasion. **Gum, candy, and soda are not permitted.** If these items are sent in a child's lunch, they will be returned home at the end of each day. Please do not send items that need to be refrigerated or microwaved as space is limited.

## Inclusive Care...

The San Luis Obispo Parks and Recreation Department's childcare programs strive to meet the needs of all children. Children with special developmental needs as well as those needing physical accommodations are accommodated through inclusive childcare opportunities. If a child needs individualized assistance or specialized care, it is the responsibility of the family to notify the Recreation Supervisor at time of registration. Often times, children with special needs will attend Sun 'N Fun or Club STAR with an outside support provider from a partnering agency. These providers will wear proper identification and will have State Licensing clearance.

## Benefits of Inclusion...

There are many reasons to provide opportunities for individuals with disabilities to play, learn and interact with their peers without disabilities. Inclusion care is proven to be beneficial for everyone involved.

### Benefits to children and youth:

- Young people are not segregated. The negative effects of labeling and lack of familiarity are decreased.
- Children of all ages learn to appreciate diversity in others and feel a sense of belonging.
- When everyone participates, children have opportunities to be creative, resourceful and cooperative.

### Benefits to families:

- Families have an opportunity to experience and understand differences and similarities.
- Families have expanded opportunities for learning from and teaching other children.
- Families have the comfort of knowing your child is in a safe, nurturing environment.

## Gifts...

Working with your child is gift enough. Youth Services staff are not able to accept personal gifts; however, if a family wants to show their appreciation, we ask that it be a gift to the program site (i.e.: books, craft supplies, games, etc.) or something the staff team can enjoy at a staff meeting (i.e. pizza or snacks). Site Specialists will provide a wish list and/or needed items.

## Guidance Policy...

The Youth Services staff work to provide the best experience for every child attending our program. Program philosophy is to encourage, guide and promote a positive and enriching environment for all. Staff believe that with a well-rounded, nurturing environment, children will be happier and more apt to follow the examples set for them.

Behavior limits and boundaries have been set by the staff to ensure the safety of all children. If a child exhibits behaviors that are out of bounds, natural and logical consequences may be enforced, as well as redirecting a child into a more positive situation or activity. Each child and each behavior warrants individual action; however, the goal is to set examples of positive communication and conflict resolution skills. Families will be notified of any occurrences and parent feedback and support is essential to any behavior issue.

- If a situation occurs that is serious, but does not warrant calling the family, a *Behavior Notice* will be sent home explaining the child's inappropriate behavior and the subsequent action taken by Youth Services staff.
- If a child demonstrates behavior that is unsafe to him/herself or others, including emotional wellbeing, staff will call the parent/guardian to have the child picked up immediately. If the parent/guardian is unable to be reached within 30 minutes, those listed on the "Emergency Pickup List" will be contacted to pick up the child. A *Behavior Notice* will also be given.
- If necessary, the child will be put on a behavior contract, mutually agreed upon by Youth Services staff, the child's family and the child. Failure to comply with the behavior contract will result in immediate dismissal from the program.
- At times, if a child is having a tough day, but not to the point of earning a *Behavior Notice*, staff will call the family to give them a heads' up and perhaps encourage an early pick-up, so the child can leave before behaviors escalate. This is considered a courtesy call.

Youth Services is a bully-free environment, and children (or families) who demonstrate bullying to other participants or staff will be asked to leave the program.

NOTE: The Youth Services childcare programs reserve the right to ask any child to leave the program at any time, without following the above steps, if a serious discipline situation occurs or if the child is a danger to him/herself or others. The family will be notified immediately, and alternative childcare will be required. Children who have been suspended from school (or are serving an in house suspension in the school office) may NOT attend Sun 'N Fun or Club STAR until they are allowed to return to school.

## Health/Illness...

If a child becomes ill or injured at the program, the child will stay in a quiet area while the family is called to pick up the child. This is no means of punishment, but a way of keeping all children and staff safe. The child must be picked up within 30 minutes. A child cannot attend the program with a fever, vomiting, pinkeye, head lice, excessive coughing, sneezing, communicable diseases, or diarrhea. Children with nits are not allowed to attend Sun 'N Fun or Club STAR, even if they have been allowed to attend school.

In the event of illness or medical emergency, staff will contact the parent/guardian. If a parent/guardian cannot be reached, staff will contact those listed on the Emergency Contact list.

Children must be completely potty trained before attending the Sun 'N Fun program. (Please see notes under "Dress" regarding toileting accidents.) The City's childcare programs are not licensed to allow children napping. If a child falls asleep in the program, families will be contacted to pick up the child.

## Injuries...

Children commonly experience bumps, bruises and scrapes during active play. When this occurs, a staff member will complete a brief "Ouch Slip" and give to family at pick up. If an Ouch Slip is not provided, families are encouraged to inquire about it to program staff as often the child may not have reported a small injury.

If a more serious injury occurs, including any bump to the head, back or spine, or excessive bleeding (or any other immediate concern), families will be called immediately to report the injury. If immediate medical attention is required, staff will call 9-1-1 for transport and professional help. Staff will also call the family, or Emergency Contacts, if family is unavailable.

## Mandated Suspected Child Abuse Reporting...

By law, each person working for the Youth Services childcare programs is a Mandated Child Abuse Reporter. Duties include immediate reporting of any *suspected* child maltreatment to the appropriate authorities. Staff will never discuss reports made with other staff, children or families.

## Medication...

If a child needs to take prescription medication while at a Youth Services childcare program, please adhere to the following procedures mandated by the State of California Community Care Licensing:

- 1) Complete a Medication Distribution Form (provided at child care site). This form must be kept on file.
- 2) For Prescription Medication: Medication must be in its original bottle. Label on container must include: child's name, dosage, administration instructions, doctor's name, and current issuance date.
- 3) For Over the Counter Medication: Must be in original bottle with label clearly stating dosage; if dosage is confusing, staff will request a Doctor's note (this includes sunscreen).
- 4) Families must schedule a time to meet with program staff and train on specific administration needs, including inhalers and Epi-Pens before child attends with medication.
- 5) \*Please note: It is the family's or child's responsibility to inform program staff of the time medication is to be issued. Child must be able to administer medication independently.

It is the responsibility of the parent/guardian to pick up any medication that remains at the end of



the program. If child will be participating in a Youth Services Camp program (with separate registration), the family must transport medication between program sites. Any medication not picked up will be disposed of in a safe manner.

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.

If a child has a life-threatening allergy, it is the family's responsibility to train staff and provide staff the necessary medications and equipment necessary. If a family chooses not to provide these tools and/or training, their child's attendance in the program WILL be prohibited until these are provided.

## **Non-Discrimination Policy...**

The City of San Luis Obispo believes all children, family members, and staff have the right to be treated with respect and dignity regardless of gender, cultural, or religious background. Youth Services is open to all qualified persons without regard to sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color or mental or physical disability.

## **Photographs & Videos...**

Staff occasionally visit the program sites with camera (video and photograph) in hand. These photographs are used for City brochures, educational purposes, City websites, City social media accounts and City Commission meetings. Families have the option to sign a waiver, located in the registration packet, allowing the program to publish photographs of the children.

## **Sign-in/Sign-out...**

- 1) Families need to physically sign child(ren) in during morning care hours and out during after school hours. State licensing mandates parent/guardian's full signature (first and last name) when signing children in/out. With written authorization on file at the program site, a family may request a Parks and Recreation staff person to sign children in or out of the program. TK and Kindergartners will be walked to and from classrooms by Sun 'N Fun Staff.
- 2) Because of Licensing Mandates, if a signature is not completed at sign-in or out, staff will note it on the Billing Sheet and family will be given a warning (and billed entire program period). After the second warning, families will be charged a \$20 penalty fee. Families will be allowed 5 warnings in a school year before child is suspended from the program (a total penalty of up to \$100).
- 3) It is the responsibility of each child to check in to the program upon arrival to school and/or immediately after dismissal from school (by 3 p.m.). If a child arrives to the program after 3 p.m. they must be accompanied by an adult or have a note from an adult. Parents/guardians will be notified immediately if a child arrives to the program after 3 p.m. without an adult or note. A permission slip allowing program staff members to sign children in after school is in the registration packet. Parks & Recreation Department Youth Services program staff are not responsible for children until they have signed into the program. Please instruct children to check in with program staff immediately upon dismissal from class.

- 4) If a child has not been picked up by 6 p.m., staff will contact the persons listed on the child's registration packet as parent/guardian. If someone cannot be reached, staff will call persons listed on the child's Emergency Contact list. If no one has picked up the child by 6:30 p.m., staff will call the San Luis Obispo Police Department and request an officer to pick up the child. The child will stay in the custody of the police or Child Welfare Services until a parent/guardian arrives.
- 5) If a child rides the bus, walks home, or participates in an after-school activity, written permission allowing program staff to sign the child out as well as specific dates, times and activities must be provided. **CHILDREN WILL NOT BE RELEASED TO ANY OTHER ORGANIZATION OR ACTIVITY WITHOUT WRITTEN PERMISSION FROM A PARENT OR GUARDIAN.**
- 6) If a child is to be picked up by a person other than the person who registered the child in the program, **written permission** must be provided specifying dates, times and persons. Parks and Recreation reserves the right to ask for **proper identification** at any time a child is being picked up. **CHILDREN WILL NOT BE RELEASED WITHOUT WRITTEN PERMISSION FROM A PARENT OR GUARDIAN.** Even if a person is on the "Emergency Pickup" list, written permission from the parent/guardian is required. Staff at the program sites do **NOT** take phone or email authorization.
- 7) If specific individuals are NOT allowed to pick up a child from the program due to a custody situation, restraining order, or other circumstance, families are required to:
  - a. Provide the Parks and Recreation Department with a copy of the court issued order(s), or other legal documentation that specifies that a certain individual is NOT permitted to pick up the child from the program before child attends the program.
  - b. Contact the individual who is NOT permitted to pick up the child from the program, making him/her aware that program staff will not release the child to them.
  - c. Be aware that the Parks and Recreation Childcare Programs provide a safe and supervised environment for all children. Please work with the staff to make sure that all participants are not put in compromising positions with individuals not permitted to pick up children.
- 8) Children will not be released to an adult who appears under the influence or intoxicated under any circumstance. If program staff have a suspicion that the adult who is picking up the child is under the influence or intoxicated, the adult will be delayed until another person listed on the emergency contact list can be contacted to pick up the child. If the person refuses to cooperate, is belligerent or acts in a threatening manner, the police will be notified.

# Frequently Asked Questions

## **“Why are there limited spaces at each program?”**

Due to California State Community Care Licensing regulations there can only be so many children per square footage of room space. Each room is inspected annually, and a capacity is determined. Currently all Sun 'N Fun rooms are licensed for 50-66 children, depending on program site.

## **“The program is said to be ‘full’ but I never see that many children in the program?”**

Due to the drop-in nature of the programs, staff use average attendance numbers to predict how many children will attend on any given day; therefore, on some days the program may not be at capacity because of undetermined factors. Parks and Recreation conservatively enrolls children over the room capacity limits to ensure daily capacity.

## **“Why are Minimum Days not included?”**

Due to the high demand for care during minimum days, families need to register separately during these weeks to ensure compliance with State Licensing capacity regulations.

## **“Why do I have to register in person?”**

Because State Licensing requires original signatures, registration must take place in person.

## **“What do we do when school is closed for breaks?”**

Throughout the year, Youth Services provides other non-licensed care and enrichment options. These include: Teacher Work Day Camps, Spring Break Camp, and Summer Camps. Call 805-781-7289 for more information.

## CHILDCARE PROGRAMS AGREEMENT: 2024-25

The professional staff at San Luis Obispo Parks and Recreation sincerely believe that childcare services are a team effort, comprised of the family and the staff working to provide a nurturing, safe and fun environment. This necessitates that registered families understand and support the following expectations and policies:

### REGISTRATION AND PAYMENT:

I understand that I must fill out a registration packet, pay an annual registration fee of \$72.50 per child and pay program fees before my child can attend Youth Services Childcare programs.

I understand that I will be charged \$5.80 per hour that my child attends with a minimum of 1/2 hour being billed and that a negative program hour balance must not exist at any time. A negative balance for more than 5 business days will result in forfeiture of my child's spot in the program. I may not have more than 50 hours on account at any time. All amounts in excess of \$58 from unused hours will be credited back to account. Refunds will not be issued. **Initial deposit of hours is non-refundable – if a child does not use care, hours will not be credited back to the family.**

I understand that fees are subject to change.

I understand that if I receive subsidized care from CAPSLO-CCRC, Parks and Recreation staff must receive notice of eligibility from CAPSLO-CCRC. If an attendance record from CAPSLO-CCRC is not received, I understand that I will be responsible for all program fees. I understand that the City childcare programs are provided on a first-come, first served basis; however, the programs are intended for families needing care due to work and/or school. Due to the high demand for programs and long wait lists, spots will be forfeited to families who do not demonstrate a need for consistent care or attend minimum hours per month or who do not attend program in over 30 days.

I understand that if my child's spot is forfeited due to lack of attendance, staff are not required to notify me prior to the unenrollment.

### HOURS OF OPERATION:

I understand that Sun 'N Fun hours of operation are Morning Program: 7a.m.-start of school., Sun 'N Fun/Club STAR after school program: 2:50 - 6 p.m. (2:40 p.m. at Hawthorne)

I understand hours of operation are based upon the on-site clock and are subject to change. I understand that for every pick-up after 6:00 p.m. (according to the on-site clock), that I will be charged the following (per child): \$1.00 per minute plus \$20.00 administrative fee plus program hours for all time after 6 p.m. with a minimum of one-half hour.

I understand that more than two late pick-ups will be reviewed and may result in child(ren)'s suspension from the program.

I understand that late fees must be paid in full before children may return to the program.

I understand that if I need childcare during Spring Break, Minimum Days or Teacher Work Days I need to register separately in advance for these programs at the San Luis Obispo Parks and Recreation Department Office or online. Information for these programs can be found online.

### GUIDANCE AND COMMUNICATION:

I will share with the Site Specialist any changes in my child's environment which may affect my child at the program.

I understand that my child may be asked to leave Youth Services childcare programs if any of the following incidents occur:

1. Failure to register or prepay for services;
2. Failure to maintain a positive hourly balance;
3. Continued late pick up of child;
4. Lack of attendance (see attendance policy)
5. Behavior problem on the part of the child, including unsafe behavior and bullying;
6. Lack of cooperation regarding policies and procedures, including offensive, discriminatory or attacking behaviors towards staff or other children, from a child or family members;
7. At any time if a serious discipline situation occurs creating an unsafe environment.
8. Failure to provide updated contact information and/or failure to respond to calls from staff regarding children while in the program within 30 minutes.

**SIGNING IN AND OUT:**

1. I understand that my child will **NOT** be released from the program to any person or activity without written permission from a parent or guardian. The note must specify dates, times and persons and be signed by parent/legal guardian.
2. I understand that if a Parks and Recreation staff member needs to sign my child in or out during the day (i.e. ride the bus home, attend after school activities, etc.), I must provide a note that specifies dates, times and activities.
3. I understand that Youth Services childcare programs staff reserves the right to ask for photo identification from anyone attempting to take a child from the program.
4. I understand that I am required to sign my child in and out of the program using **MY FULL SIGNATURE**

**LICENSING AND OTHER**

1. I understand that I have the right to drop in to the site at any time.
2. I understand that the City's childcare is licensed by the State and they have the authority to inspect the site, to interview children or staff, and to inspect and audit child or facility records without consent.

I have read and understand all the items in the Program Handbook.

PARENT/GUARDIAN SIGNATURE: \_\_\_\_\_ DATE:

# IMPORTANT INFORMATION FOR PARENTS

## CAREGIVER BACKGROUND CHECK PROCESS CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

The California Department of Social Services works to protect the safety of children in child care by licensing child care centers and family child care homes. Our highest priority is to be sure that children are in safe and healthy child care settings. California law requires a background check for any adult who owns, lives in, or works in a licensed child care home or center. Each of these adults must submit fingerprints so that a background check can be done to see if they have any history of crime. If we find that a person has been convicted of a crime other than a minor traffic violation or a marijuana-related offense covered by the marijuana reform legislation codified at Health and Safety Code sections 11361.5 and 11361.7, he/she cannot work or live in the licensed child care home or center unless approved by the Department. This approval is called an exemption.

A person convicted of a crime such as murder, rape, torture, kidnapping, crimes of sexual violence or molestation against children **cannot by law be given an exemption that would allow them to own, live in or work in** a licensed child care home or center. If the crime was a felony or a serious misdemeanor, the person must leave the facility while the request is being reviewed. If the crime is less serious, he/she may be allowed to remain in the licensed child care home or center while the exemption request is being reviewed.

### How the Exemption Request is Reviewed

We request information from police departments, the FBI and the courts about the person's record. We consider the type of crime, how many crimes there were, how long ago the crime happened and whether the person has been honest in what they told us.

The person who needs the exemption must provide information about:

- The crime
- What they have done to change their life and obey the law
- Whether they are working, going to school, or receiving training
- Whether they have successfully completed a counseling or rehabilitation program

The person also gives us reference letters from people who aren't related to them who know about their history and their life now.

We look at all these things very carefully in making our decision on exemptions. By law this information cannot be shared with the public.

### How to Obtain More Information

As a parent or authorized representative of a child in licensed child care, you have the right to ask the licensed child care home or center whether anyone working or living there has an exemption. If you request this information, and there is a person with an exemption, the child care home or center must tell you the person's name and how he or she is involved with the home or center and give you the name, address, and telephone number of the local licensing office. You may also get the person's name by contacting the local licensing office. You may find the address and phone number on our website. The website address is <http://cclid.ca.gov/contact.htm>.