



A NON-PROFIT CORPORATION SERVING THE CHILDREN OF SAN RAMON VALLEY SINCE 1985

Enrichment • Diversity • Discovery • Growth

PARENT/STUDENT HANDBOOK



Welcome to Kids' Country

Welcome to Kids' Country! We strive to be the best childcare organization in the universe, providing the families we serve with the best resources and activities. We also strive to provide up to date and relevant communication throughout the year.

The San Ramon Valley School Age Childcare Alliance, Inc., dba Kids' Country, is a California not-for-profit, community-based organization established for the purpose of providing school age childcare for children in the San Ramon Valley Unified School District. A Board of Directors administers the Alliance and is comprised of Kids' Country parents, representatives from community organizations, local businesses, and government agencies. We welcome inquiries from individuals interested in working with or serving on our Board of Directors or addressing them at a Board of Directors meeting.

Kids' Country prides itself on its highly qualified, diverse staff. Our staff members are selected for their professionalism, skills, and love of children. Each staff member meets and/or exceeds State and Social Services educational requirements. Kids' Country implements a targeted tuberculosis testing program for personnel who are in direct contact with children and youth, as appropriate given the identified service population and as required by law or regulation. All staff members undergo fingerprint clearance, background checks, health screening assessment and DMV clearance. Our teachers maintain current First Aid and CPR certifications.

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About Kids' Country

Our History

Kids' Country (San Ramon Valley School Age Childcare Alliance, Inc.) was founded in 1985 by a group of parents searching for a better childcare alternative for their children. Established as a private, state-licensed, non-profit entity with one location at Walt Disney Elementary School, Kids' Country has grown to 13 on-site locations at elementary schools throughout Danville and San Ramon.

The vision of the parents at that time was childcare facilities located right on the campuses of the elementary schools. It was a new and untested model, but one whose time had come.

Once those founding parents had defined the structure of their vision, they put their hearts and hands into the project, raising the capital and constructing the first building on the Walt Disney Elementary School site themselves. Since that time, the City of San Ramon and the Town of Danville have both worked alongside the San Ramon Valley Unified School District to ensure that there is a childcare facility located on each elementary school campus.

Today our thirteen locations throughout Danville and San Ramon provide the type of childcare the original parents envisioned with an added instructional component that enhances the time children spend at our centers. All of the Kids' Country sites have state of the art equipment for both structured play and fun time as well. Parent involvement makes Kids' Country the place to be. This is still evident as seen on a regular basis when parents add extra value by donating items such as pianos, foosball tables and the like.

Our Mission

We serve parents' needs for reliable, quality childcare during out-of-school hours by providing diverse enrichment programs, which are fun, affordable, safe and convenient.

Fun: Kids have fun while we know they are simultaneously learning many additional life skills that run the gamut from food prep to problem solving. We achieve this through organized, structured activities and during free play as well.

Affordable: Our contract options allow parents to use the hours and program that best fits their financial needs as well as their need for specific hours of care.

Safe: We monitor our facilities for safety, cleanliness and accessibility on a regular basis. Our ratio of staff to students exceeds national standards. If an activity produces adverse effect or is deemed unacceptable according to prevailing professional standards, it is discontinued.

Convenient: Our sites are open longer hours for working parents, during school in-service days, and there are many Winter holiday, Spring Break, and summer options from which to choose.

Our Goals

We share a common goal - quality programming – which creates a safe, trusting and challenging environment where children are encouraged to pursue new and familiar interests, develop friendships, grow in confidence and independence and continue to develop respect for themselves and others.

Kids' Country recognizes there is an increasing need for reliable, quality childcare for school age children. We believe families should have access to fun-filled, affordable, enriching and safe programs for their children during out-of-school hours. Therefore, our goal is to become the childcare provider of choice in the San Ramon Valley Unified School District.

Kids' Country believes that its program for children is of distinct quality and value to parents and sets a standard for school age childcare. Therefore, our goal is to be recognized as the Bay Area leader in providing diverse out-of-school programs that satisfy parents' childcare needs.

Kids' Country recognizes that accreditation provides parents with additional assurance of quality standards. Therefore, our goal is to achieve and maintain the Council On Accreditation's national accreditation for all of our sites by June 2013.

Our Philosophy

Kids' Country is a childcare and activity center for children enrolled in Kindergarten through age twelve. During the school year, we care for children on weekdays, before and after school. Our program brings together the best of what kids want and need in that time between school and home. During summer, we offer Kids' Camp, an all-day program with special activities and field trips.

Kids' Country believes that children are served best when their own interests are supported.

Kids' Country offers a unique blend of a cozy, home-like setting with the adventurous diversity of children's programs. It is our goal to provide a warm, accepting, well-supervised environment fostering recreation, stimulating creativity, and encouraging learning.

Kids' Country is a social center where children can learn and play with others from their own neighborhoods. By coming to Kids' Country, your children will make lasting friendships and memories.

Kids' Country is licensed through the Department of Social Services and meets or exceeds the mandated ratio of one adult to fourteen children. Kids' Country maintains an internal policy of always having a minimum of two adults in any supervised setting regardless of the size of the group. Activities which are utilizing or set in a water play environment, i.e. swimming pool or water park, will have a minimum ratio of one adult per six children. Group sizes may vary according to the complexity of the activity and ages of the children, but will never go below one adult per fourteen children. Additional factors influencing the ratio of adult supervision to children are the special needs of individual children, location of the activity, and the proprietary nature of the setting which might include non-Kids' Country children.

Confidentiality of Service

The use or disclosure of any information concerning enrolled children and their families will be limited to the purposes directly connected with the administration of Kids' Country's program. No other use of this information shall be made without prior written consent from the enrolling parent (s) or legal guardian. At times, it may be necessary for the Site Director to collaborate with school personnel to share information to meet the best interests of your child. Parents will be notified when a specific situation arises where information needs to be shared.

Hours of Operation

Kids' Country operates Monday through Friday, 7:00 a.m. (6:30 a.m. at Quail Run and Creekside) to 6:30 p.m., year round, except for the following holidays:

Labor Day	Day After Thanksgiving	New Year's Day	Memorial Day
Veteran's Day	Christmas Eve	Martin Luther King, Jr. Day	Independence Day
Thanksgiving Day	Christmas Day	Presidents' Day	

Kids' Country closes for staff development and program preparation the Friday of the last week of the school year and the Friday of the last week of summer camp. Parents will receive prior notification of the specific days. Please check our on-line calendar for exact dates adopted by the Board of Directors.

During periods when our enrollment is low, Kids' Country will combine sites and staff. You may be asked to take your children to an alternate site. This usually occurs during Winter and Spring breaks. This arrangement gives us an opportunity to give staff time off and to clean the sites thoroughly. Staff from both sites will be at the opened site so your child will feel comfortable. Your cooperation is appreciated. Parents will receive a letter of notification prior to any change.

Mandated Reporters

The State of California mandates all childcare professionals report any instance of observed or suspected child abuse or neglect of a child, including those reported by the child. Staff is trained in the recognition and reporting of suspected abuse or neglect.

Parent Participation

Kids' Country has an open door policy. Other parents, educational and medical professionals, prospective enrollees and State regulatory representatives may be visiting our programs at any time during the program day. You are welcome to visit at any time during the course of the program day without an appointment. We ask that you schedule in advance if you wish to have time set aside to speak with the Site Director. We encourage parents to share their special skills, hobbies, crafts, cooking experiences, and any other talents with us. Kids' Country thrives from the talent and skills of the family volunteers who participate in a variety of ways. If you have skills, talents or contacts to share, please let us know.

Sites

Kids' Country Administrative Offices

120 A Town and Country Drive - Danville, CA 94526

www.kidscountry.org

Federal Tax Exempt I.D. # 68-0068072

Main Phone: (925) 743-9108 • **Accounting Office:** (925) 743-3107 • **Fax:** (925) 743-0631

Bollinger Canyon

2300 Talavera Drive
San Ramon, CA 94583
925 552-4481
License #070209920

Green Valley

1001 Diablo Road
Danville, CA 94526
925 820-3646
License #070211541

Sycamore

2200 Holbrook Drive
Danville, CA 94506
925 736-3638
License #070212841

Country Club

7534 Blue Fox Way
San Ramon, CA 94583
925 552-4483
License #070210967

John Baldwin

741 Brookside Drive
Danville, CA 94526
925 831-3530
License #070209916

Vista Grande

667 Diablo Road
Danville, CA 94526
925 837-0330
License #070208893

Coyote Creek

8700 North Gale Ridge Road
San Ramon, CA 94583
925 552-4485
License #073402672

Montair

300 Quinterra Lane
Danville, CA 94526
925 820-3101
License #070211543

Walt Disney

3250 Pine Valley Road
San Ramon, CA 94583
925 552-4489
License #070208034

Creekside

6055 Massara Drive
Danville, CA 94506
925 743-3170
License #073405692

Montevideo

13000 Broadmoor Drive
San Ramon, CA 94583
925 552-4487
License #070210990

Greenbrook

1531 St. Helena Drive
Danville, CA 94526
925 831-8591
License #070208035

Quail Run

4040 Goldenbay Avenue
San Ramon, CA 94582
925 552-4488
License #073405628

Facilities

Kids' Country facilities are located on the property of elementary schools in the San Ramon Valley Unified School District. Some locations are also authorized by the individual school to utilize additional space on campus for use during our after school programs. Those facilities may include the school library, multi-purpose rooms, classrooms or outdoor play areas. Use of these facilities is in accordance with applicable licensing regulations.

Whom To Contact

Many parents or guardians have specific questions, suggestions or problems and we want to be able to meet your needs in the most efficient way possible. This guide will help you direct your questions.

Office Hours are 8:00 am -5:00 pm

Kids' Country
120 Town and Country Drive
Danville, California 94526
Phone: (925) 743-9108
Fax: (925) 743-0631

Concerns about:

Program or your child

You have the right to file a grievance without interference or retaliation. In this case you will receive timely written notification of the resolution and an explanation of any further appeal, rights or recourse. You have the right to file a complaint to the supervisor of the person who the grievance is about and you have the right to be heard by a panel or Board Members. All conflict resolutions will start at the site level in the following order.

Your Child's Teacher
Your Child's Site Director
Program Director (925) 743-3193 kbrown@kidscountry.org
Executive Director (925) 743-3194 cerbe@kidscountry.org
Kids' Country Board of Directors admin@kidscountry.org
Community Care Licensing 510-622-2602

Site Staff

Site Director
Human Resources Director (925) 743-3102 slitteral@kidscountry.org
Executive Director (925) 743-3194 cerbe@kidscountry.org
Kids' Country Board of Directors admin@kidscountry.org
Community Care Licensing 510-622-2602

Enrollment, Tuition, Invoices, Payments, Receipts

Site Director (see site directory)
Finance Director (925) 743-3105 sseat@kidscountry.org

Administration Staff

Executive Director (925) 743-3194 cerbe@kidscountry.org
Kids' Country Board of Directors admin@kidscountry.org

Community Resources

Site Director
Executive Director (925) 743-3194 cerbe@kidscountry.org

General Comments

Site Director
Executive Director (925) 743-3194 cerbe@kidscountry.org
Kids' Country Board of Directors admin@kidscountry.org

Policies and Procedures

Admission Policy and Procedures

Kids' Country programs are available to children enrolled in Kindergarten through age 12 in the schools of the San Ramon Valley Unified School District.

Children are enrolled according to the following priority:

1. Children entering Kindergarten
2. Siblings of enrolled children
3. In ascending order through age twelve for children enrolled in that school.

Once a Kids' Country site has reached its capacity, a waiting list will be maintained.

An orientation with the parent or legal guardian will be scheduled to explain enrollment and the program. A parent or guardian is required to visit the site for an orientation before the child may attend. If you cannot attend the scheduled orientation, please set up an individual orientation before your child's first day of care.

There are several forms required by Kids' Country and the State of California Department of Social Services (Community Care Licensing). All forms must be completed and on file the first day of a child's enrollment. A child's file is to be made available to Community Care Licensing for review at any time, even without parent or guardian notification. Changes in emergency information must be kept up to date. If you have any questions about any of the forms, please speak to the Site Director.

Disaster Preparedness

Kids' Country practices emergency drills monthly.

In the event of a major catastrophe (i.e. earthquake, fire, toxic materials etc.), children will be evacuated to the school field when it is safe. After all children are accounted for, it will be determined whether the building is safe for occupancy. If the children and staff are ordered to go elsewhere for safety, a notice of relocation will be posted on the front door of the site.

In the case of a major disaster, parents should know:

- All staff will remain with the children;
- All teachers have current First Aid and CPR training and certification;
- In case of injury to your child, the information on your child's emergency card will direct us on what to do.
- Please keep the information on your child's emergency card current.

Parents must respond to the directions of Kids' Country's personnel and pick-up children immediately upon notification in the event of an emergency.

Discipline Policy

- Children explore, observe, feel, interact, and learn through the process of being involved with people and things in their world. All behaviors, even inappropriate behaviors, are learned.
- Kids' Country staff, in their role of caring for children, model and teach appropriate behavior. At the Kids' Country sites, discipline is the responsibility of the staff. Children have a right to be free from corporal and unusual punishment, infliction of pain, humiliation, intimidation, ridicule, coercion, threat, mental abuse, or other actions of a punitive nature.
- Kids' Country provides an environment where discipline occurs naturally through a combination of continued support, setting limits, reminders, encouragement, and rewards.
- Children differ widely, but inappropriate behavior can be lessened by the use of a range of guidance techniques. The most common methods used at Kids' Country are:
 1. Diverting children and redirecting him/her to a new activity;
 2. Recalling rules to internalize positive behavior;
 3. Resolving conflicts by problem-solving and discussion; and,
 4. Providing a related, age-appropriate consequence to the situation.
- Occasional disciplinary methods used at Kids' Country:
 1. Contact parents with written note, phone call, or personal contact to be made aware of the situation;
 2. Contact parents for a conference;
 3. Parent may be called to pick-up the child;
 4. Child may be suspended, depending upon the infraction; and,
 5. Parents may be required to replace or repair equipment that is deliberately misused.
- Children are not allowed to verbally or physically abuse or hurt themselves, staff, or other children at Kids' Country. In addition, these behaviors are not permitted:
 1. Deliberate mistreatment of other children, including bullying;
 2. Uncooperative, abusive behavior (physically or verbally) toward staff;
 3. Deliberate misuse of equipment, materials and destruction of property;
 4. Leaving the Kids' Country sites or field trip locations without authorization; and,
 5. Bringing dangerous objects to the sites.
- Group care is not appropriate for all children. In the event a child cannot benefit from our program, we reserve the right to recommend termination of care.
- It is Kids' Country's policy to issue a "pink slip", a formal record and notice to parents of their child's unacceptable behavior. The "pink slip" is to be signed by the parent and returned to the Site Director. This signed notice will be placed in the child's file.
- The Kids' Country discipline policy has been developed to give children the ability to learn, practice and exercise impulse control and self-control. The result is a child with a positive image and one who gets along well with others.

Forms

The following forms must be on file in order for a child to attend Kids' Country:

- Current School-Year Application and Enrollment Contract
- Receipt of the Parent/Student Handbook;
- Identification and Emergency Information and a Emergency Card — LIC 700;
- Parent Health Form—LIC 702, with current immunizations noted;
- Student Health History
- Sign In/Out Authorization
- Emergency Medical Release - Necessary for treatment by physician or hospital—Consent for Medical Treatment—LIC 627
- Parents Rights Form - LIC 995 – Informing you of your rights as a parent or guardian of the child enrolled;
- Personal Rights - LIC 613 – Informing you of the enrolled child's rights;
- Sharing of Information Form
- Sunscreen Release Form
- Acceptable Computer Use Policy
- Photo/Video Release Authorization Form
- Other Forms as necessary

Homework Policy

As part of the daily schedule, a time is set aside for children to **start** their homework. We provide a quiet space, reference books, and homework materials such as pencils, pens, rulers, markers/crayons, atlases, and dictionaries. Should a child not have assigned homework for a particular day, the child will be encouraged to read quietly or participate in another productive indoor or outdoor activity during the scheduled homework session. The staff is available to give homework assistance (but not one-on-one attention) if needed, as well as to encourage positive study habits. We encourage parents of kindergartners to do homework with their children.

Health Evaluation

- A health evaluation is completed each time your child is signed into our program. The purpose of the health evaluation is to determine the advisability of having your child in our care for that day. A parent should report any illness or medical condition that has occurred since the child's last day of attendance at Kids' Country.
- If activities need to be restricted due to an illness or medical condition, please notify the Site Director. We are not staffed to supply specialized activities or supervision for one child due to short-term health restrictions.

Illness Policy

- Please contact the site office whenever your child is absent. Your phone call saves staff time and worry.
- The Kids' Country program is unable to provide care for sick children. A child who exhibits any of the following conditions should remain at home:
 1. Fever
 2. A runny nose with a colored discharge
 3. A persistent or severe cough
 4. Red or inflamed eyes, or any discharge from the eyes
 5. A skin rash, unless diagnosed as non-infectious by a physician (note required from doctor)
 6. Contagious sores
 7. Headache or other pains
 8. Diarrhea, nausea or vomiting
 9. Head lice (nit free), scabies, and mites
 10. General listlessness
- If a child exhibits any of the above symptoms during our care, we will call and ask you to pick up your child. If the parent cannot be reached, the staff will call the emergency contacts on the emergency form.
- A sick child is to be picked up immediately upon notification by the program. Children must remain at home 24 hours after the above conditions subside. It is important that all parents have a workable plan to take care of their sick child.
- Parents should notify the Site Director if their child has been exposed to a contagious disease.
- When a communicable disease has been reported to the site by the parents or school office, notes are posted at the site and emailed to the parents.
- Kids' Country cannot accept a child into the program that did not attend school due to illness or becomes ill at school during normal school hours.

Late Pick-Up Policy

- **All Kids' Country sites close promptly at 6:30 PM each day. All care ends at this time.**
- When a parent/guardian is unable to pick up their child it is a parent/guardian's responsibility to:
 1. Contact an authorized adult designated on the emergency card
 2. Inform the authorized adult that the child must be picked up by 6:30 PM
 3. Notify the program staff of the action taken.
- You are considered late if you pick your child up beyond 6:30 PM period and will be subject to a charge of \$5.00 per minute.
- After three (3) late pick-ups during the school year you will receive a written Notice of Action informing you of the potential for dismissal and your continued late pick up will be grounds for dismissal from the program.
- Parents/guardians should list the daytime and evening contact numbers of at least three (3) adults on the emergency card who are authorized to pick up their child from the site. Please make sure your emergency contacts are aware they have been designated as such.
- In an effort to contact someone, we will telephone the names listed on your child's emergency card. If we are unable to contact you or the emergency designee thirty (30) minutes after closing time, we are legally required to contact the Police Department.

Medication Policy

The administration of any prescribed medication to a child must meet the following requirements:

- Prescribed medication must be in the original prescription bottle (clearly labeled with the child's name);
- The parent must sign the Kids' Country "**Parent Release for Administration of Medication Form,**" indicating:
 1. When to take — exact day and time;
 2. How much to take — dosage;
 3. Beginning and ending date;
 4. Possible side effects.
- Children whose prescription medication needs to remain on-site (such as inhalers, bee sting kits, etc.) must have a completed **Parent Release for Administration of Medication** consent form on file. This form should be updated yearly or when changes are made to dosage. Medication that is past its "use by date" will be returned to the parents.
- Over-the-counter medication will not be given to your child unless the Site Director receives the Kids' Country "**Parent Release for Administration of Medication**" indicating:
 1. Doctor's signature and date.
 2. Name of medicine;
 3. Dosage;
 4. Method of administration;
 5. Time medication is to be given
- Do not send medication with children to administer themselves – with the exception of inhalers. This includes all other prescribed, over-the-counter medications and sunscreens.
- All medications **MUST** be given directly to staff with the completed Parent Release for Administration of Medication.
- All medication **MUST** be stored in a locked box and administered by trained a personnel who is at least teacher or administrator qualified.

No Smoking Facilities

All Kids' Country facilities are "No Smoking" facilities. Parents and visitors to Kids' Country must observe school district rules prohibiting smoking on their grounds as well.

Non-Discrimination Policy

Kids' Country operates on a non-discriminatory basis, giving equal access to services without regard to race, religion, place of national origin, gender, sexual orientation, or mental or physical ability.

Kids' Country observes some traditional celebrations such as birthdays, Halloween, Christmas, Easter, Hanukkah, etc. Anyone not wishing their child to participate must take the responsibility to notify the Site Director in advance and provide alternative activities for his/her child. Religious education is prohibited in the Kids' Country program.

Nutrition

A nutrition component is part of our daily curriculum. Staff, with input from the children, will plan, prepare, and serve the snack. This provides an opportunity to encourage hand-washing, appropriate eating habits and time for children to share conversations with peers and staff.

Snack is served daily in accordance with the State licensing nutritional guidelines. On non-school days, both a morning and an afternoon snack are served. Menus are posted monthly.

It is important that parents notify staff of any allergies or other dietary needs your child may have. Many sites operate as "Peanut-Free Zones" due to children with serious food allergies. Please respect the Peanut Free Zones. Your cooperation is greatly appreciated.

Breakfast: Children who arrive early to the site (7:00-8:00) may bring breakfast. The site will provide a place for them to eat. Please help to get your child's day off to a good start by providing a nutritious breakfast.

Lunch: Kindergartners must bring a lunch daily. On non-school operating days, all children need to bring a lunch, as cafeteria services are not available.

Safety and Emergency Preparedness

Safety is our first priority. To ensure the safety and well-being of the children enrolled in our programs:

- In the event of an emergency closing or disaster, staff is responsible for all children enrolled in the program, until such time as an authorized adult can pick-up the child;
- An updated disaster and mass casualty plan is posted at each site and is reviewed on a regular basis;
- Prior to hire, staff is fingerprinted and must receive clearance through the Department of Justice;
- Staff is First Aid and CPR certified;
- Staff receives training in emergency and disaster procedures and management;
- Programs have monthly fire and earthquake drills;
- Staff is trained in Blood-borne Pathogens and Infectious Diseases;
- Staff receives training in suspected child abuse and mandated reporting.

Security Measures for Picking Up Children

- If the contracting parent or guardian would like another person to pick up their child, the contracting parent or guardian must list a designated person or persons on their Emergency Card or student Identification and Emergency Information form completed during registration.

- If someone other than the regular pick-up person will pick up your child, please notify the Site Director or Assistant Site Director in writing of the change before the scheduled pick-up time. Staff will ask to see proof of identification containing a photo, i.e. driver's license.
- If the contracting parent or guardian chooses not to list the divorced or separated parent, pursuant to licensing regulations, staff cannot deny access to a biological parent without a valid court-signed order.
- If someone claiming to be the non-custodial, biological parent arrives to pick up the child, and they are not listed on the Emergency Card, and we do not have confirmation that he/she indeed is the biological parent, staff will:
 1. Contact the contracting parent or guardian;
 2. Explain to the non-custodial, biological parent that we cannot release the child to them without permission from the contracting parent or guardian. Staff will explain the release procedure;
 3. If the contracting parent or guardian cannot be reached and permission given, staff may need to call the police; and/or,
 4. The police will then confirm the identity of the non-custodial, biological parent. In all probability, the police will then release the child to the non-custodial biological parent.

Sexual Harassment Policy

Kids' Country honors the San Ramon Valley Unified School District's Discipline policies (sections BP5145.7 & AR5145.7). Every student and staff member at Kids' Country has the right to be free from sexual harassment from adults and/or students. All harassment is unacceptable and prohibited. Conduct such as: making derogatory comments, including epithets, jokes, etc.; graphic commentary about an individual's body; suggestive or obscene notes or invitations; leering, making sexual gestures; inappropriate touching or impeding one's movement are prohibited. Kids' Country prohibits retaliatory behavior against any person who files a complaint, or against any participant in the complaint process. Each complaint of sexual harassment will be promptly investigated. Violation of this policy may result in immediate termination of the child care services contract.

Sign In/Out Policy and Procedures

In accordance with State regulations, Kids' Country requires all parents to sign their children in (before school) and out (after school) daily. To ensure the accuracy of these permanent State-required documents, actual drop-off and pick-up times must be recorded when signing your child in and/or out and must be in ink.

Children must be signed in and out daily by their parent, guardian, or authorized adult using both first and last names. Persons signing a child out must be 18 years or older. Written authorization must be on file if someone younger than 18 years of age is to pick up a child.

Failure to comply with signing in and out using full name, on a daily basis, including arrival and/or departure time, will be grounds for dismissal.

All parents must complete the Parental Authorization to Sign-in/sign-out form, granting Kids' Country's staff permission to sign your child out (to go to school) and in (upon arrival from school). These are times when it would be impossible for you to do so. At all other times, it is a parent's responsibility.

If you want your child to walk or bike home you must sign the Parent Authorization to Release Child to

Walk/Bike Home form. If a friend, neighbor, or relative not on the Emergency Card will be picking up your child, **you must notify us in advance**. Picture identification will be required of the person who is picking up your child. No child will be allowed to leave on his/her own after dark. Kids' Country takes no responsibility for children once signed out of the program.

Special Needs Children

Kids' Country will make every effort to integrate children with special needs into our program. The Site Director will meet with the parent or guardian before enrollment to determine if the program is the best environment for the child. Upon enrollment, staff and parents will continue to meet regularly to monitor the child's progress and discuss how best to support the child. We will attempt to reasonably accommodate the child to such a degree that these modifications will not negatively impact our program and the safety of others. Therefore, it is sometimes necessary to redirect children and their families, especially if we do not have facilities or staff to work with the child's needs. In these cases, the Site Director will decide if our program can best meet the needs of the child.

Suspected Neglect and/or Child Abuse or Under the Influence of Alcohol or a Controlled Substance

- Staff is legally mandated to report any instance of observed or suspected child abuse or neglect of a child, including reported by the child.
- This will include a parent or pick-up person who appears to be under the influence of alcohol or a controlled substance when picking up a child at any site.
- No child is released to anyone who appears to be under the influence of alcohol or a controlled substance.
- We will try to call the names listed on the emergency card to arrange alternative pick-up.
- If the pick-up person insists on leaving the premises with the child, we will call 911 immediately.

Suspension Policy

- Suspension is a disciplinary action, which excludes a child from the program for adjustment purposes. A child will be suspended when it is determined that the child's presence causes danger to persons or property, or threatens disruption of the program.
- Kids' Country honors the School District's suspension of a child. Children who have been suspended from school may not attend Kids' Country for the duration of the suspension.
- Families are responsible for making other childcare arrangements for periods of suspension.
- No credit is given for absences due to suspension.

Termination Policy

Kids' Country reserves the right to terminate care of children whose behavior or emotional maturity is, in our judgment, unsuitable for our program. We feel with careful planning and preparation of activities, most

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discipline problems can be avoided. However, when disruptive or inappropriate conduct is a problem, Kids' Country reserves the right to terminate services. Grounds for termination include, but are not limited to:

1. Behavior patterns, on behalf of the child, parent or guardian, that infringe upon the rights and safety of other children or staff members;
2. Delinquent tuition;
3. Two weeks absence without notice;
4. Incomplete program files;
5. Continued failure to follow any Kids' Country policies or procedures;
6. Continued parental non-compliance with Kids' Country or school district policies.

Fees, Tuition and Discounts

Extra Hours Fee

Children who utilize more hours in a month of service than their contract rate will be charged at a rate of \$12.00 for each hour over the contract limit with the total hours in the month being rounded up. These fees will be invoiced during the next billing cycle and must be paid in full for service to proceed.

Late Payment Fee

Payment is due prior to the start of service in any given month. Children may not attend if the account is not current. If payment is received on or after the first day of the month there will be a **\$25** late payment fee assessed. Repeated late payment (more than three (3) times in a school year) may result in termination of services.

Late Pick-up Fee

All care ends promptly at 6:30 PM. After 6:30 p.m., there is a late charge of \$5.00 per minute. Please expect to pay the amount due by credit card or check at the time the child is picked up. This payment will be required regardless of the authorized person picking up the child. In the event a family member, neighbor or friend is picking up the child, please ensure that payment will be made at that time. Failure to pick up your child on time more than three (3) times in a school year may result in termination of services.

Registration Fees

- There is a \$75 non-refundable registration fee that must be paid at the time of initial enrollment.
- Children register annually in the Spring for continued enrollment in the Fall.
- There is **NO** registration fee for children returning to Kids' Country.

Returned Check Fee

Checks that are returned because of insufficient funds are assessed a penalty of \$25.00. Two occurrences of having a check returned will require that all future payments be made by credit card. This form of payment will be required for the entire duration of enrollment.

Sibling Discount

Families who have two or more children registered with regular hourly contracts will be entitled to a five percent (5%) tuition discount for each child. The discount does not apply to the initial registration fee, field trips, and/or other administrative charges.

SRVUSD Employee Discount

Children of employees of the San Ramon Valley Unified School District enrolled in Kids' Country are entitled to a fifteen (15%) tuition discount. The discount does not apply to the initial registration fee, field trips, and/or other administrative charges. No other discounts apply.

Tuition

Tuition is invoiced during the first week of the month prior to the month of service, i.e. September's invoice will be emailed to the parents during the first week of August. Invoices are based on the number of hours contracted for the month. Payment may be made on-line by logging in to the parent's account and paying with Visa, MasterCard or Discover. Payment may also be made directly on site by credit card or check. Invoices must be paid in full by the last day of the prior month in order for your child to attend. Payments received after the start of the month will result in a late payment fee of **\$25** per day late up to a maximum of \$100. No credit is given for absences due to illness, vacations, suspensions, national or local holidays.

Parents wishing to make a change to the number of monthly hours in their contract must contact their Site Director to discuss the requested change. Requests to change the number of hours of service in a contract will only be approved if sufficient space is available at the newly requested contract level. The total number of contracts available for each hourly level is based on facility usage, staffing requirements and enrollment goals for the individual site. Requests for a change to a contract must be made in writing prior to the issuance of the invoice for the month. Written requests received after the issuance of invoices, but prior to the start of service for the month, will result in a Contract Change Fee of **\$25** being assessed. No changes to a contract will be granted after the start of service in a month.

Parent Responsibilities

Cell Phones

The use of cell phones by children while at school is prohibited and Kids' Country follows school regulations in these matters. Children must ask for, and receive, permission from the Site Director to use the site phone for personal reasons.

Clothing

- We want children to feel free to participate in all of our activities, please dress children accordingly.
- All clothing should be **LABELED** with your child's full name.
- We encourage parents of Kindergarteners to provide their child with an extra change of clothing to be kept at the site for emergencies.
- Be sure that your child is dressed appropriately for the weather.

Dual Custody Contracts

Parents who share custody of their child may be required to have separate contracts for service and separate payment schedules for each child. Parents are required to have a conference with the Site Director to determine the most efficient manner to manage the child's contract.

Emergencies

It is the parent's and/or legal guardian's responsibility to have an up-to-date emergency card on file at Kids' Country at all times. Should we not be able to reach the parent or emergency contact, the child will be taken to the **San Ramon Valley Regional Medical Center** for immediate attention. Continued efforts will be made to reach the parents and emergency contacts. Transportation by ambulance will be the financial responsibility of the parent.

Enforcement of Custody Requirements

Kids' Country will attempt to enforce custody requirements under the following conditions:

- That a copy of the custody order be on file with the Site Director;
- That both parents are aware that should disagreements related to the custody order occur at our site, the local police department will be called for their assistance.
- If the contracting parent or guardian chooses not to list the divorced or separated parent, pursuant to licensing regulations, staff cannot deny access to a biological parent without a court signed order.
- If someone claiming to be the non-custodial, biological parent arrives to pick up the child, and they are not listed on the Emergency Card, and we do not have confirmation that he/she indeed is the biological parent, staff will:
 1. Contact the contracting parent or guardian;
 2. Explain to the non-custodial, biological parent that we cannot release the child to them without permission from the contracting parent or guardian. Staff will explain the release procedure;
 3. If the contracting parent or guardian cannot be reached and permission given, staff may need to call the police; and/or,
 4. The police will then confirm the identity of the non-custodial, biological parent. In all probability, the police will then release the child to the non-custodial biological parent.

Field Trips

Kids' Country plans field trips as part of its enrichment program. All field trips (walking, by company van, or bus) require a signed permission slip. **Children who do not have the necessary forms signed will not be allowed to participate** in the scheduled trip and other childcare arrangements will need to be made by the parent. For those times when an entire site attends the field trip and the parent chooses not to have their child attend, other childcare arrangements will need to be made by the parents. Advance notice of scheduled trips and activities will be given in a timely manner. We contract with the San Ramon Valley Unified School's Transportation Services and the local community bus service to meet our transportation needs for field trips. Staff cannot transport children at any time in private vehicles. All staff that drive the Kids' Country vans have DMV clearance.

Parent Compliance With Kids' Country Policies

Parents are expected to comply with Kids' Country's policies and regulations. Continued non-compliance with these policies and/or regulations may result in suspension or termination of childcare services.

We reserve the right to suspend any child for disciplinary reasons. In such cases, tuition will not be refunded. Children who compromise the safety of the children and staff will be suspended or removed from the program.

Other instances when services may be suspended and/or terminated:

- Non-payment of tuition and fees;
- Repeated failure to notify Kids' Country when your child will be absent from the site for a day;
- Failure to pick-up a child by 6:30 PM more than three (3) times during a school year and/or failure to make a late pick-up payment at the point of picking up the child;

- Failure to sign in and out on a daily basis using both first and last names, in ink, with correct arrival and/or departure time noted;
- Failure to comply with Kids' Country health and safety policies;
- Failure to comply with Community Care Licensing requirements for enrollment in the program;
- Exhibiting uncooperative, abusive, or demeaning behavior towards Kids' Country, its staff, other adults, or children.
- Direct attempts on the part of parents to resolve problems with other children. All concerns must be addressed with the staff.

School District Sponsored and Other After-School Activities

Due to our teacher/child ratio requirements, Kids' Country staff is unable to escort children to and from any after school activity. These may include Girl Scouts, Boy Scouts, CCD, enrichment program offerings, after school sports or any other special school activities. Arrangements must be made with the school or another adult, if you want your child escorted.

The school does not inform Kids' Country as to who attends these activities: therefore, it is your responsibility to do so, if you want your child to participate. Kids' Country will sign-out your child, if a *School District Sponsored and After-School Activities Form* is completed and signed by the parent/guardian.

At the time the child leaves Kids' Country to attend after school activities, we are no longer responsible for the child. If the child is scheduled to return after the activity, the staff will sign the child back in upon arrival. Responsibility for the child will resume until the child is picked up at the end of the day.

Telephone Calls

Each Kids' Country site is equipped with telephone answering machines for your convenience as well as ours. In the event you need to leave a message for the staff, you can do so at any time. The staff, on a routine basis throughout the day, checks answering machines for calls that come in while we are outside or away from the site. In addition, we ask that phone calls to your child be kept to a minimum, as the phone must be accessible for emergencies. We appreciate your cooperation in this matter. In addition, communication can be made through email to the Site Director, but please be advised that Site Directors are not on site at all hours and a response may be delayed until their return to the site the next day.

Toys

Children are asked to leave all toys at home. A broken or lost toy can be a very upsetting circumstance for a child; one we wish to avoid. We do not allow toys or equipment from the program to go home except for an occasional critter that needs care over the weekend. If your child has a special movie, book, or vacation souvenir he/she wishes to share at Kids' Country, please label the item and give it to the Site Director or Teacher for safe keeping.

Communications

Communication Needs

Kids' Country accommodates the written and oral communication needs of children and their families to the extent possible by:

- Communicating, in writing and orally, in the language of the population served.
- Providing, or arranging for, translators or translation technology.
- Providing telephone amplification, sign language services, or other communications methods for deaf or hearing impaired persons.
- Providing, or arranging for, communication assistance for persons with special needs who have difficulty making their needs known.

Monthly Newsletter

Kids' Country publishes a monthly electronic newsletter which is posted on our website to keep parents informed of the happenings at the sites and within the organization. Occasionally, Kids' Country site newsletters will have attachments related to the company's business and policy updates that may affect the program as a whole.

Parent Information Board

The Parent Information Board is located near the sign-in/out area at each site. It provides parents with current information about the site, its diverse program activities, upcoming holidays, menu's, etc. Also provided are community events of interest to families, as well as services that are available.

Parent / Teacher Conferences

Parent/Teacher conferences are conducted on an as-needed basis. However, any parent may request a parent/teacher conference whenever he/she feels it is necessary. Additionally, daily communication with teachers is encouraged.

Program Orientation

Parents are encouraged to attend scheduled orientation meetings prior to the beginning of the school year and summer camp programs.

Website

The most current information concerning Kids' Country can be found on our website at www.kidscountry.org.

**This parent handbook was updated by
Kids' Country Staff and the Board of Directors
May, 2011**