



Explore . Discover . Shine

Parent/Student Handbook



A non-profit corporation serving the
children of San Ramon Valley since 1985

Welcome to Kids' Country

We are absolutely thrilled to have you join our close-knit community. From this point forward, we will strive to be a valuable part of the “village” that it takes to raise your wonderful and precious child(ren). Our mission is to support a child’s natural curiosity and love of learning in safe and inspired environments. We know, and do not take lightly, the fact that your children may spend more time with us than they do at home during the week. We never forget our responsibility to take on many roles for them including (but not limited to) nurse, teacher, caregiver, tutor, coach, and most importantly adult mentor and role model. I want to thank you for trusting us to be there to love and support your child!

Although you know us as Kids' Country, our legal name is San Ramon Valley School Age Child Care Alliance, Inc. We are a California 501(c)3 non-profit and community-based organization established to fulfill our mission. Kids' Country has an all-volunteer Board of Directors made up 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.

Sometimes we were asked: What is different about Kids' Country from other before and after school programs? The answer to that is... SO MUCH! The list includes our unique Program Philosophy, strict quality standards, Council on Accreditation status, professional and seasoned staff, community-based focus and most importantly, our unending passion and dedication to serving each and every child based on their unique needs. Our staff are some of the most caring, dedicated, and professional individuals in this industry. They are the drivers of the program quality we strive to deliver every single day. We can't wait for your child to experience Kids' Country!

Again, welcome to Kids' Country and we look forward to serving your family.

Thank you for choosing Kids' Country!

Kids' Country Team

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KIDS' COUNTRY PARENT HANDBOOK

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ABOUT KIDS' COUNTRY

Our History

Kids' Country (San Ramon Valley School Age Childcare Alliance, Inc.) was founded in 1985 by community parents searching for a better child care solution 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 15 on-site locations at elementary schools throughout Alamo, Danville and San Ramon.

The vision of the parents at that time was child care facilities located right on the campuses of the elementary schools. It was a new and untested model, but one whose time had come. This model offers parents unparalleled flexibility and convenience.

Our founding parents 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 fifteen locations throughout the San Ramon Valley provide the type of child care 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.

We partner with families, schools, and curriculum experts to create dynamic learning opportunities for children that build their skills in science, technology, engineering, visual and performing arts, and math (STEAM) and develop teamwork and leadership. Our sites are located at the schools to ensure efficiency and convenience for families before and after the school day. Kids thrive at Kids' Country because they are engaged in doing great things, every day.

Our Vision

Kids' Country is recognized for accredited excellence in out-of-school programming where children and employees succeed and shine.

Our Mission

Kids' Country supports a child's natural curiosity and love of learning in safe and inspired environments.

Accreditation

Kids' Country seeks the highest standards in providing before and after school care, summer camp, and enrichment opportunities. As an organization, Kids' Country voluntarily participates in an accreditation process through the Council on Accreditation (COA), an internationally known accrediting organization. COA captures best practices for children and youth.

STRATEGIC **7** INITIATIVES



Our Philosophy

We believe in our kids. We believe that children learn best when developmentally appropriate programs are intentionally designed to reflect their interests. We believe that the foundation of a quality program is based on child development theory and research. We strive to offer programs that consider the whole child, that build skills, and that inspire curiosity, creativity and innovation.

We believe children are inherently capable and competent. They form an understanding of themselves and their place in the world through their interactions with others and their surroundings. We believe that welcoming, enriched, inclusive environments will inspire them to collaborate, communicate, and explore.

We believe in our staff. We believe that quality learning opportunities come from well-trained, educated employees who are also caring, nurturing individuals. We believe that staff who are encouraged to share their own expertise and passions will create dynamic programs that foster the unique talents of the children they care for. We believe that staff who have a voice will be better equipped to help children find theirs.

We believe in relationships. We believe that connecting with our families, schools and community members provides opportunities to enhance children's experience. We believe that celebrating the rich diversity of our families and communities helps develop culturally inclusive children who will grow into adults ready to contribute to their diverse world. Building positive relationships is the foundation of what we do.

We believe in Continuous Program Improvement. We know that quality afterschool programs have far reaching, positive impact. We believe in seeking new knowledge and learning from others because we can always be better. We believe that actively seeking input from our stakeholders and accrediting organizations while holding ourselves up to the highest standards, will keep us performing above the status quo.

We believe there are many ways to do quality right as evident in the distinct personalities of each of our sites. But one thing is uncompromised: **Our number one priority is to keep children physically and emotionally safe.** Children who feel protected and cared for, will be children who can EXPLORE, DISCOVER AND SHINE.

Program Standards

- Positive Relationships
- Developmentally Appropriate Practices
- Inclusive, Home-like Environments
- Professional Development
- Innovative & Intentional Programming
- Family Partnerships
- Community Connections
- Continuous Program Improvement

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) 362-3954

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

Rancho Romero

180 Hemme Avenue
Alamo, CA 94507
925 743-3152
License #073408214

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

Sycamore

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

Coyote Creek

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

Montair

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

Twin Creeks

2785 Marsh Drive
San Ramon, CA 94583
925 743-3155
License #073408215

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

Vista Grande

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

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

Walt Disney

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

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.

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.

In the event that Kids' Country is legally or ethically permitted or required to do so, confidential or private information may be released, without parental consent. Before sharing any personal information, Kids' Country will verify that the request for information is justifiable, legitimate, legally permissible, and in the best interest of the child. Agencies with which we will share information include, but are not limited to: Community Care Licensing, law enforcement agencies, Child Protective Services and the court system, if subpoenaed.

Hours of Operation

Kids' Country operates Monday through Friday year-round, except for the following holidays: *Please check our online calendar for exact dates adopted by the Board of Directors.*

New Year's Eve	President's Day	Independence Day	Day after Thanksgiving
New Year's Day	Memorial Day	Labor Day	Christmas Eve
Martin Luther King's Day	Juneteenth	Thanksgiving Day	Christmas Day

Most Kids' Country sites are open from 7:00am until 6:30pm, except for the following sites which open at 6:30am: Creekside, Quail Run, Rancho Romero and Twin Creeks.

Kids' Country closes for staff development and program preparation for one to two days prior to summer camp starting and prior to the school year. Parents will receive prior notification of the specific days

During periods when our enrollment is low, Kids' Country may combine sites and staff. You may be asked to take your children to an alternate site. This usually occurs during non-school days and emergencies. Staff from both sites will be at the opened site so your child will feel comfortable. Your cooperation is appreciated. Parents will receive communication prior to any change.

Mandated Reporters

The State of California by law 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 are trained in the recognition and reporting of suspected abuse or neglect.

Parent Participation

Kids' Country sites function as "closed" campuses, however parents are always welcome. You are welcome to visit at any time during the course of the program day without an appointment. We do 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.

PERSONAL RIGHTS

The following two sections are taken directly from Community Care Licensing Regulations.

Child's Rights

Each child receiving services from a Child Care Center shall have rights which include, but are not limited to, the following:

- 1) To be accorded dignity in his/her personal relationships with staff and other persons.
- 2) To be accorded safe, healthful and comfortable accommodations, furnishings and equipment to meet his/her needs.
- 3) To be free from corporal or unusual punishment, infliction of pain, humiliation, intimidation, ridicule, coercion, threat, mental abuse, or other actions of a punitive nature, including but not limited to: interference with daily living functions, including eating, sleeping, or toileting; or withholding of shelter, clothing, medication or aids to physical functioning.
- 4) To be informed, and to have his/her authorized representative, if any, informed by the licensee of the provisions of law regarding complaints including, but not limited to, the address and telephone number of the complaint receiving unit of the licensing agency and of information regarding confidentiality.
- 5) To be free to attend religious services or activities of his/her choice and to have visits from the spiritual advisor of his/her choice. Attendance at religious services, either in or outside the facility, shall be on a completely voluntary basis. In Child Care Centers, decisions concerning attendance at religious services or visits from spiritual advisors shall be made by the parent(s), or guardian(s) of the child.
- 6) Not to be locked in any room, building, or facility premises by day or night.
- 7) Not to be placed in any restraining device, except a supportive restraint approved in advance by the licensing agency.

Parent's Rights

As a Parent/Authorized Representative, you have the right to:

- 1) Enter and inspect the child care center without advance notice whenever children are in care.
- 2) File a complaint against the licensee with the licensing office and review the licensee's public file kept by the licensing office.
- 3) Review, at the child care center, reports of licensing visits and substantiated complaints against the licensee made during the last three years.
- 4) Complain to the licensing office and inspect the child care center without discrimination or retaliation against you or your child.
- 5) Request in writing that a parent not be allowed to visit your child or take your child from the child care center, provided you have shown a certified copy of a court order.
- 6) Receive from the licensee the name, address and telephone number of the local licensing office.
- 7) Be informed by the licensee, upon request, of the name and type of association to the child care center for any adult who has been granted a criminal record exemption, and that the name of the person may also be obtained by contacting the local licensing office.
- 8) Receive, from the licensee, the Caregiver Background Check Process form.

NOTE: CALIFORNIA STATE LAW PROVIDES THAT THE LICENSEE MAY DENY ACCESS TO THE CHILD CARE CENTER TO A PARENT/AUTHORIZED REPRESENTATIVE IF THE BEHAVIOR OF THE PARENT/AUTHORIZED REPRESENTATIVE POSES A RISK TO CHILDREN IN CARE.

WHO 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
Administrative Office 925 743-9108 info-kidscountry@kidscountry.org
Executive Director 925 743-3142 atancioco@kidscountry.org
Kids' Country Board of Directors board@kidscountry.org
Community Care Licensing 510 622-2602

Site Staff

Site Director
HR Manager 925 743-3107 llarocca@kidscountry.org
Executive Director 925 743-3102 atancioco@kidscountry.org
Kids' Country Board of Directors board@kidscountry.org
Community Care Licensing 510 622-2602

Enrollment, Tuition, Invoices, Payments, Receipts

Site Director (see site directory)
Finance Director 925 743-3146 twirgler@kidscountry.org

Administration Staff

Executive Director 925 743-3142 atancioco@kidscountry.org
Kids' Country Board of Directors board@kidscountry.org

Community Resources

Site Director
Executive Director 925 743-3142 atancioco@kidscountry.org

General Comments

Site Director
Executive Director 925 743-3142 atancioco@kidscountry.org
Kids' Country Board of Directors board@kidscountry.org

POLICIES AND PROCEDURES

ADMISSION POLICY AND PROCEDURES

Kids' Country programs are available to children enrolled in Transitional Kindergarten through age 12 (until the day before their 13th birthday) in the schools of the San Ramon Valley Unified School District.

Children are enrolled according to the following priority:

1. Siblings of enrolled children
2. Transitional Kindergarten and Kindergarten for the upcoming school year
3. 1st grade followed by 2nd grade, etc... in ascending order

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 invited 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. Emergency information must be kept up to date annually or as changes occur. If you have any questions about any of the forms, please speak to the Site Director.

An application to enroll or re-enroll may be accepted or denied by Kids' Country. Denial of an application to enroll or re-enroll is entirely within the discretion of Kids' Country, provided that 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 capacity.

Disaster Preparedness

Kids' Country practices emergency drills monthly in partnership with the school and as a separate entity.

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 staff;
- 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.

School Readiness Policy

Our passionate staff are highly trained child development professionals and leaders focused on providing impactful before and after school care that supports children's academic and social-emotional growth. As school-age childcare providers, we adhere to State child care regulations and provide at least a 1:14 teacher to child ratio, though we make every effort to lower ratios in order to build meaningful relationships with children. Upon enrollment in our programs, children are expected to have essential school readiness skills and be able to participate safely and successfully within our ratios, guidelines, and boundaries. Some of these social-emotional school readiness skills include, but are not limited to:

- providing self-care: ability to independently change their own clothing if needed, use the restroom independently, and take care of personal items including packing and unpacking their backpack, tote bag or lunch box.
- being toilet trained. School-age childcare centers are not licensed to provide restroom help, diapering or pull-ups, or their disposal. Therefore, children who are not toilet-trained may not attend our program.
- separating easily from their caregivers
- expressing their needs
- listening to staff, and following rules, routines, and directions
- transitioning well between activities
- treating staff and other children with respect
- keeping hands, feet, and bodies to themselves and not hurting themselves or others
- remaining in the program building, and within playground boundaries. Children who leave the premises without an authorized adult will not be permitted to return to the program, as elopement is grounds for termination of care due to extreme safety risk.

The list of school readiness skills above can help you determine if Kids' Country is the best fit for your child.

Behavior Management Policy

Kids' Country strives to create safe inclusive environments that support each child's individual interest and needs in a group setting. In doing so, Kids' Country has established a positive behavior support system to ensure all children are welcomed, positive behavior is reinforced, and inappropriate behavior is addressed when needed.

- Kids' Country staff, in their role for caring for children, model and teach appropriate behavior. Children have the right to be free from all the **prohibited** negative approaches to behavior management which are listed below:
 - Corporal punishment
 - Aversive stimuli
 - Withholding nutrition or hydration
 - Inflicting physical or psychological pain
 - Demeaning, shaming, or degrading language or activities
 - Unnecessarily punitive restrictions
 - Forced physical exercise to eliminate behaviors
 - Punitive work assignments
 - Punishment by peers
 - Group punishment or discipline for individual behavior
- Kids' Country strives to provide an environment that supports positive behavior management through a combination of setting boundaries, 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 the child 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 a behavior communication form, 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.
 6. A behavior management contract may be developed with the support of observations and documentation

- Children are not allowed to verbally or physically abuse or hurt themselves, staff or other children at Kids' Country. This includes but is not limited to:
 1. Deliberate mistreatment of other children, including bullying; *(please refer to the Bully Prevention section)*
 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;
 5. Bringing dangerous objects to the sites; and,
 6. Using threatening language towards self, staff or other children at Kids' Country.

Bullying Prevention

Kids' Country defines bullying as an unwanted, aggressive behavior among school aged children which involve a real or perceived power imbalance. This inappropriate behavior is repeated, or has the potential to be repeated, over time.

Types of Bullying:

1. Social Bullying is when children exclude another from a group/activity.
2. Verbal Bullying is when children purposely say mean words to hurt another.
3. Physical Bullying is when children physically hurt another by hitting, pushing, kicking and other physical acts to cause harm/hurt.
4. Cyber Bullying is through texting, social media and other online messaging.

Understanding the difference between bullying and conflict:

Not all aggressive behavior is bullying. At times, students will engage in rough play which is not appropriate behavior and may appear aggressive. However, it serves to reinforce positive relationships and occurs among peers of equal standing. Conflict, in contrast, is motivated by negative intent and takes place between student of relative equal power or social standing. When rough play or conflict scenarios involved groups of students together a single student, the situation can easily escalate into bullying. The following table below is a guiding tool to assist in differentiating what is rough play, fighting and bullying.

ROUGH PLAY	REAL FIGHTING	BULLYING
Usually friends; often repeated (same players)	Usually not friends; typically, not repeated	Typically, not friends; general Repeated (or one time severe)
No intent on harm	Intentional harm-doing	Intentional harm doing
Relatively equal balance of power	Relatively equal balance of power	Unequal balance of power (Power)
Mood is friendly; positive, mutual	Mood is negative, aggressive or tense; mutual hostile feelings	Mood negative; mood/response differs for victim or aggressor

- Group care is not appropriate for all children. In the event a child cannot benefit from our program, we reserve the right to terminate services.
- It is Kids' Country's policy to issue a formal record and notice to parents of their child's unacceptable behavior. The behavior communication form is to be signed by the parent and placed in the child's file.

The Kids' Country Behavior Management Policy has been developed to give children the ability to learn, practice and exercise self-control. At Kids' Country, we expect staff and children to create a positive, inclusive environment. Our programs cultivate mutual respect, celebrate differences and address every child's needs and interests, always with the children's safety in mind. The result is a child with a positive image and tools to deal with conflict.

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 (LIC 700)
- Emergency Card
- Child's Preadmission Health History (LIC 702), with current immunizations noted;
- Student Health History
- Authorization to Share Information
- 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
- Authorization for Application of Sunscreen
- Permission for Student Use of Computer Network
- 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 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 transitional kindergartners and kindergartners to do homework with their children.

Daily Health Check

- 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 nor licensed to supply specialized activities or supervision for one child due to short-term health restrictions.

Injury & Illness Policy

- Please contact the site office whenever your child is absent. Your phone call saves staff time and worry.
- Kids' Country 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 at least 24 hours after the above conditions subside without medication and/or until a doctor releases the child. It is important that all parents have a workable plan to care for 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. Parents may be asked to provide a doctor's note clearing them to return to school and normal activities.
- In the case of head lice, Kids' Country follows a No Nit Policy per Community Care Licensing regulations. Your child must be nit free in order to return.

- 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.
- Children have accidents even with the best supervision. In the event that your child is injured during his or her time at Kids' Country, staff will complete an Injury and Illness form which states the time of injury, the nature of the injury and the first aid administered.
- If the injury involves the head, the parent or guardian will be called regardless of the severity of the injury.
- Staff certified in First Aid/CPR is always on duty at each site throughout the day. If at any time a child is injured, staff will triage the situation and will contact parents and/or emergency personnel as needed. It is important that all information on the child's Emergency Cards is accurate and up to date.

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 Kids' Country 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 per child.
- After three (3) late pick-ups during the school year you will receive a written notice informing you of the potential for dismissal. 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 or over-the-counter 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 "**Medication Administration Release 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 **Medication Administration Release Form** 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 “**Medication Administration Release Form**” 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 personnel who is at least teacher or administrator qualified.
 - Please speak with the Site Director to discuss any medical conditions so that the proper care plan is put in place for your child.

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. All Kids' Country sites operate as "Nut Free Zones" due to children with serious food allergies. Please respect the Nut Free Zone Policy. Your cooperation is greatly appreciated. You can request a list of approved snacks from your Site Director or this website: <http://snacksafely.com/safe-snack-guide/>

Breakfast: Children who arrive early to the site before school 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: Transitional Kindergartners and 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 quarterly earthquake and lockdown drills;
- Staff is trained in Blood-borne Pathogens and Infectious Diseases;
- Staff receives training in suspected child abuse and mandated reporting.

Safety is a community responsibility. Parents/Guardians can help ensure safety at all sites by:

- Smoking is prohibited at all school campuses and Kids' Country sites.
- Do not leave a child in your vehicle while dropping off or picking up your child.
- Do not leave the engine running in any vehicle when the driver is not in the vehicle.
- Do not leave animals in your vehicle especially on hot days.
- If your child will not be attending Kids' Country, please contact the site. If your child does not arrive at the site after school, staff will initiate Kids' Country's No Show Procedure. These procedures may include calling the police.
- Children may not bring anything that may be considered a weapon or that poses a threat to others.
- Emergency Cards must be updated annually or when there is a change to the child's emergency information.
- While in Kids' Country's care, children are to remain within sight of staff at all times.

Security Measures for Picking Up Children

Kids' Country sites are "closed" campuses. All sites are equipped with security cameras and electrified doors, allowing them to be locked at all times. Parents and visitors will need to ring a doorbell and then be visually identified by a staff member prior to being buzzed into our buildings. The system allows our staff to speak with visitors at the door rather than allowing them unverified access.

- 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 and annually.
- 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.
- We recommend providing the site with a copy of the most recent court order to support your child's pick-up schedule.

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 termination of the contract.

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.

Children with Special Needs

Kids' Country strives to provide a positive experience for every child. Staff will make every effort to integrate children with special needs into our program. Staff rely on parent communication to ensure a seamless transition for a child. 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 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 assessment, unsuitable for our program. We feel with careful planning and preparation of activities most 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 the part of the child or parent/guardian, that infringe upon the rights and safety of children or staff members;
2. Actions which impede the ability of Kids' Country staff to supervise and/or provide care to any or all of the children in their care;
3. Behavior which impairs the ability of Kids' Country staff to work collaboratively with the child in an environment of mutual respect;
4. Delinquent tuition or other actions which negatively impact the financial status of Kids' Country;
5. Creation of a hostile environment for the care of the child.
6. Two weeks absence without notice;
7. Incomplete program files;
8. Continued failure to follow any Kids' Country policies or procedures; or
9. Other actions or behaviors which are deemed incompatible with the Kids' Country mission and philosophy of childcare.

FEES, TUITION AND DISCOUNTS

Extra Hours Fee

Children who utilize hours that are not included in their current program contract will be charged based on the fee schedule stated on the current school year Rate Structure. *Please refer to the current School Year Rate Structure for more information.*

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 **\$25.00** 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 per child. You may pay the amount due by credit card or check at the time the child is picked up, or it may be included in your next invoice. 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 **\$100.00** non-refundable registration fee per child that must be paid at the time of initial enrollment. This fee is a one-time administrative fee.
- Children register annually in the Spring for continued enrollment in the Fall.
- There is **NO** registration fee for currently enrolled children returning in the new School Year to Kids' Country.

Fall Family Deposits

- There is a **\$200.00** non-refundable Fall Family deposit per family that must be paid at the time of initial enrollment or re-registration. This is an annual enrollment fee that will only be applied to September's tuition.
- Payment of the \$200 Family Fall deposit completes the initial enrollment or re-registration process along with the required registration forms.
- For current families, you have a choice of paying in one lump sum or in two payments before the end of the current school year. New families must pay the full Fall Deposit to complete their registration.

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 tuition discount for each child. The discount does not apply to the initial registration fee, field trips, and/or other administrative charges. Please see the Annual Rate Schedule for listed discounted fees.

SRVUSD Employee and Military Discount

Children of employees of the San Ramon Valley Unified School District and active duty personnel serving in the United States Armed Forces enrolled in Kids' Country are entitled to a tuition discount. The discount does not apply to the initial registration fee, field trips, and/or other administrative charges. Please see the Annual Rate Schedule for listed discounted fees. No other discounts apply.

Tuition

Tuition is invoiced during the 15th of the month prior to the month of service, i.e. September's invoice will be emailed to the parents on the 15th of August. Parent/guardian is required to set up automatic payments on their online account. A convenience fee will be added if using a credit/debit card. Parent/guardian can choose to set up their ACH/E-CHECK with a \$0 processing fee. Payments will be deducted on the first of each month. Payments received after the end of business on the fourth day of service in the month will result in a late payment fee of **\$25.00**. No credit is given for absences due to illness, vacations, suspensions, national or local holidays.

Parents wishing to make a change to their program contract must contact their Site Director to discuss the requested change and submit a Contract Change Form. Requests to change program contracts will only be approved if sufficient space is available at the newly requested contract level. Available enrollment spots are 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 **\$25.00** 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. If you as a parent/guardian of a child need to speak with them, please contact the site directly.

Clothing

- We want children to feel free to participate in all of our activities, please dress children accordingly.
- Please send your child wearing closed toe shoes to prevent injuries.
- All clothing should be **LABELED** with your child's full name.
- We encourage parents of Transitional Kindergarteners and 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 will need to identify which parent will be the main contract holder. Parents are required to have a conference with the Site Director to determine the most efficient manner to manage the child's contract. We recommend providing the site with a copy of the most recent court order to support your child's pick-up schedule.

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 nearest hospital or **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 summer and school year programs. All field trips (walking, by organization's 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 private transportation services 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. We carry water and hand sanitizers on field trips where water or soap is not available.

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
- 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;
- Actions which materially harm the financial stability of Kids' Country;
- Failure to address concerns through the provisions of the parent concern and grievance process outlined in this parent handbook;
- Failure to disclose material issues which impact Kids' Country's ability to successfully provide child care services, i.e. special needs, behavioral history or custody-related issues;
- Exhibiting uncooperative, abusive, or demeaning behavior towards Kids' Country, its staff, children attending the site, or other adults on site and/or;
- 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 *Parent Release Authorization 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.

Communication with the Site

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 and Personal Items

Children are asked to leave all toys and electronic devices at home. A broken or lost toy or electronic device 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 site pet 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.

COMMUNICATIONS

Communication Needs

Kids' Country accommodates the written and oral communication needs of children and their families 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.

Newsletter

Kids' Country publishes electronic newsletters which are emailed to all Kids' Country parents to keep them informed of the happenings at the sites and within the organization. Occasionally, Kids' Country site newsletters will have attachments related to the organization'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. Individual orientation meetings can be scheduled upon request with the Site Director.

**This parent handbook was updated by
Kids' Country Staff and approved by the Board of Directors
February 2023**

Effective August 1, 2023



Explore . Discover . Shine

Parent/Student Handbook

The most current information
concerning Kids' Country can be
found on our website:

www.kidscountry.org

Find us on Facebook, Instagram,
Twitter, and Pinterest!



Kids' Country
120 Town and Country Drive
Danville, CA 94526

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Staff and the Board of Directors February 2023