

CITY OF SAN RAFAEL

**San Rafael Community Services
Child Care Division**



**School-Age Program
Parent Handbook**

2015-2016

Tax ID Number 94-6000424

PROGRAM INFORMATION

Philosophy

We believe that play is the foundation that supports children's social, emotional, physical and cognitive development.

Our Purpose

To provide a safe, nurturing environment for your child that offers ample opportunity to explore, create learn and play.

Center-Based Programs

Our Seven school-age Child Care programs are state-licensed child care centers operated by the City of San Rafael Child Care Division, part of the Community Services Department. City of San Rafael Child Care Division services are provided for all eligible children in a non-discriminatory manner without regard to sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, mental or physical disability, or age or on the basis of a person's association with a person or group with one or more of these actual or perceived characteristics.

Questions

The Center Director is available to discuss any policies detailed in this handbook and to address any questions or concerns you may have regarding our program or your child's enrollment. We look forward to serving you and your family and encourage your input and comments.

Hours and Days of Operation

Our Centers are open Monday through Friday with the exception of the days listed below, when they will be closed. Center schedules are designed to meet the varied needs of our families. Center Hours are set in conjunction with school-day schedules and school district calendars. Care is available on non-school days including winter and spring breaks and on teacher in-service days. Opening times vary, but all Centers close at 6:30pm.

CENTERS ARE CLOSED ON THE FOLLOWING DAYS

Labor Day Holiday	Monday	September 7, 2015
Veterans Day Holiday	Wednesday	November 11, 2015
Thanksgiving Holiday	Thursday and Friday	November 26 & 27, 2015
Christmas Eve	Thursday	December 24, 2015 Close at 1:00
Christmas Day	Friday	December 25, 2015
News Year Day	Friday	January 1, 2016
Martin Luther King Jr Day	Monday	January 18, 2016
Presidents Day	Monday	February 15, 2016
Staff Development Day	Friday	February 19, 2016
Cesar Chavez Day	Thursday	March 31, 2016
Staff Development Day	Friday	April 15, 2016
Memorial Day	Monday	May 30, 2016
Staff Development Day	Friday	June 10, 2016
Calendar Subject to change		

Kid's Camp

As the school year ends we switch gears to a fun-filled, full day program offering swimming, field-trips and endless activities to keep your child engaged and happy throughout the summer. Summer Calendar and enrollment packets are available in early spring at your Center.

ADMISSION AND ENROLLMENT

Registration and Enrollment is processed at each center. A completed registration packet along with payment of all registration and related fees must be completed prior to your child's first day of attendance. There is a registration fee, \$40.00 one child / \$55.00 family, that is paid upon enrollment and then annually at the beginning of each school year.

Enrollment is on first come, first served bases. Centers are licensed by the Department of Social Services and each program has a limited capacity based on the number of staff present, their qualifications and the size of the facility.

Priority Policy

Priority is given to full time kindergartners, families needing full time care, siblings currently enrolled and transfers within the City of San Rafael Child Care Division.

Enrollment Forms and Accounts

Each month, parents submit an enrollment form indicating the days and blocks of time care is needed for the following month. The form must be returned to the Center no later than the 20th of each month. Forms received after the 20th of the month will be billed at the higher drop-in rate and may result in unavailable days during peak enrollment periods.

Child Care Accounts are calculated using the enrollment form and families are issued one monthly statement detailing all charges. On the first of the month, unless an enrollment form has been received, your child will not be permitted to attend. Center staff is not permitted to modify the enrollment form for parents.

Drop-in Care

Drop-in care is any additional care request made in advance that is not scheduled on your Enrollment Form. Payment is due and payable the day of attendance for periodic drop-in enrollment or if you choose not to use the Monthly Enrollment Form. ***Drop-in care must be approved in advance of your child attending.*** Contact the Center directly.

Enroll by FAX

We accept faxes 24 hours a day, seven days a week. Fax your enrollment form to our main office at 415-458-5009.

TUITION

How to Pay Your Bill

Family statements are placed in your Parent File at the beginning of each month. Statements will not be mailed. **Payments are due upon receipt of the bill and past due after the 10th of the month.**

Fees must be paid by check or money order. Checks should be payable to the "City of San Rafael". **No cash is accepted.**

If you mail your payment, address it Attn: Child Care and include your Center Name. Print your child's name clearly on the check.

Contact your Center Director immediately with any questions or to dispute any charges on your monthly statement.

No credit is offered for non-attendance.

Pay Electronically

You may arrange to have your monthly tuition automatically paid with your Visa, MasterCard, checking or savings account by completing an EFT (Electronic Funds Transfer) form. Forms are available at all Centers. EFT transactions are processed only on the 10th of each month. If your payment is declined, your account will be charged a \$25 fee. You are responsible for paying your tuition, including the declined amount fee in full by the 20th of each month or your account will be charged late payment fees.

Child Care Scholarships

The City of San Rafael does not subsidize child care tuition. Limited scholarships are available in the community to qualifying families. Contact the Marin Child Care Council at 415-479-2273 for more information.

Late Payment Fees/Returned Payments

A \$20.00 late charge is added to unpaid accounts on the 21st of the month. If fees are not paid, child care services will be suspended effective the first Monday after the 21st of the month. Your child will not be able to attend the Center until all fees are brought current. Non-payment and excessive late payments (three in any six-month period) will result in termination of enrollment.

A \$25.00 Fee is assessed on returned checks or electronic payments. This fee and full Tuition Payment must be made by money-order or cashiers' check for the current billing period. When two payments have been returned in a one-year period we will require money-order or cashier's check for all future payments.

Family Discount

A 5% discount on tuition will be given for families with more than one child attending. Discount is applied to the lesser amount billed and does not apply to drop-in care, other program fees or delinquent accounts.

Suspension Policy

When a child is suspended from school he/she may not attend Child Care for the duration of the school suspension.

Termination of Enrollment

A child may be suspended from attending the Center or enrollment may be terminated for any of the following:

Tuition is more than 20 days past due

Excessive late pick-up (3 or more times in a 3-month period)

A child's behavior is unmanageable or unsafe

A parent is unable or unwilling to work with Center staff to resolve a problem

The Child Care Program is unable to meet the needs of an individual child

PARENT RESPONSIBILITIES

Sign-In/Out Procedure

State law requires that centers maintain a daily attendance record. Our centers use a sign-in/sign out sheet method. Staff sign children "in" when they arrive from school and parent sign "out" upon departure. On full days children must be escorted into the center and signed-in by a parent or authorized adult.

Pick-Up On-Time

The Center closes promptly at 6:30PM. If you pick up your child after 6:30PM, your account will be charged a late fee as follows:

\$20 for the first 10 minutes or less

\$10 for each additional 10 minutes or less

Three late pick-ups in a three-month period is cause for dismissal from the program.

Parent-Center Communication

All requests, instructions or inquiries are to be made in writing in and delivered directly to a staff person at the Child Care Center.

There is a Notice Board and Parent Files in each Center. Please check these regularly for pertinent information, bills and announcements. Most Centers also communicate via email. Please keep your contact information current.

Absentees and Sick Children

Contact the Center when your child will be absent for any reason. If your child leaves early from school for any reason you are required to contact the Center; the school does not notify the Center regarding absences or early departure.

Our license prohibits us from accommodating sick children. If your child becomes ill or has a serious injury you will be contacted to pick up your child immediately. Children are not

permitted to attend the Center with fever, diarrhea, vomiting, pink-eye, head lice or other contagious conditions. They must be free from symptoms for 24 hours before returning to the Center. Please inform the Center if your child is diagnosed with a communicable disease or other contagious condition.

Medication

All medication given to children must meet Community Care Licensing requirements. Please fill out Consent to Administer Medication form. All prescription medication must be in the original prescription bottle (clearly labeled with child's name). Parents are strictly prohibited from sending medication with child.

Attire

Send your child dressed ready to participate in active play, which often includes messy projects. We recommend that children wear comfortable, layered clothing and shoes suitable for outdoor-play, sports and field trips. Label all clothing with your child's name.

Items from Home

Staff members are not responsible for the loss, theft or damage to children's personal belongings. Individual Centers have policies regarding personal items from home. Please check with the Center staff prior to sending any items from home.

Accidents

While every attempt is made to ensure your child's safety, accidents do occur. The Child Care Program carries an accident insurance policy for children attending our Centers and participating in Center-sponsored activities. It is not, however, a primary insurance policy. Contact the Child Care Administration Office for claim forms and information on filing procedures within 24 hours of the accident. Claim forms must be returned to the Child Care Administration Office within 48 hours from the day of the accident.

Lost and Found

There is a place for lost and found items at the Center. Please check regularly for lost items.

Donations

Donations to our Centers are tax-deductible. Please check with the Center Director if your family would like to donate materials, supplies or equipment.

Withdrawal Notice

Should you need to withdraw your child from the program, please provide written notification to the Center Director two weeks prior your child's last day. Once notice has been received a refund for the days scheduled for the remainder of the month will be issued. Please allow 3-4 weeks to process a reimbursement check.

Adult Rules of Conduct

We consider the following adult behaviors to be in conflict with our Children's Center philosophy, where we are devoted to providing a caring, safe and nurturing environment.

1. No child or adult will be physically abused, including shaking, grabbing, hitting, etc. at the Center or at any Center-related activity.
2. No child or adult will be verbally abused or harassed and no adult will use profane or obscene language at the Center or at any Center-related activity.
3. Theft or damage of school, Center or private property is prohibited.

Failure to follow the adult rules of conduct will result in termination from all City of San Rafael Child Care programs. If you have any questions, please contact the Center Director.

Complaints and Inspection Authority

If parents have a concern or complaint about the facility, program, curriculum or staff, they are encouraged to bring the matter immediately to the Center Director's attention. They may also call the Child Care Administration Office at 415-485-3386 and ask to speak with the Child Care Supervisor.

Parents also have the right to make a complaint directly to the licensing agent at the Department of Social Services. A complaint may be made, either orally or in writing to:

Department of Social Services
Community Care Licensing
Peninsula Regional Office
801 Traeger Avenue Ste. 100 MS: 29-24
San Bruno, CA 94066
(650) 266-8843

Any duly authorized officer, employee, or agent of the department may, upon presentation of proper identification, enter and inspect any place providing personal care, supervision, and services at any time, with or without advance notice, to secure compliance with or to prevent a violation or Health and Safety Code Sec. 1596.852 and 1596.853.

Americans with Disabilities Act

Regarding children with disabilities, as defined by the American Disabilities Act (ADA), all programs welcome enrollment of such children and understand the requirements of the American Disabilities Act and implements and makes reasonable accommodations for such children.

In Case of Emergency

Should an emergency arise and you are unable to reach anyone at the Center, please contact our Child Care Administrative Office at 415-485-3386 or the Community Services Department at 415-485-3333.

Center Locations

<p>Coleman Children's Center Coleman Elementary School 800 Belle Avenue License # 210112055 Phone: 485-3121</p>	<p>Pickleweed Preschool Pickleweed Community Center 40 Canal Street License # 210109023 Phone: 485-3101</p>
<p>Dixie Children's Center Dixie Elementary School 1175 Idylberry Road License # 210110894 Phone: 485-3189</p>	<p>Vallecito Children's Center Vallecito Elementary School 50 Nova Albion Way License # 210110892 Phone: 485-3103</p>
<p>Glenwood Children's Center Glenwood Elementary School 25 W. Castlewood Drive License # 210109025 Phone: 4853102</p>	<p>Venetia Valley Children's Center Venetia Valley Elementary School 177 N. San Pedro Road License # 210106730 Phone: 485-3105</p>
<p>Mary Silveira Children's Center Mary Silveira Elementary School 375 Blackstone Drive License # 210110895 Phone: 485-3190</p>	<p>Administration Office 51 Albert Park Lane Bookkeeper: 485-3119 Child Care Supervisor: 485-3386 Fax: 458-5009</p>
<p>Parkside Children's Center 51 Albert Park Lane Preschool Program License # 213003961 Phone: 485-3388 School Age Program License # 213003960 Phone: 485-3387</p>	