

CITY OF SAN RAFAEL
San Rafael Recreation Services
Child Care Division



School-Age Program
Parent Handbook
2020-2021

Tax ID Number 94-6000424

Center Locations

Coleman Children's Center
Coleman Elementary School
800 Belle Avenue
License # 210112055
Phone: 415-485-3121
Diana.muller@cityofsanrafael.org.

Glenwood Children's Center
Glenwood Elementary School
1175 Idylberry Road
License # 210109025
Phone: 415-485-3102
jocelyn.hallroan@cityofsanrafael.org

Lucas Valley Children's Center
Lucas Valley Elementary School
1175 Idylberry Road
License # 210110894
Phone: 415-485-3189
Gabriela.farias@cityofsanrafael.org

Mary Silveira Children's Center
Mary Silveira Elementary School
375 Blackstone Drive
License # 210110895
Phone: 415-485-3190
Angie.stunz@cityofsanrafael.org

Parkside Children's Center
51 Albert Park Lane
Preschool Program
License # 213003961
Phone: 415-485-3388
jackie.newsom@cityofsanrafael.org

School Age Program
License # 213003960
Phone: 415-485-3387
Sonda.sockolov@cityofsanrafael.org

Pickleweed Preschool
Pickleweed Community Center
40 Canal Street
License # 210109023
Phone: 415-485-3101

Vallecito Children's Center
Vallecito Elementary School
50 Nova Albion Way
License # 210110892
Phone: 415-485-3103
Trisha.cerutti-saylors@cityofsanrafael.org

Administration Office
51 Albert Park Lane
Bookkeeper: 415-485-3119
Sharon.lange@cityofsanrafael.org

Child Care Supervisor: 415-485-3386
Fax: 415-458-5009
Kelly.albrecht@cityofsanrafael.org

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 Six school-age Child Care programs are state-licensed child care centers operated by the City of San Rafael Child Care Division, part of the Library and Recreation 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, 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. Center hours are 8:00 AM to 5:30 PM.

CENTERS ARE CLOSED ON THE FOLLOWING DAYS

Labor Day Holiday	Monday	September 7, 2020
Veteran’s Day Holiday	Wednesday	November 11, 2020
Thanksgiving Holiday	Thursday and Friday	November 26 & 27, 2020
Christmas Eve	Thursday	December 24, 2020
Christmas Day	Friday	December 25, 2020
New Year’s Eve	Thursday	December 31, 2020
New Year’s Day	Friday	January 1, 2021
Martin Luther King Jr. Day	Monday	January 18, 2021
Presidents’ Day	Monday	February 15, 2021
Staff Development Day	Friday	February 19, 2021
Cesar Chavez Day	Wednesday	March 31, 2021
Staff Development Day	Friday	April 9, 2021
Memorial Day	Monday	May 31, 2021
Staff Development Day	Friday	June 11, 2021
Independence Day	Monday	July 5, 2021 (observed)
Staff Development Day	Wednesday	August 18, 2021

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.

Registration

How to Register:

- Click on the link: http://weblink.donorperfect.com/CityofSanRafaelCC_Registration
- At the end of the Registration, when prompted to select "YES or NO" on the days of the week your child will be attending, skip this section and leave blank.
- Once your on-line registration is complete, you will receive a confirmation email from: childcare@cityofsanrafael.org
- **The Center Director will review your registration. Once approved you will receive an email on how to register in the EZCare Parent Portal.** (At this time you will receive a pin # and be asked to create a Password).

A registration fee of \$42.00 one child / \$58.00 family, is added to your account upon enrollment and then annually at the beginning of each school year.

Enrollment is processed on first come, first served basis. We do our best to accommodate everyone. We are licensed by the Department of Social Services. Each license has a limit based on the number of teachers present, teacher qualifications and the size of the facility. Some of our centers are at full enrollment during the year which makes taking new enrollments or accommodating extra days impossible. Our license capacity varies from center to center, depending on the staff and space. If a program is full a waiting list is kept, and families are notified as openings occur.

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.

Paying Your Bill

- Payments are due upon receipt of the bill and past due after the 10th of each month.
- Your monthly tuition will automatically withdraw from 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 on or about the 10th of each month.
- Log into your EZCare Parent Portal to pay using the "**Pay Now**" option.
- Fees can be paid by check or money order. **No cash is accepted.**
- Check should be made payable to the "City of San Rafael".
- Contact your Center Director immediately with any questions or to dispute any charges on your monthly statement.
- No credit is offered for non-attendance.

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 or go to www.mc3.org 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.

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 parents 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 5:30 PM. If you pick up your child after 5:30 PM, 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 to the Center Director's email. There is a Notice Board and Parent Files at each Center. Please check these regularly for pertinent information, bills and announcements. Please keep your contact information current and notify the Center Director of any changes as soon as possible.

Absences

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. Repeated failure to notify the center in advance of a child's absence will require a scheduled conference with center director and could result in termination of services.

Sick Children

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 a center with fever, diarrhea, vomiting, pink-eye, head lice or other contagious conditions. They must be free of symptoms for 24 hours before returning to the center. Please inform the center if your child is diagnosed with 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.

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) 266-8800

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 ADA 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 Library and Recreation Department at 415-485-3333.

Print this page and return to Center Director

I have read and agree to the policies and procedures as stated in the parent handbook for school year 2020-2021

Child's Name _____

Parent signature _____