



Desert Hot Springs

Recreation

After School-Program

Handbook



Dear Parents,

The City of Desert Hot Springs is committed to providing a challenging and fun learning experience for the children of Desert Hot Springs. We draw upon the most effective academic enrichment, physical fitness, nutritional and life skill programs to challenge children and make learning fun. The program will include homework assistance, address academic subjects through fun and educational activities, positive youth development strategies, recreation, prevention, and nutrition activities. Every child should have the opportunity to succeed, and this is the principal goal of the program.

Thank you for your interest in the Desert Hot Springs Recreation After-School Program. Our program provides children with the opportunity to learn new skills and gain new friends, all within a safe and secure after school environment.

This handbook will assist you in understanding the philosophy, policies and procedures of our program. Please read the handbook carefully and retain it for future reference. If you have any questions about the policies and/or procedures in the handbook, please do not hesitate to ask.

Again, welcome to the Desert Hot Springs Recreation After-School Program!

Sincerely,

Christina Felipe
Program Manager



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OUR GOALS AND OBJECTIVES

MISSION STATEMENT

The mission of the Desert Hot Springs Recreation After-School Program (The Rec) is a cause-driven program that demonstrates youth development skills for a healthy and socially responsible livelihood.

PURPOSE & PHILOSOPHY

The Desert Hot Springs Recreation After-School Program is designed to meet the developmental needs of school-aged students, as well as support, motivate, and nurture them. The program focuses on facilitating your student (s) educational growth, promoting a sense of competence, creating an environment conducive to positive peer interaction, imagination, creativity, self-directed initiative and leadership, while keeping them safe under the guidance of qualified staff.

We believe that all children are capable of learning. All students are unique individuals and deserve a chance to grow.

PROGRAM GOALS AND OBJECTIVES

Our goals and objectives as an After-School Program is to be sensitive to the fact that developmental ability and personalities can vary widely at any age. We help students to build self-control by learning to follow rules, sharing, taking turns, and working in a group. The goal is for each student is to be able to grow physically, emotionally, socially and mentally. We choose curriculum materials and activities that assist the student's development of language, motor, sensory and perceptual skills.

In order to attain the above goals, the staff will help each student:

- Gain confidence in their learning abilities
- Learn to study independently
- Develop their own learning techniques
- Learn to effectively congregate with other children and to value one's own rights and the rights of others
- To develop a foundation of positive feelings about one's self and abilities
- To serve as a resource for parents/guardians regarding child development issues

We provide services without regard to sex, race, color, religion, national origin, or ancestry. In accordance with the American with Disabilities Act, enrollment of children with special needs will be considered on an individual basis.

CHARACTER DEVELOPMENT

The Desert Recreation After-School Program is committed to character building. The Rec will support families in character development by challenging children to accept and demonstrate



positive values. We will do this by providing a safe environment, role models and activities conducive to character development. We will keep parents informed and involved.

ENSURING PROGRAM ACCESS FOR ALL CHILDREN

The Rec does not discriminate based on sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color or mental or physical disability in determining which children are served. The program refrains from religious instruction or worship. Questions regarding this policy may be directed to the City of Desert Hot Springs 760-329-6411.

The Rec, in keeping with its mission to help all individuals realize their fullest potential, encourages, and supports the participation of all children in Desert Hot Springs Recreation After-School Program. Consideration is given to the individual needs of every child and the reasonable accommodation of the program to meet those needs.

The Desert Hot Springs Recreation After-School Program works together with Community Care Licensing to provide a safe and nurturing environment for the children served under the guideline of Title 22 regulations.



FINANCIAL POLICIES AND PROCEDURES

REGISTRATION

A non-refundable, non-transferable enrollment fee per child is charged and due prior to enrollment. **See current rates in the enrollment packet.**

The registration/enrollment packet must be completed, and payment collected in full before the first day of attendance prior to your child attending our program. Registration will be open to all on the same day no early enrollment will be allowed.

PAYMENT SCHEDULE

- Enrollment/Registration Fees are due upon enrollment/registration.
- Monthly Transportation payments are due on the 1st of each month for the next months' services. If the 1st falls on a weekend or holiday, the payment is due on the next business day, no exceptions. Early payments will be allowed for current session only. Any payments not paid will result in your child being removed from the transportation service immediately.
- Checks or money orders are to be made payable to the City of Desert Hot Springs.
- Cash payment must be for the exact amount. The site cannot make change, but they can apply any credit to your next payment.

FINANCIAL ASSISTANCE

The purpose of the program is to further develop the youth of the community. Money should not be a barrier to participation in these activities. The Desert Hot Springs Recreation After-School Program offers financial assistance to all families who apply, and fees are charged on a sliding fee. Eligibility is determined by income and family size in accordance with the Federal Poverty Level. You can request additional information and apply for assistance at the program office.

RETURNED CHECKS

There is a \$25.00 service fee for all returned checks. The second time that a check is returned, all future fees must be paid with cash or credit/debit card.

PAYMENTS FOR VACATION / SICK TIME

There are no adjustments to the session fees for absence or non-participation. Payment is still required. There are no fee credits or adjustment made for vacations, illness, or non-participating days or days which the program is closed.

REFUND POLICY

All fees including but not limited to enrollment/transportation fees are non-refundable/non-transferable.



ATTENDANCE POLICY

REPORTING ABSENCE

The program requires notification of any and all absences of enrolled students. If the student is enrolled in the transportation services, the program requires you to be notified no later than 12:00PM (noon) day of the absence. If an absence is not reported, you will be charged \$1.00 for each unreported absence.

Notifications can be received via phone (760-329-6510), email (cfelipe@cityofdhs.org) or in writing. If your student does not sign in on a usual day of attendance, the following steps will be taken until the students' whereabouts have been confirmed:

1. Child's school office will be called to verify the child's attendance in school that day.
2. Parent(s)/legal guardian will be called.
3. Emergency contacts will be called.
4. If all 3 steps have been exhausted with no result, the Program Manager will assume that there is a problem, and **THE POLICE WILL BE CALLED.**

Students are allotted a maximum of 2 unexcused absences per month. If unexcused absences are excessive, the student may be subject to termination from the program.

EXCUSED ABSENCES INCLUDE THE FOLLOWING

- Academic help on campus for students that is required by the school or by the student's teacher
- If the student is ill or was not in attendance during the regular school day (including school suspension)
- Health related appointments (Doctors note may be required if excessive)
- Religious activities
- Boys Scouts/Girls Scouts
- Sports practices
- Illness

UNEXCUSED ABSENCES INCLUDE THE FOLLOWING

- Failure of notifying the program in advance
- Failure to be on time for transportation

MISSED SCHOOL DAYS

If a student does not attend school for a full day (no matter the reason), or goes home sick, they will not be allowed to participate in the program that day.

SUSPENSION FROM SCHOOL

If a student is suspended from school for any cause, the student is not allowed to participate in the program until the suspension has been cleared.



OPERATIONAL POLICIES AND PROCEDURES

ENROLLMENT PROCEDURES

Parents are required to complete a registration packet upon each enrollment session. The student will not be permitted to start the program unless the packet is complete and accurate. Packets are required to be updated annually. It is the parent's responsibility to keep all information current and updated, such as change of address, emergency contacts, telephone numbers, etc. A change of information form will be available for parents to update information.

DUAL PARENT ACCOUNTS & DUAL CUSTODY

The enrolling parent is the responsible parent for financial and registration agreements. If two separate schedules or two separate parent's accounts need to be set up to comply with courts orders, it is the responsibility of the parents to sign up separately. This would include paying separate enrollment and or transportation fees at full rate prices.

Program staff will not become involved in custodial disputes. If custody arrangements exist, a copy of custody papers and any current restraining orders must be submitted with enrollment packet, to be kept in the child's file prior to the child's attendance. All custodial documents must come from the court and be signed by a judge.

If parents need a split account (separate accounts with each paying half for the same schedule), it will be the responsibility of the custodial parent to collect the portion owed by the non-custodial parent. The program will not bill separately.

CENTER HOURS / DAYS OF OPERATION

Business Days of Operation: Monday – Friday

Business Day Hours: 10:00AM - 6:00PM

Session Hours (*students present*): School Dismissal - 6:00PM

Hours vary depending on each session, please see final page for site specific information on program hours for students.

VACATIONS / HOLIDAYS

The program will be closed on the following days:

- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day
- Day after Christmas
- New Year's Day
- President's Day
- Martin Luther King Jr. Day



Center may be subject to additional closures due to school holidays set by the school district. For a listing of these dates, please see posted schedule at the Center.

SIGNING IN & OUT PROCEDURES

A parent or designated person, who is at least 18 years of age, must sign the student in when brought to the center. If entering from the program transportation service, the student will be signed in by designated staff personnel or themselves. Signing in and out includes registering of each authorized person(s) in the programs' software system. No student will be allowed to enter the program without a parent/legal guardian or authorized person listed on the enrollment form. No student will be allowed to leave the center with anyone other than the parent/legal guardian or other persons listed in the authorization pick up list. Proof of identification will be required of all persons listed in the authorization drop off/pick up list. This is in compliance with Title 22 Licensing Regulations 101226.1 (b) and 101229.1 (a.1).

AUTHORIZATION TO PICK UP STUDENT (S)/CHANGE INFORMATION

No student will be released to a person not authorized by a parent to pick up the student. Program must have written authorizations for persons picking up student(s) who are not on the student's authorization list. Parents will be asked to list persons authorized when they register their student at the center.

Reminder: Only written authorization will be accepted along with verbal verification from the parent. Staff will require that the person picking up the student(s) show proper photograph identification at time of pick up.



CHEMICAL FREE CENTER

It is the policy of the Desert Hot Springs Recreation that staff and parents, authorized persons to pick up and drop off students, visitors, etc. be “chemically free” while on grounds of the Recreation.

Parents or their authorized person should be chemically free when dropping off or picking up students enrolled in the program. If in the judgment of the staff, a parent or designee taking the student from the program appears to be under the influence of any intoxicating substance, the staff will deny access to that adult. The staff will offer to call another person listed in the students' emergency form to come and pick up the student.

Signs of being under the influence listed below will be used by the staff to identify a person who show such behavior. It is understood that any one of these signs does not necessarily indicate that a person is under the influence of illegal drug substance and/or alcohol. The presence of at least **three** signs listed below will be used as criteria in determining whether the person is chemically free and whether the student should be released to parent or designee.

1. Gross motor coordination problem (staggering, leaning, or falling)
2. Slurred speech
3. Excessive and immediate mood change
4. Impaired attention
5. Socially inappropriate language
6. Rambling speech
7. Red eyes; changes in pupil size, smell of alcohol

It should be noted that we are mandated reporters and are required to report suspected child abuse or neglect. Under Penal Code 273g **Degrading, immoral or vicious practices or habitual drunkenness in presence of children** it states:

“Any person who in the presence of any child in his/her care, custody or control is guilty of a misdemeanor.” In the event that a person insists upon taking the minor home, it will be the responsibility of the center staff (as a mandated reporter) to call the local law enforcement agency to report a reasonable suspicion that the parent or designee might be endangering the minor.

DAILY ABSENCES

If a student is going to be absent the parent must call the center as soon as it is known that the student will not be attending. The program cannot be held responsible for any student who is not at the pick-up point from school or not arriving at the center after school. If your student does not attend school for a full day (no matter the reason), or goes home sick, they will not be allowed to participate at the Center for that day.

Parents are to notify the center if a student is attending a school field trip. If the student returns late from a school field trip it is the parent's responsibility to provide transportation to the Center.



LATE PICK UPS

Students need to be picked up on time every day. Excessive late pick-ups will result in termination of all program activities. After the closing time there will be a late charge of \$1.00 for each minute until the student is picked up. This fee must be paid to the staff at the time of pick up. Should a parent not have the means to pay the fee, it is due the following day. Checks are to be made payable to the City of Desert Hot Springs.

If a parent fails to pick up their student(s) by closing time the staff will attempt to call those listed on the emergency list. If no one can be reached 30 minutes after closing time, the local law enforcement department will be called, and the child will be released to their care.

MANDATED CHILD ABUSE AND NEGLECT REPORTING

Legislation (AB-2710, Chapter 1718, States of 1984) requires that any person who enters employment in a capacity in which they are required by law to report known or suspected cases of child abuse must sign a statement, to be provided by the employer, indicating knowledge of an agreement to comply with child abuse reporting requirements. All employees of the City of Desert Hot Springs are mandated to report all suspected cases of child abuse. This law is a mandate not a choice. All suspected cases of child abuse or neglect will be reported to Child Protective Services.

In addition, if social workers or other designated employees from Child Protective Services wish to interview your child at our facility, we are required by law to allow them to do so. Notification to parents that such an interview took place is not required.

The child's file is available for review by the Department of Social Services, Child Protective Services, Law Enforcement Personnel, and Community Care Licensing, California Department of Education and/or authorized staff. We value your privacy and will restrict access to your child's file to only those necessary to ensure the safety of your child.

SCHEDULE CHANGES

Although every effort will be made to accommodate schedule changes, any changes in a student's attendance at the After-School Program are subject to availability.

WITHDRAWING FROM THE PROGRAM

You may withdraw your child from the program at any time. The program requires 14-day written notice. To withdraw from the program, written notice is required to be given to the Program Manager specifying the last day of attendance by completing the change form. Re-admittance to the program will depend on space availability.

LICENSING AND REGULATIONS

City of Desert Hot Springs Recreation is licensed by the State Department of Social Services, Community Care Licensing and follow Title 22 regulations which establish health and safety standards for childcare centers. A licensing analyst has the authority to inspect the facility and



interview children in care. The findings of each visit are posted on the parent bulletin board, or a copy can be requested from Program Manager and/or the Director of Licensed Programs.

Photographic Release/Consent

The program staff may take photographs / video graphed of the students and families for instructional, training, and promotional purposes. These photographs / video graphs may be posted on our web site or social media sites and may also be used for publicity purposes by The City of Desert Hot Springs. These photographs / video graphs will be used without an obligation to provide compensation to those who are photographed/videoed or families of those who are photographed/videoed.

The City of Desert Hot Springs will not be responsible for any photographs/video graphs that may be taken/published by other program participants (i.e., parents, grandparents, siblings, visitors etc.)

If you do not wish for your student to be photographed and/or publish photographs / video graphs, a request in writing must be given to the Program Manager.

QUESTIONS OR CONCERNS?

The Program Manager will be able to assist you with most questions related to the program, including:

- Behavior Concerns
- Schedule Changes
- Program Concerns
- Transportation Issues

The Program Manager will be able to work closely with you to ensure a positive experience for both you and your student. If, after working with the Program Manager, you are unable to reach a satisfactory resolution to a concern, please contact the Recreation Director of the City of Desert Hot Springs. Contact information is posted on the parent board.

Classroom Procedure

SAMPLE OF A TYPICAL DAY (Schedules vary during sessions)

Monday	Tuesday	Wednesday	Thursday	Friday
3:00-3:40 Elementary gym 4:00-4:45 Elem. Ed. Enrichment or homework 4:00- 4:45 Gym Middle School/ HS	3:00-3:40 Elementary gym 4:00-4:45 Elem. Ed. Enrichment or homework 4:00- 4:45 Gym Middle School/ HS	12:30-2:00 Elem. Educational Enrichment or homework 1:00-2:30 Looms** 1:30- 2:00 Middle School Educational Enrichment or homework	3:00-3:40 Elementary gym 4:00-4:45 Elem. Ed. Enrichment or homework 4:00- 4:45 Gym Middle School/ HS	FUN FRIDAY'S! 3:00- 4:00 Elem. Members choice 3:30- 4:00 Middle School Members choice
3:45-4:00 Snack	3:45-4:00 Snack	3:00-3:15 Snack	3:45-4:00 Snack	3:45-4:00 Snack



4:45- 5:45 Elem. Free-time gym or educational activities *Homework is priority. Members complete any HW after snack time: Mon.- Fri. *	4:45- 5:45 Elem. Free time gym or educational activities	2:00-3:00 Elementary Gym 3:15-4:30 Elem. Ed. Enrichment or homework cont. 4:30-5:45 Elem. members choice	4:45- 5:45 Elem. Free time gym or educational activities	4:00- 4:30 Elementary Games room or Gym 4:30- 5:15 Middle School/ H.S. Gym
4:45- 5:15 Middle School/H.S. Ed. Enrichment or homework 5:15- 5:45 M.S./H.S. members choice, free-time, or gym	4:45- 5:15 Middle School/H.S. Ed. Enrichment or homework 5:15- 5:45 M.S./H.S. members choice, free-time, or gym	3:15- 4: 15 Middle School/H.S. Ed. Enrichment or homework 4:15- 5:45 M.S./H.S. members choice, free-time, or gym	4:45- 5:15 Middle School/H.S. Ed. Enrichment or homework 5:15- 5:45 M.S./H.S. members choice, free-time, or gym	4:30- 5:45 Elem. member's choice 5:15-5:45 M.S./H.S. members choice 5:45- 6:00 Clean-up/ Prep to go home
5:45- 6:00 Clean up/ Prep to go home	5:45- 6:00 Clean up/ Prep to go home	5:45- 6:00 Clean up/ Prep to go home	5:45- 6:00 Clean up/ Prep to go home	*Members Choice: Art, movie, games-room, computer, gym, drawing/coloring, board games, wordsearch/ crossword, reading, or math drills, etc.

PROGRAM/PHYSICAL ACTIVITIES

Activities are to encourage students to develop new skills, enhance learning capabilities, embrace self-esteem while having fun. Daily activities may include homework assistance, arts, crafts, games, sports, computer science and free time.

Students are given the opportunity for physical activities. Physical activities vary from moderate to vigorous levels of activity. If your student has any medical restrictions that will prevent them from participating, please inform the program staff with details of these restrictions.

For physical activities conducted in the indoor gymnasium students will need to wear appropriate gym shoes. (i.e., tennis shoes, sneakers) If your student does not have proper shoes at the time of the activity your student will be moved to another activity outside of the gymnasium.

MEALS & SNACKS

Daily nutrition plays a vital role in your student's day. The After-School Program is committed to providing healthy eating and physical activity habits. Staff and students spend quality group time together in a relaxed atmosphere while they enjoy their snack. **On full day program days, your student must bring lunch.** Your student's daily nutritional needs are met through planned pre-packaged snacks provided by the program. Snack menus are posted monthly. Parents are asked to inform staff of any special dietary needs or food allergies upon enrollment. The Program Manager will discuss how / if we can meet the individual dietary needs or if an alternative will need to be provided.



PERSONAL BELONGINGS

Our center is equipped with toys and games suited for each age group. Please do not allow your student to bring toys from home; this will help eliminate unnecessary problems. The program staff discourages students from bringing valued treasures. The City of Desert Hot Springs and its employees are not responsible for any lost/broken/stolen personal items.

LOST AND FOUND

The Desert Hot Springs Recreation and its affiliates are not responsible for any lost or stolen items or articles. Lost and Found items will be kept for one month. Clothing left at the center for a period of one month or more will be donated to a local charity. *It is suggested to mark all your student's belongings clearly with your students first and last name.*

TELEPHONE USE BY CHILDREN

The program staff will be happy to convey messages to your student (s) when necessary, but it is not possible for students to make or receive telephone calls. Parents are welcome to call the center at any time to speak to the Program Manager or staff about questions or concerns regarding their student. Students will not be allowed to use their personal cellphones or other electronic devices during program hours.

ELECTRONIC POLICY

The program discourages the use of personal electronic devices with the exception of school issued devices used for homework purposes only. Electronic devices include but are not limited to cell phones, iPad, tablets, portable music devices, headphones, personal laptops, cameras etc.

CLOTHING

Your student will actively participate in many activities. It is important that your student is dressed in a manner that is comfortable and allows the freedom to experiment and enjoy the many opportunities for learning and play. Comfortable, sturdy, closed toe shoes will make active play much safer and more enjoyable. For physical activities conducted in the indoor gymnasium students will need to wear appropriate gym shoes. (i.e., tennis shoes, sneakers) If your student does not have proper shoes at the time of the activity your student will be moved to another activity outside of the gymnasium.

STAFF BABYSITTING

All program staff working directly with your student(s) are required to take training above their current education in child abuse prevention and positive guidance. As part of our policies on the protection of children, staff is allowed to relate to members outside of the programs. However, the program and its affiliates are not responsible for the employees outside of the After-School Program.

PARENT CONFERENCES

Parents may request a teacher/parent conference or a supervisor/parent conference to discuss their student's development or any other concerns. Any changes a student may be



experiencing at home will probably affect the student's behavior and attention. Keeping staff informed of any changes, will help staff be more sensitive to your student's needs. The program's goal is to work as a team with the family to provide the best environment for the student's growth and development.

PARENT BULLETIN BOARD

A bulletin board is located at the front entrance. This board is used as one of our communications and has information and notices about the center and its activities. Please remember to check this board daily for important updates.

HOMEWORK

Homework time will be part of the daily schedule. A quiet supervised environment will be provided during this time for students to begin their homework. Note: We encourage all students to do their homework but not all the students will complete their homework during this time. Students will receive assistance, but it's the parent's responsibility to check the accuracy and the completeness of their students work. The Program employs teachers that can help students that are struggling academically. If you would like your student to receive more individual help, please arrange with the Program Manager.

CURRICULUM

The staff will prepare lesson plans based on weekly themes. Themes are chosen based on overall program and student needs. The curriculum will cover continuing education, social, cognitive, and physical development. Activities are designed to develop students' self-awareness/development and having a positive attitude towards learning. Students will be exposed to hands-on science and math experiences, enhance creativity through the arts, and encourage social development. A monthly calendar is posted on the parent board in the reception area.

CHILDREN WITH SPECIAL NEEDS

The Program provides opportunities for involvement in all activities. Children with special needs or challenges will be accepted provided that "reasonable accommodations" can be made for their participation in the program and/or child's participation does not require an inordinate amount of staff time that would not allow for the safety and welfare of the other children in the program. This includes but not limited to your child being able to use the restroom on his/her own.

It is essential that all pertinent information about the child's needs be available to staff from enrollment and that a continuing bond of trust and mutual partnership exists for the benefit of the child.

BEHAVIOR GUIDELINES

BEHAVIOR POLICY

The After-School Program promotes character values - Honesty, Caring, Respect and Responsibility, through modeling, praising and rewarding these behaviors.



DISCIPLINE

The Program uses only positive discipline that encourages acceptable behavior. Staff will use the following strategies for preventing behavior problems:

- a. Staff will get to know individual students to develop tools and mechanisms to response to situations.
- b. Staff will plan and arrange materials and activities to motivate productive behavior and promote positive cooperation from all students.

When a situation arises that requires discipline, staff will follow the proper discipline process:

1. If a student displays inappropriate behavior, program supervisory staff will give the student a verbal warning. The verbal warning will consist of reviewing the rule(s) broken, filling out a behavior improvement log form, and informing the student that future inappropriate behavior will result in a consequence.
2. A second occurrence of inappropriate behavior will result in filling out a behavior improvement log form, and a consequence that may include one of the following but not limited to reflective lap(s), center clean up, apology letter, parent notification, removal from the activity, etc.
3. If the inappropriate behavior continues to occur and steps 1 and 2 have been followed or a first-time serious act is committed, a **FIRST** Disciplinary Action Form (DAF) will be completed, and the program supervisory staff will be notified. The student's parent/guardian will be contacted to discuss the inappropriate behavior. Additionally, parent/guardian will be informed that if the behavior continues, suspension and/or expulsion from the program may result.
4. If the inappropriate behavior continues for a fourth time and steps 1-3 have been followed a **SECOND** Disciplinary Action Form (DAF) will be completed and the program supervisory staff will be notified. The student's parent/guardian will be informed that if the behavior continues, suspension and/or expulsion from the program may be a result.
5. If steps 1-4 have not resolved the situation, and inappropriate behavior continues, a **THIRD** Disciplinary Action Form (DAF) will be completed. Program supervisory staff will contact the parent/guardian to inform them that their student will be suspended from the program for a specified period of time (2 days to 2 weeks). A letter will be sent to the parent/guardian by supervisory staff to confirm the suspension and to inform them that if the behavior continues their student will be expelled from the program.
6. If the inappropriate behavior continues and steps 1-5 have been followed, a **FOURTH and FINAL** Disciplinary Action Form (DAF) will be completed, and program supervisory staff will contact the parent/guardian to inform them that their student has been expelled from the program for the remainder of the current session. A letter will be sent to the parent/guardian to confirm the expulsion.

IMMEDIATE DISMISSAL FROM THE PROGRAM

A student can be dismissed from the program effective immediately, if one or all the following occur:

- A student is requiring constant one on one attention.
- A student is inflicting physical or emotional harm on other students, staff, or themselves.
- A student is physically abusing staff or is unable to conform to the rules of the program.
- A student has to be physically restrained from hurting other students, staff or themselves.
- A student is constantly disrupting and shows no attempt to listen or abide by the rules.



There is NO REFUND or CREDIT given if dismissal is necessary due to a serious discipline situation.

DAMAGE TO PROPERTY

If a student has damaged any property of the Desert Hot Springs Recreation, the parents / legal guardians will be responsible for all expenses and loss incurred. An invoice will be given to the parent/legal guardian along with a copy of the receipt for the replacement/repair of the damage property. The invoice will be payable within 30 days of the date on the invoice.

INCIDENT REPORTS

When an incident report has been completed, a copy will be given to the parent/ legal guardian and a copy placed in the student's file. If a student displays behavior which are concerning to staff, a report will be filled out by the supervising staff member that may include but are not limited to:

- Hitting, kicking, or biting the staff or other students.
- Running away from the program activity/teacher/teacher aide.
- Damaging property belonging to the center and/or other students.
- Abusive, foul, or on-going unacceptable behavior.
- Defiant, disruptive and /or out-of-control behavior.

The appropriate discipline action will be followed according to policy.

PARENT CONDUCT EXPECTATIONS

Parents and families are always welcome, and we enjoy their visits to our program. Parents, families, and authorized visitors (see visitor's policy) are expected to be a positive presence and conduct themselves appropriately. The behaviors listed below are unacceptable and the visitor(s) will be asked to leave if they are being exhibited. The program staff reserve the right to terminate the enrollment of the student of the offending parent/legal guardian or visitor if they engage in any of the following behaviors:

- Disciplining any student in front of the other students, either verbally or physically
- Talking "negatively" about a student or staff in her/his presence
- Smoking is not allowed on the program site
- Custody and visitation disputes are not to be argued on site
- Rude and/or malicious actions toward program staff, other parents, or students, including the use of profanity
- Exhibiting aggressive/anger behavior towards staff or students
- Causing injury to a student or staff member or threatening to do so
- Making slanderous, libelous, or otherwise disparaging remarks about the program and/or its staff
- Being in possession of firearms, alcohol, drugs
- Physical altercations, theft, and destruction of property, immoral conduct, etc.

VEHICLE TRANSPORTATION

The following rules must be followed by ALL passengers/students being transported in our vans. Failure to follow these rules may result in a behavioral report, suspension and/or termination from being transported by the program:



- Seatbelts are to be worn at all times.
- One person per seat belt.
- No standing in the moving vehicle at any time.
- No horseplay or throwing items in the vehicle at any time.
- No foul language or excessive noises.
- No eating or drinking.

AT-WILL TERMINATION

Unfortunately, from time to time, the Desert Hot Springs Recreation needs to terminate a child and/or family from the program. Listed below, are **some** of the reasons a student may be terminated from the program.

- Falsification of any information provided to the program including information provided to qualify for the discount program.
- Non-payment, late payment or rejected checks or credit card.
- Failure to adhere to the sign-in and sign-out policy.
- Excessive late pick-ups.
- Behavior that is continually disruptive or dangerous to others and/or self.
- Violations of the Parent Conduct Expectations.
- A student that is requiring constant one on one attention.
- A student is inflicting physical or emotional harm on themselves or others.
- A student is physically abusing staff or is unable to conform to the rules of the program.
- A student has to be physically restrained from hurting other students, staff or themselves.
- A student is constantly disrupting and shows no attempt to listen or abide by the rules.
- Failure to follow the vehicle transportation rules.

In addition to the above, The Desert Hot Springs Recreation reserves the right to terminate any student and/or family from any of its programs at-will for any reason.

HEALTH AND SAFETY PROCEDURES

HEALTH

The Centers for Disease Control and Prevention (the "CDC") recommends that children be vaccinated for certain preventable diseases. Children who are vaccinated generally will not catch these preventable diseases that can occur in school and child care settings. A child, who is not vaccinated as per the CDC's recommendations, may be exposed to and may catch an otherwise preventable disease.

All students must be in good health each day when they arrive at the site. Program staff will not accept students who are ill. The Program must maintain a healthy environment for all its students. If a student is ill, it is expectation the parent/legal guardian make arrangements for their care. The Program Manager has the right to refuse admittance of any student if they have any signs of illness. These signs include, but are not limited to, runny nose and/or eyes, coughing or skin rashes. It is the parent/legal guardian(s) responsibility to call the office if the student is going to be absent. All contagious illnesses must be reported to the program staff so that we may inform other parents if necessary. Other health problems such as pink eye, lice



or ringworm must be immediately reported to the program staff so that we can check all students and take steps to halt the spread of the problem.

ILLNESS

Should any student become exposed to any communicable disease the parent/legal guardian must notify the program immediately for the staff to inform other attendees that day. If your student becomes ill while at the center, a parent/legal guardian or listed authorized person will be contacted to pick up the student immediately.

Symptoms that may predicate exclusion include fever, diarrhea, vomiting, signs of infection, weeping eyes, undiagnosed skin rash, persistent and congested cough, communicable diseases (e.g., chicken pox, head lice) etc. Students must be symptom-free for 24 hours to return. Students with head lice must be nit-free to return. Students who become ill at school will not be able to attend the program.

KEEP YOUR STUDENT HOME IF THEY:

- Have a fever or have had one during the previous 24-hour period
- Are taking an antibiotic (for the first 24 hours)
- Have head lice (a student may not return to the program until they are lice and nit free. A staff member will check the child before they are admitted back into the program)
- Have a heavy nasal discharge
- Have a constant cough
- Have vomited within the last 12 hours
- Have symptoms of a possible communicable disease. These are usually sniffles, reddened eyes, sore throat, headache, and abdominal pain, plus a fever.

Students may be sent home for any illness or concern at the discretion of the Program Manager. If any symptoms of illness appear during the day, the parent will be contacted to pick up their student immediately. A physician's note may be required for any contagious disease. If a student is absent more than three days, a doctor's excuse and authorization to return to the center may be required.

MEDICATION

If medications must be administered while your student is attending the program, a "Medical Authorization" form must be completed. A "Medications Authorization" form can be obtained from any staff member. Permission given by phone will not be accepted. All medication must be in its original container, with instructions included. All prescription medications must be in the original bottle as prescribed by the physician. Inhalers are also required to have prescription sticker on them as well. No over-the-counter medications, including aspirin, cough medicine, etc. will be given without a doctor's note. A child may not administer medication to him/herself -*except in the case of asthma inhalers and epinephrine auto injections.*



TOLIET TRAINED POLICY

All students are required to be fully toilet trained. This policy is strictly enforced to maintain the health of all using the facility. We must practice infection control standards that maintain the cleanliness of the floors, furniture, and inventory of the center.

SUNSCREEN

Sunscreen will be considered as a non-prescription medication which will require the parent/legal guardian to apply prior attendance. If parent/legal guardian requires application of sunscreen to their student during program a "Medication of Authorization" form must be completed and given to the Program Manager.

BLACKOUTS / LOSS OF POWER

If a blackout should occur, all students will be kept inside and will be given quiet activities to do such as reading, puzzles, board games, or they can use the time as a rest period. All sites will have plenty of water available and battery-operated lighting. Staff members are trained in CPR and heat exhaustion prevention. If the blackout exceeds 1 hour in length, you may be called to pick up your students.

EXCESSIVE HEAT AND OUTDOOR PLAY

Safety is our priority and for the protection of your student, if it is excessively hot, precautions including reducing or eliminating outside play time will occur.

DRILLS

The Desert Hot Springs Recreation practices fire, earthquake, and lockdown drills monthly for all age groups. In the case of a real emergency, evacuation will follow the guidance of the Desert Hot Springs policy.

EMERGENCIES / INJURIES

In case of serious accidental injury, we will make an immediate attempt to contact a parent/legal guardian. If necessary, we will also call 911. Until the arrival of the parent, an ambulance or the paramedics, the Program Manager will be in charge and make all decisions about the care of the student. Parents will be expected to assume responsibility for any expenses related to this event. This consent of waiver for participation is outlined in the enrollment packet.

EMERGENCY INFORMATION

If you or anyone on your authorization form changes jobs, moves, etc., you must notify the site and fill out a new Emergency Information form with up-to-date information. This information needs to be kept current in case of an emergency or if staff needs to contact you. A Change of Information Form is available at the receptionist desk.

WHAT HAPPENS IF MY CHILD BECOMES INJURED AT THE SITE?

If the injury is minor, such as a scraped knee, the staff will administer First Aid (wash area and use a Band-Aid) and may complete an "ouch report" to give to you when you pick up your



student. If your student receives a more serious injury, the Program Manager or Director will take whatever steps are necessary to obtain emergency medical care if warranted. These steps may include but are not limited to the following: Attempt to contact a parent or guardian, to inform you and to give you the opportunity to take your student to a physician. Attempt to contact you through any persons listed on the emergency information card. If we cannot contact you, or your student needs immediate attention, we will contact 911.

VISITORS/ACCESS TO STUDENTS

The Desert Hot Springs Recreation maintains a closed campus. All visitors must check in with the receptionist on duty. Unless pre-arranged, visitors are not authorized to visit classrooms or walk around the facility.

UNAUTHORIZED MEETINGS AT THE CENTER

The Desert Hot Springs Recreation maintains a closed campus. Unless pre-arranged with the Program Manager or Director the Center will not allow students to meet with visitors including but not limited to case workers, counselors, outside teachers etc.

FIELD TRIP INFORMATION

The value of any field trip will be assessed in the context of the potential contribution to student learning and the financial costs to the individual student and program. The goal is to incorporate alternative learning techniques and demonstrate a hands-on approach.

- Parents/legal guardians will be advised in advance of each field trip activity.
- Written parental/legal guardian permission is required for each student.
- The date, times, and location of the field trip will be posted on the information board at least 2 business days prior to each field trip.
- Documentation of parental/legal guardian permission for field trips will be maintained for a minimum of 12 month from the date of the field trip.



PARENT/GUARDIAN ACKNOWLEDGMENT

1. I understand that the staff will assume responsibility for my student (s) from the time I sign them in, to the time they are signed out by an authorized person. **ONLY WRITTEN AUTHORIZATION FROM THE PARENT/GUARDIAN WILL BE ACCEPTED AND VERIFIED BY THE PROGRAM MANAER FOR PERSONS OTHER THAN THOSE LISTED BY THE SITE AUTHORIZATION LIST TO PICK UP MY CHILD. ONLY ADULTS WHO ARE 18 YEARS OF AGE OR OLDER MAY PICK UP A STUDENT FROM THE CENTER.**
2. I understand if a medical emergency arises, the staff will first attempt to contact the parents/authorized guardians. The staff will be responsible for calling appropriate emergency personnel to attend to and transport my student (s).
3. I understand the importance of updating all information that is pertinent to the student's well-being.
4. I understand that it is my responsibility to keep my student home if he/she is ill or has a fever.
5. I understand that I may pick up my child anytime until the center closes. After closing there will be a late charge of \$1.00 per minute/per student. I understand that this fee must be paid at the time of pick up. Should I not have the money, it is then due the following day. If I fail to pay the late fee the following day or if I am continually late in picking up my student (s) I risk termination from the program.
6. I understand that if my student is not picked up by closing time, the staff will attempt to call those listed on the emergency form. After **ONE (1) HOUR**, the proper authorities will be called.
7. I understand should it be determined by collaboration between staff and parent/legal guardian that damage to the facility, properties herein, grounds or play equipment was the fault of the student, I am responsible for the cost or repair.
8. I understand it is my responsibility to meet with staff, Program Manager and/or Director when there are concerns with my student's overall development (speech, challenging behaviors, etc.)
9. I understand should it be determined by the staff, Program Manager and Director that my student poses a serious discipline problem; my student may be terminated from the program immediately. I understand there are no refund/credits given if my student is terminated from the program or is in the process of being terminated.
10. I understand that the Desert Hot Springs Recreation may terminate a student or students from programs at-will for any reason.
11. I understand that Community Care Licensing and Child Protective Services can interview my student (s) at any given time.
12. I understand that I will be given at least 30 calendar days' notice prior to any modifications to this agreement, including the changing of fees.
13. I understand that I am responsible for and will abide by all the policies concerning admission, financial obligations and program operations set forth in this Parent Handbook.
14. I understand all financial, attendance, enrollment and other business documents will be provided only to parents and/or guardians who have the legal right to such documents.
15. I acknowledge receipt that I have been given a copy of this signed acknowledgement which takes effect on the date signed below.



1st Parent/Legal Guardian

Date

2nd Parent/Legal Guardian

Date

Staff Acknowledgement: My signature below attest that I have provided the above listed parent (s)/Legal Guardian (s) a copy of this complete handbook.

Staff Member Signature

Date

Printed Staff Member Name

Copy
Original in File



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1st Parent/Legal Guardian

Date

2nd Parent/Legal Guardian

Date

Staff Acknowledgement: My signature below attest that I have provided the above listed parent (s)/Legal Guardian (s) a copy of this complete handbook.

Staff Member Signature

Date

Printed Staff Member Name