

Willamalane Kids Club

Parent Handbook **2011**

Welcome

Mission

Kids Club is a team of staff members, parents and children who are dedicated to providing safe and productive recreational environments for children in grades 1-5 during nonschool time.

We recognize that children need a balance of structured and nonstructured activity during nonschool hours and we strive to provide that variety in our programming. We also believe in offering choices to children whenever appropriate to encourage positive decision-making skills and social interaction.

Staff members will help your child explore areas of interest and create opportunities for lifelong learning and discovery.

Program Goals:

- To create ongoing recreational opportunities for school-age children when school is not in session.
- To create a relaxed, trusting and fun atmosphere where children are encouraged to pursue their own interests, develop friendships and grow in confidence, independence, and respect for themselves and others.
- To provide exciting, stimulating and enjoyable activity choices that meet the developmental needs of each child.
- To provide guidance to children so that they may learn social skills, problem solving and appropriate ways of social interaction.
- To provide parents with affordable, convenient and dependable program choices for their needs, ranging from child care to special activities.
- To provide two-way communication between parents and staff to best meet the needs of the child.

Please review the information in this handbook and feel free to call (541) 736-4544 if you have any questions.

Program Staff

Kids Club staff members are experienced in education, recreation, and other child-related programs. They receive ongoing training in the areas of child development, behavior management, quality environments, creative programming, active supervision, and health and safety. We maintain a staff to student ratio of 1:15. All staff are members trained in CPR and First Aid, bloodborne pathogens, and recognizing and reporting child abuse. All staff members possess an Oregon Food Handlers card.

Activities

Staff members meet regularly to plan activities and to share new resources for programming. Whenever possible, kids are given choices to help them learn to make positive decisions and to allow them to do the activities they enjoy the most. Here is a sampling of activities available at Kids Club:

- Field trips
- Swimming
- Snack preparation/cooking
- Outside/gym play
- Nature and science
- Theme projects
- Board games, Legos, toys, books, tapes
- Painting and drawing
- Crafts
- Games and sports
- Skits and drama
- Special events
- Guest leaders/speakers
- Music

Site Addresses and Phone Numbers

Willamalane Center
250 S. 32nd St., 541-736-4544

Centennial Elementary
1315 Aspen St., 541-913-1975

Douglas Gardens Elementary
3680 Jasper Rd., 541-913-1971

Guy Lee Elementary
755 Harlow Rd., 541-954-0178

Maple Elementary
2109 J St., 541-913-1972

Mt. Vernon Elementary
935 Filbert Ln., 541-913-1973

Page Elementary
1300 Hayden Bridge Rd., 541-913-0503

Ridgeview Elementary
526 66th St., 541-913-1980

Riverbend Elementary
320 51st St., 541-913-1978

Thurston Elementary
7345 Thurston Rd., 541-913-9188

Yolanda Elementary
2350 Yolanda Ave., 541-9113-1976

Hours of Operation

After-school care: 2:45*-6 p.m.

*Exact times correspond to each school's schedule.

Note: Parents are responsible for picking up children by 6 p.m. When a child is left after closing time, or arrives prior to opening time, you will be charged a \$1-per-minute fee. After one hour, if staff has exhausted contacting all authorized adults to pick up the child, the child will be transported to the Springfield Police Department for safekeeping until the parent can be reached. Abuse of late pickup may result in removal from the program.

Registration

- † Advance registration is required.

- † Please register in advance and in person for the first month of participation, at Willamalane Center, 250 S. 32nd Street, Monday-Friday between 8 a.m. and 6 p.m. Online registration is not available for Kids Club.

- † The annual registration fee for each child includes a parent handbook. Please bring current immunization records for each child.

- † Allow two days for registration confirmation.

- † Monthly payment is due by the 25th of the previous month.

Drop Notice

A two-week notice is required to drop from the program. If a patron drops from the program without a two-week notice, and fees for the month have already been paid, a refund of 50 percent of the remaining amount will be issued. Refunds are subject to the \$5 administrative fee.

Kids Club Minimums

Each school site program needs to meet a minimum number of participants for each program or they will be combined with adjacent school sites. In that case, transportation will be provided for students from their school to the closest Kids Club site.

Prepay Your Way

DISCOUNTS AVAILABLE

- † **Sibling discount:** 20 percent

- † **Scholarships** are available for up to \$150 per person per fiscal year and up to a 50 percent match of the fee. Apply at the Community Recreation Center.

PART-TIME CARE

Register in advance for either two days per week or three days per week.

PAYMENTS

Payments for all participants can be made in person at Willamalane Center or by phone after your first month.

541-736-4544, 250 S. 32nd St., Springfield

Fees for each month are due by the 25th of the previous month. Fees must be paid in full to participate.

You may pay by phone, by mail or at Willamalane Center.

♦ If fees are not paid within the month they are due, your child will be dropped from the program.

♦ In situations where cost of child care is shared, payment must be made by both parties on or before the 25th of each month. If payment is not received in full, the party that registered the child will be responsible for payment.

♦ If you need assistance transitioning from summer programs to Fall Kids Club or help getting started with prepaying your monthly registration, call the Billing Clerk at (541) 736-4533 to make payment arrangements.

♦ If you have an outstanding account with Willamalane, you will not be eligible for Willamalane programs until your account has been paid in full.

♦ Payments will not be accepted at the sites.

Additional Fees

Early drop-off and late pickup	\$1 per minute after closing
Child locating fee	\$5 (for locating children who do not show up to Kids Club after school when expected)
Collections	Total assessed fees due including collection charges
Registration fee	\$20 (A registration fee will be charged for new participants, as well as any time a child drops from the program and chooses to re-enroll at a later time.)
Waiting list	\$20 (This fee will be applied to the registration fee when openings occur.)
Refund fee	\$5

Kids Club Variable Drop-in

For those who need variable care, Kids Club will try to accommodate any last-minute need for morning or afternoon care. The variable drop-in program operates on a space-available basis. Due to the unplanned nature of a drop-in arrival, the drop-ins may not receive the same snack or supplies as the other children at the site. Emergency drop-in children must be CURRENT Kids Club members at that site. All forms must be completed in advance.

VARIABLE SCHEDULE OPTIONS

We recognize that not all families need regular care for their children. If your schedule changes, these options are for you. Completed registration forms must be on file before utilizing variable fee process. All variable enrollment options depend upon space availability at each site.

+ Weekly schedule changes

Register for the upcoming week by the Friday before.

+ Last-minute afternoons: \$13/day

If you need to work late, call the Community Recreation Center before school is out and register your child for the day. Willamalane office staff will notify your child's site leader about the addition. You will need to call your child's school and ask that your child be told to attend Kids Club.

+ Emergency drop-in fee: \$15

DROP-IN PROCEDURE

1. Parent must call Willamalane Center at 541-736-4544 prior to school dismissal to register and pay for their child's attendance in the afternoon Kids Club program.

2. Office staff will notify the Kids Club site that the drop-in child will be attending the program.

3. Parents need to notify the child that he or she is to attend Kids Club on that particular afternoon.

Adult and Family Services Payments

If all or part of your fees will be paid through Adult and Family Services, or any other program, you must turn in a Provider Listing Form to the billing office before your child may attend the program. It is your responsibility to make any necessary co-payments and fees beyond AFS payments. Co-payments are due to Willamalane Center by the 25th of the month prior, or your child will be unable to attend the program. AFS vouchers will be available for parent signature at your child's site at the beginning of each month. Vouchers must be signed and given to the site staff no later than the 10th of each month.

Scholarships

Willamalane has a scholarship program for those who meet established guidelines. If you qualify, you will still be responsible for a portion of your fees and you will be subject to all Kids Club financial policies. You may obtain an application from Willamalane Center, Monday-Friday from 8 a.m.-6 p.m.

Withdrawals and Refunds

A two-week notice to the billing office is required to drop from the program. Mentioning it to site staff is not sufficient notification.

Please note: No refunds, credits or reallocation of funds will be given for missed days, extended absences, or program cancellations due to weather. If your account has not been paid by the last day of the month prior, the child will be considered dropped from the program and you will need to re-register and pay the \$20 registration fee.

Waiting Lists

There may be times when the program you are interested in is full. You can sign up to be on a waiting list by making a \$20 deposit with your name, phone number, and program of interest at the Willamalane Center office. You will be contacted when an opening has occurred. You will have two working days to register at the CRC office. If you have not registered within that two-day period, your \$20 becomes nonrefundable and your name will be taken off the waiting list. Please note that waiting lists do not guarantee you a spot in the program.

Daily Check-In/Checkout

Children must be signed in and out by a parent, guardian, or other authorized person each day. If someone not listed on your registration form as authorized will be picking up your child, he/she must present a note, signed by you, and we will call you to verify. For the safety of your child, we strongly enforce this rule. Be prepared with identification at all times. The staff will check these often. Children may not attend Kids Club on a day that they have been absent or dismissed from school.

Absences

If your child is scheduled to be with us, and will be absent or late, it is very important to let us know so that we don't have to unnecessarily track him/her down. We become very concerned when a child is missing! Please call 541-736-4544 and leave a message for the site program leader. If a child is missing, our procedure is as follows:

1. Check with school office.
2. Check for last-minute messages at the site.
3. Call parent(s) at home and at work.
4. Call emergency numbers.
5. Repeat calling all numbers until child is found.

Please note: A "child locating fee" of \$5 will be assessed each time staff is required to search for your child when he or she does not show up after school as expected.



Changes in Vital Information

Please notify the site staff or the Willamalane Center office in writing whenever you have a change of address, phone number, job, authorized guardians, emergency contacts, or pertinent medical information. Emergencies may arise with your child and it is very important staff has updated, accurate information to work with. **THIS IS VERY IMPORTANT!**

Visitors

Guests and friends are not normally permitted in the program. All visitors must have the site staff approval. Volunteers may be asked to fill out a volunteer application. A background check can take up to three weeks to complete. Please allow enough time if you wish to volunteer.

Newsletters/Calendars

At the beginning of each month, you will receive a newsletter with a calendar of activities and events for that month. Please be sure to read it carefully, as it may contain important information regarding field trips, changes in policies, reminders, etc.

Emergency Closures

During snow or other inclement weather, or in the event of other unforeseen circumstances, please listen to KPNW 1120 AM, or KUGN 590 AM for delay and closure updates that may affect the Kids Club program. We will follow the Springfield Public Schools closure/delay schedule. Call 541-736-4544 if in doubt.

No-School Days

No-School Days, holidays and school vacations are a separate program with a separate fee and registration process. After the initial registration process, you may register online, by phone, or in person at Willamalane Center. No-School Days do have a maximum capacity, so register early.

Programs operate on a full-day schedule (7 a.m. to 6 p.m.) on most No-School Days and vacation breaks, and typically take place at Willamalane Center. Activities typically include field trips, swimming, crafts, movies, special guests and games. A snack is provided. Please send a sack lunch, beverage, swimsuit and towel. You will receive information in your newsletter regarding specific activities on No-School Days and vacation breaks.

No-School Day Programs

- Oct. 14, 28
- Nov. 3, 4
- Dec. 2
- Dec. 19-23
- Dec. 27-30
- Jan. 27
- Feb. 3
- March 16
- March 26-30
- April 6, 20
- May 11, 25
- June 15

Closure Dates

Kids Club is closed in observance of these holidays and staff in-service days:

Monday, Sept. 4	Labor Day
Tuesday, Sept. 6	Staff In-Service
Friday, Nov. 11	Veterans Day
Thursday Nov. 24	Thanksgiving Day
Friday, Nov. 25	The day after Thanksgiving
Monday, Dec. 26	Christmas
Monday, Jan. 2	New Year's
Monday, Jan. 16	Martin Luther King Jr. Day
Monday, Feb. 20	Presidents Day
Monday, May 28	Memorial Day

Behavior Management

Kids Club staff members are trained to set up environments and activities that encourage appropriate behavior. As children experiment with behaviors, staff members will guide them using multiple behavior management techniques as a learning tool and to help ensure a safe and positive experience for all. Children enrolled in Kids Club must adhere to behavior guidelines on a daily basis. Children must follow the Springfield Public School's expectations for behavior. Staff members will teach behavior expectations the first day youth start and then re-teach them as necessary.

The Kids Club behavior plan follows the Positive Behavior Intervention Support model, a program supported and used by the Springfield Public School District. PBIS is an effective and evidence-based program that serves all students, creates a culture in the schools and programs, emphasizes the positive, targets all forms of behavior, states rules and expectations positively and is known by everyone.

To implement PBIS, staff in Kids Club will:

- † Determine behavior expectations for each site. These include the three main rules in the PBIS program (Be Safe, Be Respectful, Be Responsible) as well as examples specific to the program site.
- † Teach, model and practice these expectations on a regular basis.
- † Monitor and provide supportive feedback for desired behavior and corrective feedback for undesired behavior to youth, their parents and other staff members.
- † Keep track of youth behavior by documenting specific behaviors.

As part of the PBIS program, staff members regularly use positive reinforcement techniques to encourage children to participate in activities in a safe, respectful and responsible manner. Appropriate behavior is acknowledged through the use of positive consequences such as verbal praise, positive recognition and special incentive programs and rewards. Corrective consequences for not following expectations will be implemented and may include verbal reminders of appropriate behavior, re-teaching the desired behavior, redirection to the desired behavior and loss of privileges. As a final measure, children may be directed to spend time away from activities to provide them an opportunity to regain control.

Disciplinary Procedures

In the event that the above strategies are not working, staff, parents, and the child will work together to provide the maximum potential for the child's success in Kids Club. Parents are expected to be active participants in the behavior management of their child. In extreme behavior situations, we may call the parent(s) to pick up their child. The parent(s) will be expected to arrange for immediate pick up of the child.

Please note: We reserve the right to suspend or dismiss a child from the program if staff determines that the program cannot meet the needs of the child, if the child is a physical threat to him/herself or others, or if the child's behavior consistently impedes the normal daily functions of the group. Children may also be dismissed

from the program if their parents/guardians demonstrate inappropriate behavior or fail to cooperate with staff. Parents cannot be involved in disciplining any child other than their own. Failure to comply with this policy may result in dismissal from the program.

Bullying Prevention

Willamalane has a firm policy against all types of bullying. Willamalane staff will take any incidents of bullying seriously and are trained to recognize and immediately address any bullying behavior. We also encourage parents to let us know about any particular bullying concerns you may have for your child.

Bullying is when one or more people exclude, tease, taunt, gossip, hit, kick, or put down another person with the intent to hurt another. Bullying happens when a person or group of people want to have power over another and use their power to get their way, at the expense of someone else.

Every child has the right to a safe and respectful environment in Kids Club, and by working together as a team to identify and manage bullying, we can help ensure that all children and staff members enjoy their time spent in the program.

Staff members will strive to prevent bullying and harassment by:

- + Teaching respectful behavior
- + Teaching limit-setting behavior to stop bullying (learning to say no)
- + Immediately intervening to stop bullying and harassment
- + Documenting any incidents or repeats of bullying and harassment

Commitment to Nonviolence

Corporal punishment will not be used or tolerated in Willamalane programs. Staff members will not hit, spank, humiliate or unnecessarily restrain any child. We want to ensure all children understand that they will not be hurt physically or emotionally while in Kids Club. For this reason, families will not be permitted to hit or spank children while here. We encourage you to discuss with staff ways positive discipline can be used at home.

Please help us provide a nurturing environment by ensuring your child does not come to Kids Club in clothing that reinforces violent characters or actions, promotes illegal substances, drugs, gang membership or any illegal behavior. And of course, your child may not bring a weapon (toy or real) to school.

Recognizing and Reporting Child Abuse

All Kids Club staff are considered mandatory reporters by the State of Oregon and are required to report suspected child abuse or neglect to the Department of Human Services. Willamalane will work with DHS and families, as appropriate, to ensure the health and safety of children in the program. When a report is made, Wil-

lamalane will continue to work with and support the child and family. The report will be treated confidentially.

Transportation

All participants will be taken in Willamalane vans or buses driven by trained Willamalane staff members for field trips or transportation between sites.

When riding in Willamalane vans, children less than 4 feet 9 inches tall must use a booster seat until they reach the age of 8.

Illness/Communicable Diseases

Parents and staff members share responsibility for reducing exposure to and stopping the spread of communicable diseases. Our illness policy states that children need to be free and clear of the following symptoms/illness for at least 24 hours BEFORE returning to child care.

If your child has any of the following symptoms, he or she cannot remain in Kids Club:

- + Fever over 100.5 degrees Fahrenheit
- + Diarrhea (more than one abnormally loose stool per day)
- + Vomiting

If your child shows any of the above signs, he/she will be isolated and you will be notified. It is your responsibility to pick up your child immediately or to make arrangements for someone else to do so. These precautions protect the health of your child and the other children in Kids Club programs.

Children with head lice may not return to the program until the scalp is free from all traces of lice and nits.

If your child has a communicable disease, please notify us so that we may inform staff and other parents to watch for symptoms.

Medications

All medication is required to be logged in with Kids Club staff. Any medication in backpacks will be held for parent pickup.

If your child is required to take any prescribed medications while at Kids Club, a staff member will administer it. The medication must be given to the program staff in a properly labeled container. The label must include: the date the prescription was filled, child's name, physician's name, drug name and dosage, and instructions on when and how to give the medication. In addition, a medication release form must be on file before any medication can be administered.

Kids Club staff members will have a supply of the following medications: Children's acetaminophen (Tylenol), diphenhydramine (Benadryl) and ibuprofen (Motrin). These medications are only to be administered if a parent has authorized

Willamalane to do so on the program registration form. Willamalane staff members will inform the parent picking up the child that an over-the-counter medication was administered.

If your child needs sunscreen, a staff member will administer it. Sunscreen must be given to your child's leader in its original container with your child's name on it. We will not provide sunscreen for your child.

Emergency Procedures

Evacuation procedures for each program have been established in the event of a major emergency that would necessitate removing children from the site.

If an individual child is injured in the program, we will take the necessary emergency steps and contact you as soon as possible. In general, program procedures for anything more than a bump or minor scrape is to call MedExpress and/or 9-1-1, the contracted first-aid service provider for Willamalane Park and Recreation District. MedExpress services are provided at no cost to families.

Snacks

A snack will be provided daily during the after-school program.

If you would like to provide the group with a special treat for your child's birthday or other occasion, please notify the staff in advance. All food brought in by parents must be commercially prepared and packaged due to health regulations. All products must be free of peanuts and nuts.

Personal Items

Any items from home should be clearly marked/labeled with your child's name. This includes clothing, backpacks, books, etc. Please encourage your child to keep toys/guns/weapons, expensive personal items, candy and gum at home. All cell phones must be turned off and kept in backpacks.

Although the staff will make every effort to help make sure that jackets, backpacks, toys, etc., make it home each day, it is ultimately the responsibility of the child and parents. After two weeks, all lost and found items will be donated to a local charity.

Willamalane is not responsible for lost, broken or stolen personal items.

ADA Accommodations

Willamalane Park and Recreation District is committed to implementing the intent and spirit of the Americans with Disabilities Act. Those who may need assistance in order to enjoy our program should contact us in advance so we can arrange for accommodations. Please call the program supervisor at 541-736-4544.

Photo Policy

Registrants and participants permit Willamalane to take photos and videos of themselves for publication in the Recreation Guide, website and additional uses as Willamalane deems necessary unless the registrant or participant expressly files with Willamalane written objections to photos or videos of themselves and/or their children.

Child Care Tax Credit and Requests for Information

The federal tax number for child care credits is 93-6002078. You are responsible for maintaining your own records for tax purposes. Willamalane operates on a fiscal year and all patron records are archived at the end of every June; therefore, it is important that you maintain your own records. If you need to request records from Willamalane, you will be assessed staff time and copying charges beginning with a minimum charge of \$25 per hour.



Willamalane Center
250 S. 32nd St.
Springfield, OR 97478
541-736-4544

willamalane.org