



# Parent Handbook

## Youth Programs

**Kids Club; Early Start;  
No School Days; Break Camps**

2019-2020



## Welcome

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 K-5 when school is not in session. We recognize that children need a balance of structured and unstructured activity during non-school hours, and we strive to provide that variety in our programming.

## Program Goals

- To raise self-esteem, encourage independence, foster creativity and imagination, and offer safe and positive social experiences
- 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 problem solving, social skills and appropriate social interactions
- To provide parents/guardians with affordable, convenient and dependable program choices for their needs, ranging from child care to special activities
- To provide positive 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.

## Staff and Supervision

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, active supervision, and health and safety. We maintain a staff-to-patron ratio of 1:15. All staff members are trained in CPR and first aid, blood borne pathogens, and recognizing and reporting child abuse and possess Oregon Food Handler cards.

## Supervisor Contact Information

Jodi Andersen  
541-736-4511  
Jodi.ANDERSEN@willamalane.org

Caitlin Esping  
541-736-4505  
Caitlin.ESPING@willamalane.org

## Site Addresses and Phone Numbers

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 Lane, 541-913-1973

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

Ridgeview Elementary  
526 66<sup>th</sup> St., 541-913-1980

Riverbend Elementary  
320 51<sup>st</sup> St., 541-913-1978

Thurston Elementary  
7345 Thurston Rd., 541-954-9188

Two Rivers/Dos Rios  
1084 G St., 541-915-5793

Yolanda Elementary  
2350 Yolanda Ave., 541-913-1976

Bob Keefer Center  
250 S. 32<sup>nd</sup> St., 541-736-4544

## Program Hours

**Kids Club:** 2:45\*-6 pm

Kids Club **early release Fridays:** 12:30\*-6 pm

**Early Start: 7 am- 8:15am\***

\*Exact times correspond to each school's schedule.

**Note:** *Parents/guardians are responsible for dropping off their children no earlier than scheduled start times and for picking up children no later than 6 pm for all programs. In the event that a child is left after closing time, staff members will contact all authorized adults to pick up the child. After one hour, the Springfield Police will be called and the child will be held for safekeeping until the parent/guardian can be reached. Repeated late pickups or early arrivals will result disciplinary action up to and including removal from the program.*

## Activities

While at Kids Club, patrons participate in a variety of planned recreational activities and organized free-time. Periodically, special guests are invited to visit programs and provide additional enrichment opportunities.

We like to keep our activities new, adventurous, and exciting. Occasionally, activities could result in a messy, goopy or sticky finished product. We make every effort to keep the ingredients and supplies safe, non-toxic, and washable.

Field trips	Swimming
Painting	Board games
Drawing	Toys
Crafts	Books
Music	Skits and drama
Games	Sports
Themed projects	Outside/gym play
Guest speakers	Homework help
Nature and science	
Community projects	

## Kids Club Enrollment

Kids Club offers two methods of enrollment for families. Parents can choose to enroll their child for “full-time” monthly care or a more flexible plan by using our “part-time” daily enrollment method.

### Monthly Enrollment

Our monthly option is for those that need M-F care on a regular basis. For families who average 14 or more days of care a month, monthly enrollment is the most cost effective option. This will reserve your child’s spot for the entire month and provide care for every day that school is in session. Please see payment information on 3

### Daily Enrollment

We recognize that not all families need full-time care for their children. If your schedule changes monthly, weekly, or daily then these options are for you. This option allows you to pick as many days per month that you need care, as long as there are spots available. Completed registration forms must be on file before utilizing the daily fee process. All daily enrollment options depend upon space availability at each site.

This option accommodates for families that have:

- Daily schedule changes
- Weekly schedule changes
- Last-minute afternoon care on regular school days: \$15/day
- Last-minute afternoon care on early release days: \$15/day

If you need last-minute care, call the Bob Keefer Center before 1:00 pm on regular school days, and before 11 am on early release days to register your child for the day. Willamalane office staff will notify your child’s site leader about the addition. You will be responsible for calling your child’s school to ask that your child be told to attend Kids Club.

### Drop-In Procedure

1. Parent must call the Bob Keefer Center at 541-736-4544 before 1:00 pm to register and pay for the child’s attendance in the afternoon Kids Club program. Payment must be made at time of registration.
2. Front desk 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.
4. We cannot accommodate requests for enrollment received after 1:00 pm.

## Registration

Online registration for Kids Club/Early Start begins 8/6/19. Advance online registration is required. Visit [www.willamalane.org](http://www.willamalane.org) to create an online account and register. Families receiving financial assistance will need to register at the Bob Keefer Center, 250 S. 32nd St. 541-736-4544, Monday through Friday, 8 am-9 pm

To register online:

1. Go to [www.willamalane.org](http://www.willamalane.org) and create an ActiveNet account
  2. Choose your school from the list provided online
  3. Pay for Kids Club one-time nonrefundable registration fee of \$30
  4. Complete the custom questions providing us with information on your child
  5. Read the parent handbook and waiver (attachment provided online)
  6. Complete registration with payment
  7. Receive email confirmation of enrollment and payment
- \*Spots limited, early registration advised

## **Billing and Financial Agreement**

Pay by phone, online, or in person:

Bob Keefer Center  
Billing Department  
250 S. 32<sup>nd</sup> St.  
Springfield, OR 97478

Payments cannot be accepted at the program sites, as staff members on site do not have the ability to process a payment. Please call 541-736-4544 for any information regarding billing.

Daily rate payments are due by 1:00pm on the day the child is attending the program; all fees, including previous late or missed payments, must be paid in full for the child to participate.

Monthly registrants must be paid in full by the first day of the month they are attending. If you have any outstanding account balance with Willamalane you will not be eligible to register for programs until your account has been paid in full. In situations where cost of care is shared, payment must be made by both parties before the first of each month. If payment is not received in full, the party that registered the child will be responsible for the remaining balance.

By registering your child for a Willamalane program, you agree that you are responsible for the payment of all program fees and costs. If your account is assigned to a collection agency, you agree to pay all collection costs, including fees to the collection agency. If your account is placed in the hands of an attorney for collection, you agree to pay the reasonable attorney fees and collection costs, regardless of whether an action is filed, and if action is filed you agree to pay Willamalane's reasonable attorney fees at trial and on any appeal.

## **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 leaving your name, phone number, and program of interest at the Bob Keefer Center front desk. You will be contacted when an opening has occurred. Upon being notified of an opening, you will have two working days to register with the Bob Keefer Center front desk. If you have not registered within that two-day period, the next person on the waiting list will be called. Please note that waiting lists do not guarantee you a spot in the program.

## Program Fees

A \$30 nonrefundable registration fee per child is due at the time of registration. Monthly registration fees for June are prorated. Additional children in the family will receive a 20 percent sibling discount. Current program fees can be found in the Recreation Guide or on our website.

Scholarships are available for up to \$150 per person per fiscal year. Scholarships are limited to not more than 50% of the activity fee. You may apply for a scholarship at any Willamalane facility. For more information on scholarships please visit the [scholarship page at Willamalane.org](http://www.willamalane.org/scholarship)

## Additional Fees

Early drop-off and late pickup	\$1 per minute
Collections	Total assessed fees due including collection charges
Annual Registration fee	\$30 (nonrefundable)
Repeated Late payment fee	\$10
Refund fee	\$5
Returned check fee	\$25
Repeated declined credit card fee	\$25

## DHS Payments

If all or part of your fees will be paid through the Department of Human Services, or any other assistance program, you must turn in an AFS 7494E form to the billing office before your child may attend the program. It is the family's responsibility to make any necessary co-payments and fees beyond Child care assisted payments and accounts will be subject to the same late fee policy as described previously. Copayments are due to the Bob Keefer Center by the 10<sup>th</sup> of the month, 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 by the appropriate person and given to the site staff no later than the 10<sup>th</sup> of each month. Questions may be addressed to the billing department at 541-736-4042.

## Withdrawals and Refunds

### Monthly Enrollment:

- Please notify Bob Keefer Center front desk if you are dropping from the program before the 1<sup>st</sup> of the following month.
- Mentioning it to site staff is not sufficient notification.
- No refunds, credits, or reallocation of funds will be given for missed days, extended absences, or program cancellations due to weather or other circumstances.

### Daily Enrollment:

- Credits will only be awarded to those that withdraw or cancel from the program by 11:00am the day of expected attendance. *Please note new withdrawal deadline.*
- Parents must contact the Bob Keefer Center front desk (541) 736-4544 by the designated times listed above in order to receive a credit or refund.
- Mentioning it to site staff is not sufficient notification. Site staff do not have the authority to authorize credits or refunds.

## Absences

In the event your child will be late or absent from the program it is your responsibility to inform site staff by calling or texting the site phone. If we do not receive a child who is on our roster and have not been informed of lateness or absence, we will not attempt to locate the child. Children may not attend Kids Club on a day that they have been absent or dismissed from school.

## Kids Club Minimums

Each school site program needs to meet a minimum number of participants to run. If minimum numbers cannot be met for a school site the site may close or combine with another nearby school site. In that case, transportation will be provided for students from their school to the closest Kids Club site.

## Daily Check-in/Checkout

Children must be signed in (for Early Start and full day programming) and out by a parent, guardian, or other authorized person every day. If someone not listed on your registration form as authorized will be picking up your child, they 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. During pick up time, parents may be on site no longer than 15 minutes and, aside from the leaders, may interact only with the children they are there to pick up. Be prepared with identification at all times.

## 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, or check the Willamalane website at [willamalane.org](http://willamalane.org). We will follow the Springfield Public Schools closure/delay schedule. Springfield School District and Willamalane closures will also be publicized by FlashAlert. In the event of extended closures, refunds may be issued at the discretion of the district. If schools are on a delayed schedule, Early Start programs will not run.

## Closure Dates

*Youth Programs will be closed on the following holidays, as well as any school in-service days:*

<u>Monday, Nov. 11</u>	<u>Veterans Day</u>
<u>Thursday-Friday, Nov. 28 &amp; 29</u>	<u>Thanksgiving holiday</u>
<u>Tuesday, Dec. 25</u>	<u>Christmas</u>
<u>Tuesday, Jan. 1</u>	<u>New Year's Day</u>
<u>Monday, Jan. 20</u>	<u>MLK Jr. Day</u>
<u>Monday, Feb. 17</u>	<u>President's Day</u>
<u>Monday, May 25</u>	<u>Memorial Day</u>

## No-school Days

No-school Days and school vacations are a separate program with a separate fee, registration process and refund process. All registration can be done online, by phone, or in person at the Bob Keefer Center. No-school days have a maximum capacity, so register early. To receive a full refund you must cancel three business days prior to the No-school day. Programs operate on a full-day schedule (7 am to 6 pm) **No-school days** will be hosted at three school locations this year and locations can be found on the Willamalane website. **Vacation breaks** typically take place at the Bob Keefer Center. Activities typically include field trips, swimming, crafts, special guests, and games. A snack is provided. Please send a lunch, beverage, swimsuit, and towel. You can view specific information about the day's activities on our website.

### No-School Day programs

Dec. 4

Dec. 5

Dec. 6

Dec. 23 – Jan. 6

Jan. 31

March 6

March 23 – 27

## Changes in Vital Information

Please notify the site staff or the Bob Keefer Center front desk 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 critical that staff members have updated, accurate information. Where appropriate, please use the Patron Change Form provided by your Kids Club site.

## Visitors

Guests and friends are not permitted in the program. Volunteers will 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.

## Program Calendars

Program calendars can be found on the Kids Club page of the Willamalane website which contain important information regarding field trips, swim trips, daily activities, and special guests. Please stay prepared by checking program calendars at the beginning of each month. We also recommend syncing this calendar to your personal calendar.

## 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 Youth Programs (Kids Club, no-School days, and break camps) must adhere to behavior guidelines on a daily basis.

The Kids Club behavior plan follows the Positive Behavior Intervention Support model, a program supported and used by the Springfield Public School District. As a 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.

**Note:** If a child has been suspended from school, they may not attend Kids Club until they are allowed to return to school. This also includes attending our early start program.

## **Disciplinary Procedures**

In the event that the above strategies are not working, staff, parents, and the child will work together to maximize the potential for the child's success in Kids Club. Parents are expected to be active participants in the behavior management of their child. In some behavior situations, we may call the parents/guardians to pick up the child.

Examples include:

- Running from the group
- Posing a physical threat to themselves or others
- Other actions which place themselves or others in danger
- Excessive inappropriate language
- Other extreme behaviors

**The parent/guardian will be expected to arrange for immediate pick up of the child.**

**Note:** We reserve the right to suspend or dismiss a child from the program. 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 unwanted aggressive behavior by another youth or group that involves an observed or perceived power imbalance and is repeated multiple times or is highly likely to be repeated. Bullying is when someone says or does mean or hurtful things to another person who has a hard time defending themselves including physical, psychological, social, or educational harm.

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.

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, children may not bring a weapon (toy or real) to Kids Club.

## **Weapons Policy**

The use, threat of use, intent of use, sale of or possession of any potentially dangerous weapons or look-a-like weapons is strictly prohibited in any Willamalane program. This includes but is not limited to knives, firearms, explosives, or any weapon, look-a-like weapon, device, instrument, material, or substance which, under the circumstance in which it is used, attempted to be used, threatened to be used, possessed or sold is capable of causing injury or death. Any infringement on this rule will be addressed with the seriousness of the action, and could result in disciplinary action up to and including expulsion from Willamalane programming, with minimum consequences of the creation and implementation of a program-nonspecific behavior contract.

## **Recognizing and Reporting Child Abuse**

All Youth Program 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, Willamalane will continue to work with and support the child and family. The report will be treated with confidentiality.

## **Transportation**

In the event that a site has a field trip, all participants will be transported by Springfield School District buses.

## **Illnesses and Communicable Diseases**

Parents/Guardians and staff share responsibility for reducing exposure to and stopping the spread of communicable diseases. Children must be free and clear of illness and symptoms of illness for 24 hours prior to returning to the program.

This includes, but is not limited to:

- Fever over 100.5 degrees Fahrenheit
- Diarrhea (more than one abnormally loose stool per day)
- Vomiting
- Lice
- Nausea
- Severe cough
- Skin or eye lesions or rashes that are severe, weeping or pus-filled
- Stiff neck and headache with one or more of the symptoms listed above
- Difficulty breathing or wheezing

If your child shows any of the above signs, they 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 Willamalane Youth Programs.

Children with head lice may not return to the program until the scalp is free from all traces of lice and nits. Please note, Willamalane policy and Springfield Public Schools' policy regarding illness or head lice may not be the same.

If your child has a communicable disease, please notify us so that we may inform staff and other parents to watch for symptoms. If your child was sent home from school for the day due to illness, he or she may not attend Kids Club in the afternoon.

## Medications

All medication is required to be logged with site 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 assist your child in administering it. The medication must be given to the program staff in the original and properly labeled container.

- The label must include:
- The date the prescription was filled
- Child's name
- Physician's name
- Drug name and dosage
- 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. Without prescriptions stating otherwise, medication will only be dispensed up to labeled limits.

### Over-the-counter Medications

Youth Program 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. Sunscreen must be given to your child's leader in its original container with your child's name on it, and it is the responsibility of the child to apply sunscreen.

## **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. In the event of evacuation or other emergencies, individual families will be contacted by site staff based on the information provided upon registration. If an individual child is injured in the program we will take the necessary emergency steps and contact the parent/guardian as soon as possible. In general, program procedures for anything more than a bump or minor scrape is to call Cascade Mobile Health and/or 9-1-1. Cascade Mobile Health is the contracted first-aid service provider for Willamalane Park and Recreation District. Mobile Health services are provided at no cost to families.

## **Accident Reports**

An accident report is taken any time a child is injured in the program. The report documents the date, time, nature of the accident, and treatment provided. Every effort will be made to inform you if your child has an accident on a particular day and you are encouraged to speak to the program leader about it. You are responsible for keeping emergency information updated.

## **Snacks**

The Springfield Public Schools kitchen staff will provide a USDA meal to the after school program at most sites. If your child has any medical conditions that limit the consumption of specific foods, please contact the school district office at (541) 726-3235 for meal accommodations. As part of our healthy nutrition initiative, we will strive to use healthy foods when incorporating food in our activities. If you would like to provide the group with a special treat for your child's birthday or other occasion, please notify the site 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. Snacks may not be shared between children.

## **Personal Items**

Willamalane Youth Programs strive to provide plenty of age-appropriate supplies, games, and craft opportunities. Any items from home should be clearly labeled with your child's name and must remain in a backpack at all times. This includes but is not limited to clothing, toys, cell phones or any other electronics, games, and snacks or candy. Willamalane staff cannot be responsible for lost, broken, or stolen personal items. If your child lost something please check with the school lost and found.

## **Confidentiality**

Information about the health or abilities of any child or a family's status will be considered confidential. Such information will be shared with staff only as necessary to meet the needs of the child. Occasionally, family information may also be shared with regulatory agencies.

## **Photo Policy**

Individuals under the age of 18 years require written photo consent by their legal guardian before any photos can be taken of that individual. When Willamalane is planning to take photos of children without a parent/guardian present photo consent from parents will be obtained at drop-off or pick-up the day prior (Kids Club). This pertains to photos and videos taken at Willamalane facilities, in programs, events, or any location where Willamalane could use that photo for any publication. If a parent doesn't agree to photo consent on that day, we will not capture any photos of that child.

## **Child Care Tax Credit and Requests for Information**

Tax information is available through your personal online registration account. 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.

## **Inclusion and ADA Accommodations**

Willamalane Park and Recreation District Inclusion Services goal is to provide persons with and without disabilities opportunities to recreate together in environments that are appropriate, non-restrictive and beneficial for all. All individuals are welcome to attend Willamalane Park and Recreation District programs regardless of ability, need, background, culture, religion, gender or economic circumstances. Through inclusive practice we aim to reflect our wider community and promote positive attitudes to both the similarities and differences in each other. In adherence to the Americans with Disabilities Act (ADA) we strive to offer reasonable accommodations to enable individuals with disabilities to become fully included in our programs. Sign language interpreters, accessible van transportation, modified equipment, trained program leaders, adapted devices and equipment are a few of the program accommodations that may be provided by inclusion services.

To request program accommodations please visit [willamalane.org](http://willamalane.org) or contact the following:

Melissa Minnick

541-736-4519

[Melissa.MINNICK@willamalane.org](mailto:Melissa.MINNICK@willamalane.org)



**Bob Keefer Center for Sports and Recreation**

250 S. 32nd St.

Springfield, OR 97478

541-736-4544

**[www.willamalane.org](http://www.willamalane.org)**