



RECREATION AND COMMUNITY SERVICES DEPARTMENT

2020 KIDZ CARE PARENT HANDBOOK

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The City of Santa Clarita Recreation and Community Services Department welcomes you to Kidz Care! The novel coronavirus, COVID-19 has been declared a worldwide pandemic and the City of Santa Clarita has put in place preventative measures for the health and safety of children and staff within the program. The program was developed with guidance from the Centers for Disease Control (CDC), the Los Angeles County Department of Public Health and the American Camp Association (ACA). Children will participate in a variety of fun, creative, and engaging themed activities, including a daily rotation of crafts, sports, games, songs, skits, math, science, literacy, and much more!

PROGRAM INFORMATION

Age	Dates	Times	Weekly Options
5-12 years old (by the start of the week)	June 22 – August 7 Parents can pick which weeks they would like to enroll in.	Open from 8:30 a.m. – 4:30 p.m.* *drop-off and pick-up times will be assigned and staggered from 8:30-9:00 a.m. and 4:00-4:30 p.m.	Monday - Friday

DAILY SIGN-IN AND OUT PROCEDURES

For safety reasons, all children must be accompanied by a parent or guardian at arrival and departure time. Children must not be left unattended before staff arrives at 8:30 a.m. and they may not sign themselves in. All parent/guardians must sign their child in and out each day. **We cannot be responsible for your child unless they are signed in.** A full signature is required. Please be prepared to show a **picture ID** each day in order to pick up your child.

- To minimize COVID-19 exposure, parents will not be allowed to enter the facility.
- We recommend designating one parent/guardian to drop off and pick up each day.

- Families will be assigned a check-in time between 8:30-9:00 a.m. and check-out time between 4:00-4:30 p.m. based upon their group assignment or 'pod' to stagger the arrival and departure times of children arriving at the park the Friday prior to the start of each week. Siblings living in the same household will be in the same 'pod'.
- **We require that parents wear a mask during drop-off and pick-up as well as bring their own pen to sign-in/out.**
- Physical distancing from other parents and children is required by adhering to the six foot markers that will be placed on the ground.
 - Families are encouraged to say good-bye close to their individual cars as that will minimize the time to say goodbye upon check-in to allow for the continual flow of traffic.
- Prior to beginning of each week, each child will be required to complete a 14 day pre-screening Health Certification Form and turn in the form to City staff upon arrival on their first day.
- Signage will be posted at the facility including CDC COVID-19 symptoms and the City of Santa Clarita's procedure regarding temperature and symptom screening prior to being allowed to enter the facility.
 - We encourage parents and children to also conduct a self-screening at home prior to coming to the park site.
- Tables will be arranged outside the community room with a plexiglass barrier for the sign-in table.
- City staff are required to wear gloves and masks during the screening process.

Daily Check-in

1. Participant and one parent/guardian will report to a participant screening station that allows for six foot social distancing between participants.
2. City of Santa Clarita staff will begin the screening by asking the parent/guardian if the child has any COVID-19 symptoms and will record answers on the 'Kidz Care Childcare Participant Weekly Symptom and Temperature Tracking Log'.
3. If all fields are marked 'NO', which is attesting to the absence of any symptoms associated with COVID-19, the City staff assigned to that location will then take the participant's temperature with a non-contact thermometer and record finding on the Tracking Log.
 - a. If a child has a temperature of 100.4 degrees or higher during the initial assessment, the parent and child can wait 10 minutes in their vehicle and then have the temperature re-taken by City staff.
 - b. If the child is displaying COVID-19 symptoms, or the retest shows a reading of 100.4 degrees or higher, they will not be permitted to enter the facility and will be asked to leave for the day. The child will not be permitted to return to the program, per the guidance of the CDC until:
 - i. Child is three days with no fever (without the use of medicine that suppresses or reduces fevers) **AND**
 - ii. Other symptoms have improved **AND**
 - iii. It has been a minimum of 10 days since symptoms first appeared **OR**
 - iv. To return sooner, provide two negative COVID-19 tests 24 hours apart **AND** be fever free for at least 24 hours (without the use of medicine that suppresses or reduces fevers) **AND** other symptoms have improved

4. If the child is cleared based on the assessment, the recording will be documented and stored in a designated confidential binder that the assigned City staff will be responsible for handling and storing in a locked cabinet.
 - a. Parents will then be able to submit their program paperwork and sign their child into the program.
 - b. Children will be given a disinfectant wipe to sanitize belongings (lunchbox, reusable water bottle, and optional spray sunscreen) before entering the park location.
 - c. Once they enter, they will store their belongings into their individual cubbies and immediately wash their hands.
5. City staff will check children’s temperatures during lunchtime and record finding on each child’s temperature tracking log and store in a designated confidential binder that the assigned employee will be responsible for handling and storing in a locked cabinet.
6. While staff aren’t trained medical professionals, they are following the guidance of the Centers for Disease Control (CDC), Los Angeles Department of Public Health, and the American Camp Association (ACA).

GROUPS AND ACTIVITIES

Children will be placed in groups or ‘pods’ with a total of 10 children (siblings living in the same household will be placed in the same pod) and the same staff member for the entire week. Children will take part in several activities throughout the day with their ‘pod’ and staff have planned these activities to allow for physical distancing as well as eliminate physical contact. Each child will be given individual kits containing markers, scissors, paintbrushes, etc. Equipment such as balls and jump ropes will be cleaned after each use. Each staff member will carry sanitation kits and hand sanitizer will be available for children to utilize after each activity. Activities include crafts, indoor/outdoor games, sports, music, drama, science, nature, and more! Groups will rotate between indoor and outdoor activities to limit the amount of people inside the facility to maintain physical distancing. Virtual and outdoor presentations will be included in the weekly schedule.

SAMPLE OF A TYPICAL DAY*

8:30 – 9:00 a.m.	Staggered arrival times/Screening/‘Pod’ formation
9:00 – 9:30 a.m.	Opening Circle with ‘Pod’/Individual ‘Pod’ Restroom Breaks
9:30 – 11:30 a.m.	Three Activity Periods for Craft, Enrichment, Outdoor Games (40 minutes with handwashing time)
11:30 a.m. – 12:30 p.m.	Lunch/Screening/Individual ‘Pod’ Restroom Breaks
12:30 – 3:00 p.m.	Competitions or Activities in ‘pods’ throughout the park
3:00 – 4:00 p.m.	Snack/Closing Circle with ‘Pod’/Individual ‘Pod’ Restroom Breaks
4:00 – 4:30 p.m.	Staggered Departure Times

**Schedule may vary by park location*

MOVIES

At certain times during the program, specifically in extreme heat, age appropriate G or PG movies may be shown.

BATHROOM PROCEDURES

Staff will escort children to the restroom as a group throughout the day. Children will practice physical distancing while waiting to use the restroom as well as limiting the number of children inside the restroom at a time staggering the use of stalls. Children will wash hands immediately after using the restroom. Staff will clean and disinfect restrooms with approved cleaning solution multiple times throughout the day.

LUNCHES

All children must bring a lunch to the program every day. Lunches need to be in a paper bag or nylon foldable lunch bag, and must be clearly labeled with your child's name. Lunches **should not** contain perishable foods, such as tuna fish or sandwiches with mayonnaise as we are not able to refrigerate them. Children will be very active so please pack a healthy lunch. Please do not pack candy or other foods with little nutritional value. Be sure to include a drink for lunch. It's recommended that fruit juices, water, and other liquids be frozen the night before to keep cold. It is strongly encouraged that each child's lunch be inside an insulated container with ice packs. **Please do not send lunches in igloos or coolers.** Children will wash their hands before eating lunch. Children will eat lunch outside on the grass or in the picnic area with their 'pods' while maintaining physical distancing. Picnic tables will be disinfected before use.

SNACKS

Kidz Care provides one afternoon snack for each child. Snacks provided by Kidz Care will be individually packaged snacks that follow the State of California's Nutritional Standards (SB 12). The daily snack option will be listed on the weekly newsletter. Snack will be distributed by staff wearing gloves.

ADDITIONAL THINGS TO BRING

Children's belongings will be kept in separate cubbies to avoid contamination

- **Refillable water bottle with your child's name is required** – water will be provided throughout the day. Drinking fountains will not be utilized.
- Closed-toe shoes. For safety purposes, we do not allow children to wear sandals or open-toe shoes.
- No other items (toys, electronics, backpacks, cell phones) will be allowed.
- Recommend all children wear their hair tied back to help eliminate the need to touch their face

Please remember to clearly mark all of your child's belongings with his/her name.

PHYSICAL DISTANCING AND CLEANING PROCEDURES

In addition to the policies previously mentioned, program staff will follow the American Camp Association (ACA) Field Guide Best Practices, such as:

- Physical distancing of six feet will be enforced at all times.
- Staff would be required to wear masks when leading indoor activities or in close proximity to children (less than six feet).
- Staff would be required to wear gloves when distributing materials and/or cleaning.
- The office at each location would be utilized as a containment area for a child to be isolated if he/she becomes ill.
- Good respiratory etiquette will be enforced, including covering coughs and sneezes.
- Staff will clean materials and surfaces after each activity using soap, water, and recommended disinfectant.
- Frequently touched surfaces (such as doorknobs, light switches, tables, countertops, faucets, sinks, keyboards) would be cleaned using the soap, water, and recommended disinfectant throughout the day.
- Nightly sanitization of facility and restrooms by professional janitorial company.
- All cleaning supplies are EPA approved.
- Signage related to these procedures will be posted at facilities.

FACE MASK PROCEDURES

Although the City strives to follow all County Health recommendations to the extent feasible in the running of the Kidz Care Program, the City will not require children to wear a mask as is required by the County Health Department. Children may bring a mask from home and are encouraged to wear them, however, parents agree and understand that staff will not enforce or ensure that children keep the masks on. Staff will wear face masks while indoors and anytime they must be within six feet to other staff or children.

ILLNESS PROCEDURES

The City of Santa Clarita has always adhered to illness procedures for its child care programs and out of an abundance of caution due to the COVID-19 pandemic, these procedures have been expanded and must be closely followed while

participating in Kidz Care for the health and safety of children and staff alike. Please ensure that you understand the following illness procedure prior to your child's attendance in the program.

In order to keep staff and other children healthy, we request that you keep children at home who are sick or showing symptoms of illness. Your child will be better served by staying home.

Covid-19 Related Symptoms

<ul style="list-style-type: none">• Temperature of 100.4° [37.8° C] or higher• Fever-like symptoms (sweating, chills, shivering, headache, muscle aches, general weakness)• Congestion or runny nose• Nausea or vomiting	<ul style="list-style-type: none">• Cough (particularly persistent, dry cough)• Shortness of breath or difficulty breathing• Sore throat• New loss of taste or smell• Diarrhea
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IF A CHILD GETS SICK WHILE AT KIDZ CARE

1. Staff will notify onsite Regular employee of the situation, provide the child with a disposable face mask and isolate the child in the park office while staff monitors.
2. Parent/guardian will be called (any names listed on the Health History form) to pick up the child promptly.
3. The Regular employee must notify the Kidz Care office to determine the next steps based on the symptoms the child has exhibited.

SECTION I: COVID-19 SYMPTOMS

If a child develops any of the above symptoms of COVID-19 while at Kidz Care, the child will be isolated, provided a disposable face mask and parents notified to promptly pick them up. In addition, the following procedures will take place. The only exception to this will be if the child's symptom is solely a headache (please see section II below).

1. The Kidz Care office will notify the parents of the entire 'pod', including the employees assigned to that 'pod' and the City's Human Resources Division, of potential exposure and parents will be provided the Communicable Disease Form. A sample of the Communicable Disease form can be found on the Kidz Care website under the Parents Corner tab.
2. The child who initially developed symptoms will not be permitted to return to the program, per the guidance of the CDC until:
 - a. Child is three days with no fever (without the use of medicine that suppresses or reduces fevers) **AND**
 - b. Other symptoms have improved **AND**
 - c. It has been 10 days minimum since symptoms first appeared **OR**
 - d. To return sooner, provide two negative COVID-19 tests 24 hours apart **AND** be fever free for at least 24 hours (without the use of medicine that suppresses or reduces fevers) **AND** other symptoms have improved
3. The children and employees assigned to the 'pod' will be sent home and required to self-quarantine for 14 days per the guidance of the CDC. Following CDC guidelines, the City of Santa Clarita will allow children and/or employees the option to return sooner if the following criteria are met:
 - a. Remain symptom free **AND**
 - b. The individual they were exposed to provides one negative COVID-19 test

SECTION II: HEADACHE PROCEDURES

The City strives to follow all LA County Health recommendations to the extent feasible in the running of Kidz Care, however, the County Health Department identifies headaches as a symptom of COVID-19 which would require self-quarantine. The City will follow a procedure that deviates from the LA County Health Department as it relates to headaches. The following City procedures will be used if a child develops a headache while in the program.

1. The child will be isolated, provided a disposable mask and sent home to be monitored by the parent/guardian for any of the above listed COVID-19 symptoms.
2. While at home, if no other symptoms exist, they may return to the program once the headache subsides.
3. If the child develops additional symptoms related to COVID-19 while at home, the Kidz Care office must be notified immediately.
 - a. If the Kidz Care office is notified of additional symptoms related to COVID-19, the parents of the entire 'pod', including the employees assigned to that 'pod' and the City's Human Resources Division, will be notified of potential exposure and parents will be provided the Communicable Disease Form. A sample of the Communicable Disease form can be found on the Kidz Care website under the Parents Corner tab.
 - b. The child that exhibited COVID-19 symptoms at home will not be permitted to return to the program, per the guidance of the CDC until:
 - i. Child is three days with no fever (without the use of medicine that suppresses or reduces fevers) **AND**
 - ii. Other symptoms improved **AND**
 - iii. It has been a minimum of 10 days since symptoms first appeared **OR**
 - iv. To return sooner, the parent must provide two negative COVID-19 tests 24 hours apart **AND** be fever free for at least 24 hours (without the use of medicine that suppresses or reduces fevers) **AND** other symptoms have improved.
 - c. The children and employees assigned to the 'pod' will be sent home and required to self-quarantine for 14 days per the guidance of the CDC. Following CDC guidelines, the City of Santa Clarita will allow children and/or employees the option to return sooner if the following criteria are met:
 - i. They remain COVID-19 symptom free during self-quarantine **AND**
 - ii. The child they were exposed to provides one negative COVID-19 test

Additional illnesses and conditions where we ask that you keep your child at home include, but not limited to: any unexplained rash, skin infections, pink eye and other eye infections, or just not well enough to follow the day's routine including outside play.

If your child has allergies which result in a continuous runny nose, please bring a note from your child's doctor stating this. This is true for any condition that may appear to be infectious or contagious but is not.

Communicable Diseases: (i.e., chicken pox, measles) Please let us know if your child contracts a communicable disease so that we may inform other parents. Your child may come back when cleared by a doctor. For chicken pox, all spots must be dry.

Lice: If your child is found to have lice, you will be called to pick up your child since lice are highly transmittable. Before your child may return, he/she needs to be free of lice, as well as eggs. Please thoroughly clean wherever your child puts his/her head—car seats, sofas, towels, pillows, etc. to stop the infestation. We will also take steps to treat the site (e.g. rugs, mats).

FEES AND PAYMENTS

Payments must be made in full at the time of registration.

WEEKLY REGISTRATION

Registration for each week of the program closes the **Wednesday** prior to the start of the week at **5:00 p.m.** We will not be able to process any additional registration requests after this time. You can add additional weeks, pending availability, online. If you are **currently** enrolled in Kidz Care and would like to add additional weeks, you may do so by submitting a Change Form to the Kidz Care office prior to the registration deadline, and we would be more than happy to process the request for you if space is available. Payment is due in full at the time of registration

KIDZ CARE FORMS

If you register your child for Kidz Care online, please submit an electronic Health History Form. Health History Forms are available online at santa-clarita.com/kidzcare. If you register in person, the Health History form must be completed in its entirety by a parent/guardian and turned in directly to staff on your child's first day of attendance. We also require a completed 14 day pre-screen form every Monday that your child is enrolled, an Enrollment Agreement, and signed COVID-19 waiver, which you can submit on your child's first day. Your child will not be allowed to attend the program until the completed Health History Form, Enrollment Agreement, 14 day pre-screening form, and COVID-19 waiver are submitted. All forms must be completed in their entirety.

KIDZ CARE REFUNDS

All requests for refunds or transfers must be submitted in **writing** to the **Kidz Care office** by completing the Change Form. Forms can be obtained at www.santa-clarita.com/kidzcare and submitted directly to the office through the website, or email.

- A refund will not be issued for days missed in a week and there are no make-up days.
- Children may not attend the program on days they are not enrolled.

All transfer requests must be submitted in writing to the Kidz Care office no later than the **Wednesday** prior to the start of the week at 5:00 p.m.

If at any time the program is cancelled or closed due to COVID-19, a refund will be issued based on the number of days remaining.

PLEASE DO NOT SEND YOU CHILD TO CAMP IF THEY ARE EXHIBITING ANY SIGNS OF ILLNESS

RECEIPTS

Receipts for payments will be emailed to the email address on file in the City's online registration system, CivicRec. Please keep your receipts for tax and/or personal purposes. We do not distribute a cumulative total of program fees. Payment history can be retrieved on your account at www.santa-clarita.com/seasons.

STAFF

Kidz Care Staff consists of professionals who have worked with City summer programs in the past. We utilize an extensively trained staff to contribute to each child's mental, physical, and social well-being. Each location will have one full time Director and Assistant Director in addition to program staff who are chosen for their enthusiasm and ability to prove themselves as role models to the children in our programs. In addition, one Regular Full-time employee will be assigned to each location checking in throughout the day and conducting participant screenings. The safety of your child is at the forefront of our concerns; therefore, all staff is First Aid/CPR certified, have participated in a background check, and have received extensive training. Staff to child ratio is 1:10. All staff will complete a 14-day pre-screening and have their temperature taken each day when they arrive to work. Staff will wear face masks while indoors and anytime they must be in close proximity to other staff or children.

AUTHORIZATION TO DROP OFF AND PICK UP

While we recommend that one person is designated as the drop off and pick up person for your child, we understand that there may be circumstances when another person, aged 16 or older, has to drop your child off or pick them up. For the protection of your child, only people whom you have authorized on the Health History form may drop-off and/or pick-up your child from the program. Health related questions will be asked daily in regards to COVID-19 symptoms

therefore, only individuals listed on the Health History Form may consent to the new prescreening measures required for your child to enter Kidz Care. Please make sure this individual brings a photo ID, wears a face mask, and has their own pen. Staff will check identification and confirm authorization of individuals seeking to pick up children from the program daily. This is for your child's protection. Anyone without proper authorization will not be allowed to take a child. **If you wish to add an additional person to the authorized pick up list on your child's Health History form, you must do so in person with the Site Director. No faxes, emails, or authorization by telephone will be accepted as we can not confirm your identity.**

COURT ORDERS

Parents listed on the Health History Form are automatically authorized to pick up their children. The City of Santa Clarita cannot restrict the rights of one parent at the request of the other parent without a copy of a custody order or court order affecting one parent's rights. For City staff to follow a court order, custody orders, and/or restraining orders, must be on file with the program supervisor and submitted immediately to the City. Please be aware, City staff is not trained to interpret court orders. If disputes arise between parties, as necessary, the Los Angeles County Sheriff will be called to determine and establish resolution.

LATE PICK-UP CHARGES

We ask that you follow the assigned Kidz Care staggered pick-up times in order to maintain physical distancing. A late fee is applied as soon as Kidz Care concludes at 4:30 p.m. as we do not offer a grace period. There is a \$5 charge per child for each 15-minute increment, or portion thereof, that you are late in picking up your child. The late charge is due and payable (by check) at the site the day in which you are late. Please note, if you are late picking up your child two times during the program, you will be contacted by the Recreation Supervisor or Coordinator. On the third offense, your child may be suspended until arrangements can be made to ensure your child is picked up on time.

WEEKLY NEWSLETTER

A weekly newsletter will be available for important up-to-date information, weekly activity schedules, and important reminders. This is your weekly resource for Kidz Care. You can view this document online at www.santa-clarita.com/kidzcare. Please note that activities are subject to change dependent upon weather or other unforeseen circumstances that may arise.

SUNSCREEN

We recommend that you apply sunscreen to your child before bringing him/her to the program as many of the activities take place outdoors. We ask that you please send your child with his or her own bottle of **spray-on** sunscreen if you wish for them to re-apply throughout the day. In order to maintain physical distancing guidelines, children will only be able to apply their own sunscreen and staff will remind children throughout the day to reapply.

EXTREME HEAT

In the event of extreme heat (temperatures around 105 degrees), children will participate in low energy activities indoors or in a shaded area of the park.

MEDICATION

Our staff is not permitted to administer prescription or non-prescription medication to children (exception Epi-Pens and Asthma Inhalers as staff is trained for emergencies only). Staff can only assist a child who can self-medicate and then only with written authorization of the parent. This includes Tylenol, cough medication, allergy medicine, etc.

If your child should need medication while attending the program, staff will provide the medication to your child. The following instructions must be followed:

1. The medication must be brought in its original container to the Director or Assistant Director, at your site. If it is prescribed medication, your child's name must be on the container.
2. You must complete the Medication Consent Form providing written instructions indicating the quantity and time that your child is to take the medication, as well as any other directions. This form also gives written clearance to the City of Santa Clarita to provide the medication to your child.
3. Sign medication in on the Medication Log.

4. Please send only the daily dose of medication.
5. Sign medication out on the Medication Log at the end of the day.

INJURIES

Your child's safety and well-being is our number one priority. If your child is injured, the Director or Assistant Director at your site will take whatever steps necessary to obtain medical care if warranted.

Minor accidents (bumps, scrapes): All minor accidents will be recorded in the First Aid Log. You will be notified of the injury and the first aid provided by the site Director/Assistant Director at the time of pick-up.

Bee Stings: Staff is not allowed to remove objects imbedded in the skin. In the event that your child gets stung by a bee, parents will be notified immediately and given the option to pick up their child or come to the park location to remove the stinger and allow them to return to the scheduled activities.

Head Injuries: If at any time a child injures their head while in the program, as a precaution, parents will be notified by staff informing them of the situation.

In the event of a major accident:

1. We will attempt to contact the parent/guardian first (if it's life threatening, 9-1-1 will be called first).
2. We will attempt to contact you through any person listed on the Health History Form.
3. If we cannot contact you, we will call an ambulance to have advanced medical care administered.

EMERGENCY LOCKDOWN PROCEDURE

If a lockdown command is ordered due to police activity or a threat in the area, immediate action will be taken to protect children and staff.

If outside, staff will gather the children and run to a secure location away from possible danger. If sheltering in place is necessary, staff will use a wall or furniture to block access and move inside as soon as it is safe to do so.

If inside, staff and children will stay in the building and initiate the following lockdown procedures:

- Lock all exterior doors, turn off lights and close the blinds. Blockade the door with furniture.
- Silence cell phones and have the group remain quiet away from any windows.
- Do not open the door.
- Wait for further information given by law enforcement or City officials.

Remain on lockdown until:

- An all clear call is made by a City official.
- A member of law enforcement or City staff member opens the door with a master key to inform staff that the area is safe.
- Law enforcement evacuates the facility, at which time staff and children will walk single file, hands in the air, remain quiet and follow directives from officers on the scene.

For safety reasons, children will not be released during any lockdown. Parents will receive notifications from City staff through phone, email, and/or text.

DISCIPLINE PROCEDURES

Staff utilizes positive reinforcement techniques when communicating with children as well as recognizes and rewards appropriate behavior. To help ensure that each child has a fun and safe summer, we have established the following rules:

1. **Be safe**
2. **Listen to staff**

3. Use appropriate language
4. Be respectful
5. Follow all safety guidelines

Prohibited behaviors include but are not limited to:

- Endangering the health and safety of themselves, other children, and/or staff
- Continual disruption of the program
- Refusal to participate in activities or cooperate with staff
- Stealing, damaging, or failing to care for program or personal property
- Refusal to follow instructions
- Inappropriate physical contact (hitting, biting, etc.)
- Use of profanity or inappropriate language/gestures
- Bullying or acts of aggression or violence

In the event that there is a need for discipline, the following Disciplinary Action Plan will be followed:

1. The child will be given a verbal warning and staff will direct the child to a more appropriate behavior.
2. The child will be given a time-out away from the group and activity. Staff will explain what rule(s) have been broken, why they are receiving a time-out, as well as the consequences for future negative behavior. The incident may be documented in the Behavior Log.
3. The child will need to speak with the Director and the incident will be documented in the Behavior Log for the parent/guardian to review and sign. A phone call to the parent/guardian may also be required at this time.
4. If the behavior persists, the child will be removed from all activities and parents will be called to pick up the child. **If the child's behavior at any time threatens his/her immediate safety, or the safety of other children or staff, the parent/guardian will be notified and expected to pick up the child immediately.**
5. If the negative behavior continues and the child is sent home a second time, the parent/guardian will be contacted by the Recreation Supervisor or Coordinator at which time a Behavioral Contract will be completed where expectations and consequences will be discussed.
6. In the event the child continues to not meet the behavior expectations, he/she may be suspended or removed entirely from the program. **No refunds will be issued.**
7. The Recreation Supervisor reserves the right to forgo the Disciplinary Action Plan and commence immediate dismissal of a child based on the severity of the behavior.

Please be sure to review the Kidz Care rules with your child.

CODE OF CONDUCT

For continual enjoyment, program participants must abide by all posted rules at the facility as well as those outlined in this handbook specific to the program. By enrolling your child in this program, you on behalf of your minor child, agree to abide by the policies and conditions of the City of Santa Clarita Recreation and Community Services Department "Code of Conduct". (For complete Code of Conduct, see our website at www.santa-clarita.com/kidzcare.)

REPORTING SUSPECTED CHILD ABUSE

In order to ensure the well being of the children in our care, staff has a duty under state law to report incidents of possible neglect or abuse to the Department of Children and Family Services (D.C.F.S.) and to cooperate in any investigation of such possible neglect or abuse. D.C.F.S. may send social workers and personnel to speak with the child in regards to any incidences of alleged child abuse and may legally do so without parent permission or consent.

City of Santa Clarita staff are mandated reporters and must follow California statute for mandatory reporting (Penal Code Section 11166). Staff may be subjected to criminal penalties if we fail to report such possible harm. Staff is not allowed to comment to parents, other staff, or any other person on the subject of reported child abuse. Parents may not accuse or question staff concerning child abuse allegations. All child abuse investigations are a matter for D.C.F.S. or the local law enforcement.

LOST AND FOUND

Our staff will do their best to ensure that children do not lose any belongings; however, we cannot be responsible for any lost or stolen items. As previously mentioned, we recommend that children refrain from bringing unnecessary items. Any items placed in the lost and found will be kept on site for one week. After this time, all items in the lost and found will be donated to a non-profit organization.

DEPENDENT CARE REIMBURSEMENT FORMS

All Dependent Care Reimbursement Forms must be verified and signed by the Recreation Supervisor or Coordinator. In order to obtain signature, please submit form directly to the Kidz Care office via email or give to the site Director. Please allow one business day for processing if emailed directly to the Kidz Care office and up to three business days for processing if given to the site Director. For tax purposes, the City of Santa Clarita's Tax ID number is 95-4133918.