

City of Menlo Park  
School Age Child Care  
Program Handbook



**City of Menlo Park School Age Programs  
Belle Haven Youth Center  
Menlo Children's Center**

**Welcome**

Welcome to the City of Menlo Parks School-Age Child Care Programs! We're happy to have you and your child with us this school year. The school year program is licensed by the Department of Social Services (License #41400001721-BHYC and 414002032-MCC) to provide child care in kindergarten to fifth grade. We serve working families who desire a fun, safe, structured environment where children can learn at their own developmental pace. We provide a supportive and nurturing atmosphere, while bridging the gap between home and school. We offer a balance of educational, social and recreational opportunities, indoor/outdoor games, arts and crafts, open areas for exploration, cooking and much more. We also provide transportation from the Menlo Park City School District Elementary Schools. The Belle Haven Program provides transportation from the designated Menlo Park bus stops of the Tinsley program.

**Philosophy & Goals**

Our school age programs are dedicated to the concept that learning should be fun - and children know it! Curiosity, imagination, boundless energy - these are the priceless ingredients children bring to us everyday, and to which our staff respond with a carefully balanced program designed to guide, encourage and build upon each child's unique potential.

The program is designed to:

- Provide a safe environment where social and emotional development, as well as academic success is supported.
- Provide a positive growth experience, recognizing each individual child's needs and abilities.
- Offer a place for students to spend time with adults and peers, engaged in fun and enriching activities.
- Offer a variety of activities that promote life skills such as teamwork, problem solving, creativity, leadership, and sportsmanship.
- Offer opportunities that build developmental assets in elementary school-age youth.

**Location**

Belle Haven Youth Center is located at 100 Terminal Avenue, Menlo Park, Ca 94025.  
Menlo Children's Center is located at 801 Laurel Street, Menlo Park, Ca 94025.

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**Contact Numbers**

The office is staffed daily from 9:30am to 5:00pm. We love to visit with you, answer your questions and help solve your problems. Don't ever hesitate to call, e-mail or stop by. We need to know what you like about the program, as well as ways we can improve. Your child is our number one concern.

(650) 330-2297	BHYC Office Line
(650) 330-2241	BHYC Main Line
(650) 330-2258	BHYC Classroom Line
(650) 330-2262	MCC Program Supervisor
(650) 330-2293	MCC School Age Office Line
(650) 330-2290	MCC Kindercat Direct Line
(650) 330-2165	MCC Groups 1-5 Direct Line

**Email Addresses:**

**Belle Haven:**

Rondell Howard [RDHOWARD@MENLOPARK.ORG](mailto:RDHOWARD@MENLOPARK.ORG) (Program Assistant-BHYC)

**Menlo Children's Center:**

Vanessa Carlisle [VLCARLISLE@MENLOPARK.ORG](mailto:VLCARLISLE@MENLOPARK.ORG) (Program Assistant-MCC)

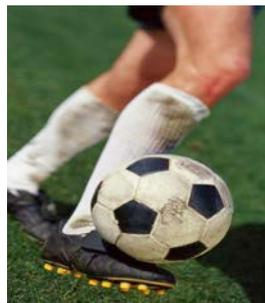
Amparo Barraza-Ruiz [ABARRAZA-RUIZ@MENLOPARK.ORG](mailto:ABARRAZA-RUIZ@MENLOPARK.ORG) (Kindercat Teacher-MCC)

Additional comments and questions can be emailed to Natalya Jones, Recreation Supervisor at [NRJONES@MENLOPARK.ORG](mailto:NRJONES@MENLOPARK.ORG)

**Program Hours**

Hours of operation are:

Days/Times: M-F from 12 p.m.-6 p.m.



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### **Program Fee and Deposits**

At the time of pre-registration you should have placed a deposit which will be put towards the program fee for the first month your child is enrolled.

### **Payment Policy**

Our after school programs operate on a pre-payment basis; therefore parents are responsible for **paying for time reserved, not time used**. Advance payment is necessary to insure sufficient staff /student ratio. **We regret that there can be no pro-rating of fees or refunds for days your child is absent**. Any registration fee not paid by the 5<sup>th</sup> of the month will be considered late and a late fee of \$20 may be applied to the student's tuition. Tuition late fees must be paid by the end of the week or the child will be dropped from the program.

\*In case of financial hardships, payment plans can be set up with the Program Assistant.

### **Arrival and Departure**

**Sign-in and Sign-out:** Parents or authorized adults must sign their child(ren) in and out each day with a full legible signature. No one under the age of 18 is allowed to sign a child in/out. Daily attendance sheets are located in each room (staff will sign your child in as they arrive from school). It is a must that you sign out your child on a daily basis since our primary concern is their safety. In case of an emergency or evacuation, we use the sign in / out sheets to ensure that the number of children in our care has been brought to safety. This is a State Licensing requirement.

Children will only be released to those persons listed on your child's emergency form. If you would like to add someone to your child's emergency form, please see office staff. In case of emergency, office staff must receive prior written permission by email in order to release your child. If someone comes to pick up your child whose name is not on the list, we will not release a child without prior authorization in writing. Please have adults prepared to show identification. We will not release children to any adult with out ID. Children are to be picked up no later than 6:00pm.

**Late Pick-ups:** Children are to be picked up NO LATER THAN CLOSING HOURS of the program. While it is understandable that there might be occasional delays due to business emergencies or transportation difficulties, certain procedures must be followed in such cases. Should such delay occur, the parent or guardian must contact the center/program director, so the staffing can be arranged and there should be a reasonable excuse for the delay.

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Abuse of this policy will result in suspension of your child from the program and the center. We are compelled to enforce this policy due to our concern about children's safety, program liabilities, and of course as a courtesy to our staff, and their schedule.

Each time a child is picked up after closing hours, a "Late Pick Up Notice" will be filled out and put in your child's file. After the 3<sup>rd</sup> notice within a month, children will be suspended for 1 school day.

There also will be "Late pick up charge" charged to you as followed:

There will be a \$15.00 charge for each child the first 15 minutes, and additional \$1.00 per child per each minute after 15 minutes.

### **Absences**

If you know your child is not attending the program, please call and let us know at the above numbers or email us before 2:00pm. This enables us to plan the amount of trips for pick up from the school and ensure that the safety of your child is taken first. If your child has not checked in with the program staff that picks them up at school/van stop by the time of the last bus run and we have not been notified of their absence, you will be contacted by a staff member. Failure to report your child's absences will result in a Non Notification of Absence Fee per child.

### **Sick Policy**

If your child displays the following symptoms your child should be kept home or will be sent home from the program: headache, fever of 101 degrees or more, excessive runny nose and eyes, coughing, stomach ache, earache, vomiting or diarrhea, sore throat, skin rashes (until definite diagnosis is made by a doctor), head lice, or any symptom which prevents your child from participating in normal program activities. When a child develops any of the symptoms, she/he will be isolated from the other children and parents will be contacted and asked to come and pick up their child/ren within the hour. It is important that you child remain home until he/she is completely well in order to protect the health of other children as well as that of the leaders.

### **Exposure Notice**

Please notify the program supervisor/director if your child/ren is diagnosed with any of the following contagious diseases so that we may pass the information on to other parents. (Strep throat, pin worms, viral infections, infected ears and/or glands, measles, mumps, chicken pox, scarlet fever, Fifth disease, impetigo, etc., are among those conditions categorized as "highly contagious").

### **Illness/Accidents, Emergency Care and Medication**

Only minor cuts and bruises will be given first aid treatment at the program. In the event of a serious illness or injury, attempts will be made to reach parent/guardian. Emergency information on the registration form is kept on-site for each child.

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In cases of acute medical emergencies, staff will make every effort to contact the parent/guardian immediately. If the proper persons cannot be contacted in the event of an emergency, the student may be taken by ambulance to the nearest hospital, accompanied by a staff member. For this reason, it is important that all contact information on the registration form be up-to-date and correct with names and current phone numbers, including work, home, cellular and any alternate contact information.

Staff will administer medication only that is dated, labeled, and prescribed by a physician (this includes over the counter medications). Parents must complete an authorization form and provide the prescription or doctor's note. Please notify staff if your child has taken any medication prior to being dropped off for care. If your child is unable to participate in activities due to illness, please keep them at home.

Please let the program staff know about any significant factors (lack of sleep or unusual excitement at home and / or school) which might affect the behavior of your student(s), so that we can care for them properly.

### **Emergency Procedures**

The center will provide safe temporary accommodation for your child until an authorized adult picks up your child. Please make arrangements for an authorized adult who is closest to the center (within an hour) for pick-up. In the event of emergency or disaster, your child may be temporarily relocated to the Arrilaga Family Gymnasium located at 701 Laurel Street, (650) 330-6300 for MCC participants. For Belle haven participants, the temporary relocation site is the Onetta Harris Community Center located at 100 Terminal Street in Menlo Park.



In case of fire, the children will be first evacuated to the grassy field behind Menlo Children's Center or at Kelly Park. The children can only come back into the main building if it is cleared by the Fire Marshall.

### **Parent/Group Info Board**

It is the parent's responsibility to check this board on a daily basis. Posted information on this board is in regards to your child's daily activities, upcoming events, monthly snack menu, and changes in activities. Other forms of parent communication will be through letters, flyers and written notices sent home and/or emailed.

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### **Daily Snack**

The program provides a daily snack for all children each afternoon. The snack menu is posted in the kitchen areas. If you would like a copy, please let staff know. If your child has a food allergy or any dietary restrictions, you must note it on your child's emergency card. Please be sure to let us know of any allergies your child may have to certain foods. Snack schedules are subject to change.

### **Toys/Personal Items**

Please have your child keep all toys, candy, gum, and money at home. Neither the program nor the staff is responsible for any items that are broken or missing at the Program.

### **Escorting & Enrichment Classes**

Staff members are only allowed to escort children to specific classes offered near or in the Community Centers. Enrichment classes are optional and offered for an additional cost. Staff will notify parents with flyers and registration forms with dates and costs of enrichment classes.



### **Homework Assistance**

Homework assistance will be provided for all grades except for Fridays. Homework will be for 30-40 minutes each day. Exceptions will be made for older children who need more time based on the amount of work given at the discretion of the staff. Assistance with homework is

available, but parents need to review work for accuracy and completion.

### **Lost and Found**

We will keep a lost and found box. Please check this box frequently as your child may have belongings in the box. All unclaimed articles will be donated every two months.

### **Fieldtrip Procedures**

Field trips, nature walks and trips to the library are considered an important part of the educational program and will be taken periodically to nearby places. We will provide the same adequate responsible adult supervision for these excursions as when the children are at as the School-Age facility. Please sign the neighborhood consent form.

### **Discipline Policy**

Children learn from each other, from their parents and other people in their lives. The Program rules are based upon the safety and respect for self, others and the environment.

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The environment is structured to enable children to freely explore, observe, feel, interact and learn. The schedule is structured to allow for a balance of activities that include free play, child directed activities, adult directed activities, active-passive participation, creative expression, etc. Discipline shall be through positive guidance, redirection and clear limits that assist the child's ability to be self-disciplined. Disciplinary measures shall be understandable and clear to the child. An explanation shall be given before and after any disciplinary action. Teachers model and teach appropriate behavior. Guidance by teachers shall develop orderly conduct and self-control with peers and adults. Good/positive behavior shall be reinforced. Teachers will encourage children through all modalities to express their feelings in a "socially acceptable" manner.

Established practices of sharing, respecting others and other's property, personal responsibility and responsibility for others will be reinforced at all times. Communication with parents regarding their child's behavior is on-going and occurs daily when the parent drops off and/or picks up their child.

Staff shall intervene when a child is physically aggressive, by redirection of the behavior, verbal warnings, and separation from the group of children and/or time-out. Parents will be notified of any behavioral interventions in writing or in person. If the child is not capable of controlling his emotions or anger and becomes aggressive we will send the child home.

The following is a list of CMP School-Age rules that are not allowed:

- Hitting, shoving, pushing, biting, slapping, etc.
- Name calling of staff or fellow students
- Teasing or use of profanity
- Leaving the program area without written permission from a parent prior to the scheduled release time
- A child must not endanger the health or safety of themselves or others
- All children are required to follow the directions and rules given by the staff



**CONSEQUENCES:** Our staff has been trained to employ a variety of constructive, alternative activities when inappropriate behavior is displayed. The following is a list of potential and likely consequences for inappropriate or disruptive behavior. We will issue consequences that are appropriate to the behavior displayed, the child's age, skill and level of cooperation.

1. Verbal Warning: The child is taken aside to talk to staff concerning what they are doing that is inappropriate and what the consequences will be if this behavior continues. If the behavior continues the child will be redirected to a different activity or be directed to a "cool down" area.

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2. Note Home: If the child's disruptive behavior continues a note home will be issued or a phone call made to schedule a family meeting. This must be done before the child can return to the School-Age program.

**Termination Policy**

Although all efforts will be made to maintain good relationships between families and the child care program, sometimes it is necessary to discontinue childcare services for a family. Services may be discontinued if: 1) parents do not abide by the program regulations; 2) parents do not pay their fees or have made appropriate arrangements 3) if the child is not benefiting from the program and 4) if a parent or guardian creates a hostile work environment for staff which includes but is not limited to intimidation, stress and verbal abuse.

Children will be dismissed from the program if the child is having continued discipline problems or they are a threat to themselves or other children. Staff will work closely with parents when this occurs. Children may be excluded from the program if parent(s) refuse to participate and/or cooperate with staff.

Any participant who causes serious physical injury to another child or whose behavior may cause endangerment to others or him or herself may be suspended or asked to withdraw from the program without going through a warning process.

We hope you will reinforce these objectives with your child. These rules and guidelines are set up for the safety and enjoyment of your child and others in the program. Please note the importance of the program guidelines and the consequences that will follow if they are ignored.

**\* A child that exhibits unacceptable behavior and does not correct that behavior, may be issued a written warning and possibly asked to withdraw from the program without a refund.**

**Withdrawal from Program**

To withdraw your child from the program, you must provide the Office Staff with a written request 30 days in advance. You will be responsible for all full months enrollment for which the program has not received a 30-day written notice of withdrawal. You may also be charged a \$15 processing fee in addition to payment of services received.

**Right of the Licensing Agency**

The Department of Social Services shall have the authority to interview children, or staff, and to inspect and audit child or program records without prior consent. The Department of Social Services shall have the authority to observe the physical condition of the child(ren) including conditions which could indicate abuse, neglect, or inappropriate

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placement and to have a licensed medical professional physically examine the child(ren). Personnel from licensing will be asked to provide identification if they are not known to the center.

**Child Abuse Reporting Obligations**

In accordance with California law, staff is obligated, under penalty of fine and jail term to report to Child Protective Services and /or local police, the reasonable suspicion of physical abuse, physical neglect, inadequate supervision or sexual abuse or exploitation. Parents need to be aware that the program does NOT allow and will stop all emotional or physical abuse occurring on the programs premises; acts such as spanking, pinching, shoving, pushing, pulling of the hair, slapping, yelling, threats and any form of physically reprimanding their children on programs grounds.

**Authorization to Release Information**

Law restricts the information, which School-Age programs may give out on a child or the child's family. The School-Age Program may not give out any information to an individual, an agency (except D.S.S., a school district, a hospital, or others without first obtaining permission from the parent or legal guardian. An authorization to release information will need to be filled out and signed by the child's parent or legal guardian. This document authorizes the program to release confidential information on the child. A signed copy of the release form will be kept in the child's folder.

**Confidentiality of Records**

All information received from parents concerning family service records is confidential. The use or disclosure of all information pertaining to the child and his/her family shall be restricted to purposes directly connected with the administration of the program or DSS (Department of Social Services). We will permit the review of the basic data file by the child's parent(s) or parent's authorized representative, upon request and at reasonable times and places.

**Clothing**

Children are encouraged to come dressed in comfortable clothing suitable for the weather. If the weather is hot, staff may schedule a water play day. Parents will be notified in advanced. On water days please make sure that your child has appropriate swimming attire or a change of clothes, a towel, and their personal items (comb, brush, lotion etc.).

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**Authorization to Photograph**

From time to time the children are photographed or videoed while they are participating in various activities when in the program. These pictures may appear in the local newspaper or in our brochures, website or Activity Guide promoting the School-Age Program. The picture would never be used for commercial use with the program benefiting monetarily from them.