



PARENT HANDBOOK  
2022-2023 AFTERSCHOOL PROGRAM

*Be Respectful*

*Be Kind*

*Be Courteous*

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# Table of Contents

Welcome.....	4
Philosophy	
Licensing Information	
Healthy Eating.....	5
Child Care Staff	
Babysitting	
Ratio	
Parent Responsibilities & Communication	
Required Sign In/Out Procedures .....	6
Enrollment and Registration	
Emergency Information	
Fees and Payments	
Nonpayment of Fees.....	7
Government Funds	
Credit/Refunds/NSF	
Receipt and Proof of Payment	
Late Pick Up	
Withdraw/Changes	
Daily Activities.....	8
Lost and Found	
Snack/Sack Lunches	
Illness.....	9
Incidental Medical Services	
Injuries	
COVID19	
Health and Safety	
Behavior and Discipline	
Children’s Appropriate Conduct.....	10

Children’s Appropriate Conduct (Cont.) Removal from the Program for Behavior Behavior Related Issues.....	11
Photo Release Children with Special Needs Emergency Disaster Plan.....	12
Lice Policy Monthly Calendars Arrival and Departure Child Abuse Reporting Program Concerns or Questions.....	13

# WELCOME TO THE CHILDREN'S HAVEN AFTERSCHOOL PROGRAM

Dear CH Parent/Legal Guardian

Welcome! We are excited to have you involved in the CH licensed childcare after school program. We understand the investment you are making in the development of your child. We also understand the CH Program is beneficial as it provides structure afterschool activities that fosters social interactions and have been in the community since 1980. Our After School program provides opportunities for students to work on homework assignments and to participate in group activities in a positive structured environment that supports positive growth and development. CH is committed to providing a supportive, safe, nurturing environment for both families and staff.

The mission of the CH After School Program is to provide quality care and learning experiences for children in a safe and caring environment helping them develop socially, creatively, emotionally, physically, and intellectually. Children's Haven will strive to work cooperatively with the community. We take pride in our highly qualified teachers and our communications throughout the program. We strive to provide a safe and nurturing environment where children can express their individuality while providing them with various experiences and enhancing their development.

The purpose of this handbook is to be an additional resource for the CH After School Child Care Program. The handbook provides helpful information on the policies and procedures, activities and communication pertaining to CH daily operations. If you have any question not covered in this handbook, please contact your CH Administration or Director at any time.

We look forward to building a lasting relationship with you and your family.

Sincerely,

CH Administrative Team

# PHILOSOPHY

We believe in the value of human diversity and the fair treatment of all people. Our values and beliefs about children are deeply rooted in the history of Early Childhood Education. We believe all children have the right to feel good about themselves, and it is the responsibility of all teachers to nurture the child's self-esteem. We believe the home is the most important factor in a child's development. Therefore, we will always strive to support and complement the family to promote the healthy development of children and parents. We believe loving, trusting, and respecting each child enables that child to love, trust, and respect others. Each child and family are due the respect for personal privacy demanded by professional ethics. We believe it is important to meet each child's needs for physical, social, emotional, and intellectual growth by providing diverse experiences in a supportive environment. We believe each person is a unique individual and has his or her own needs. Therefore, each person has a right to meet this need their way and in their own time. However, one of the responsibilities of having rights is recognizing and respecting the rights of others. We believe children deserve to have capable, caring teachers and whose values enable them to be excellent role models. Our educational and guidance decisions must be based on our knowledge of child development

## LICENSING INFORMATION

Our programs are licensed by the Community Care Licensing Division of the State of California, Department of Social Services. To be licensed, our programs must comply with the Manual of Policies and procedures for Child Care Centers. The regulations cover such areas as: physical environment and safety, staff qualifications, supervision and staff/child ratios program activities and equipment, health, food and nutrition, parent/community participation, administrative and record keeping requirements and others. We encourage parents to discuss any questions or concerns with us.

## Healthy Eating, Physical Activity

The Children's Have provides snacks that align with the standards to reduce childhood obesity that include Parent Engagement, Physical Activity, Screen Time, Food and Beverages as defined as follows:

Parent Engagement: CH will engage parents and guardians using informational materials and activities focused on healthy eating and physical activity and will post snack menus on the bulletin board.

Physical Activity Standard: CH will provide opportunities for daily outdoor activities as the weather permits. The activities include both moderate and vigorous activity as well as bone and muscle strengthening activities.

Screen Time: Reducing screen time among children can positively influence skill development and healthy habits. Our goal is aimed at limiting screen time to less than 30 minutes each day.

Food: CH will provide healthy snacks and follow CDSS protocols related to COVID-19 and food service to decrease the risk of the spread of infection.

Beverages: Water is accessible and available to children at all times. If CH is providing a beverage it will be unflavored water or low fat (1%) milk.

## CHILD CARE STAFF

The Afterschool Program operates under the direct supervision of the Childcare Program Director whose is responsibility for the daily operations of the program, including but not limited to the supervision of children and staff, program planning and implementation, communication, and parent relations according to Title XX11 regulations set by the Department of Social Services. Most staff are college students or have educational backgrounds in child development. All must have fingerprint clearance and are certified in CPR, AED, First Aid, and Mandated Reporter. They have had a successful experience working with children and are looking forward to getting to know your family.

## BABYSITTING

CH staff shall not socialize with children enrolled in CH programs outside of approved CH activities, including babysitting or transporting children. Immediate disciplinary action will be taken by the CH toward CH staff if a violation is discovered. PLEASE DO NOT put our staff at risk!

## RATIO

Due to regulation of the Community Care Licensing Division of the State of California we are required to maintain at least a 1:14 ratio at all times. A minimum of two staff members are required to be present in childcare at all times. The CH does not provide one—to-one aides for children with special needs. If an aide is necessary the parent may provide one with approval by CH and background clearance identical to CH employees Please see page 9, Children with Special Needs for additional information.

## PARENT RESPONSIBILITIES & COMMUNICATION

CH recognizes that parents are the most important people in a child's life and important in influencing and motivating their children. We welcome your advice, participation, and support. If you have an issue, concern or question please speak with Director, if they are unable to meet your needs, please contact CH Administration.

Our aim is to keep the lines of communication open through a variety of ways including Parent Messaging, Bulletin Boards, and Feedback Forms.

When you sign out your child each day, please check for any up-to-date information.

The Director is always available to discuss the needs of your child. If you need to discuss anything further, please feel free to reach out to the CH Administration if you don't feel as if you are receiving adequate information.

## REQUIRED SIGN IN AND OUT PROCEDURES

When you enter the childcare facility, please bring with your ID when picking up your child unless the staff is familiar with you. You are required to Sign-In and Sign-Out via ProCare Parent Messaging. Your electronic signature is required for time in and time out for the day are required.

Only authorized individuals may pick up children. The staff will question anyone unfamiliar to them and ask for identification. All authorized individuals will be listed on your child's emergency contact information. If you need to add additional people to that list, you may update it at any time. Any restricted individuals must have a restraining order on file with the Program Director.

# ENROLLMENT AND REGISTRATION

Registration should be completed in full, 2 weeks prior to the start date in which you wish to enroll your child. Space is limited and is available on a first come, first serve basis. Children who are brought to care with incomplete information and/or not registered will not be admitted into childcare. You may not complete forms on start date. Enrollment and Registration Forms are located on the Children's Haven website.

# EMERGENCY INFORMATION

We are unable to allow your child into our program care without this information. Paperwork cannot be filled out on site.

# FEES AND PAYMENTS

Fees are based on enrollment rather than attendance, and fees are not pro-rated if your child is unable to attend for any reason, illness, vacation, doctor appointments, etc. In order to maintain consistency within the program, the CH childcare program is not able to accommodate rotating schedules. All program participants must be continuously enrolled in the program. You may select from full time, part time, and drop-in options. Days of the week should not change week to week. Once enrolled, days selected are days your child is scheduled to attend. Additional days may be added, space permitting, and fees collected in advance.

All payments are due weekly. Payments are made through, cash, check, or Zelle. Families will automatically be invoice weekly payments on Fridays. This is a hassle-free way to ensure your tuition payment is on time and to avoid late fees. Your weekly payment will be charged

Every Friday by at 12 :01am after the week of care. If your payment does not go through, you will be contacted within 48 hours. Payment will need to be made at that time in order for your child to continue care. Missed payments will result late fee. Repeated missed payment will result in termination from the childcare program.

Splitting balances between multiple parties is not available.

Any changes in enrollment, such as a change in location, type of care (full-time or part-time), payer or program (before school, after school, or before and after school care), require 30 day's written notice and are based on current availability. You may contact the CH Administration at any time to discuss schedule changes, change of days, change from Full Time to Part Time or Part Time to Full Time.

Any changes in enrollment require a 30-day written notice and are based on current availability.

Fees are not pro-rated. The weekly fee is the same, each week of care.

# NON-PAYMENT OF FEES

In order to be fair to all Child Care program members, those who do not pay program fees in a timely manner may be suspended or terminated from the program.

Fees become past due each week on Tuesday morning, 8am and may include a \$10 late payment fee. If account balance has not been paid in full and arrangements have not been made for payment, your account may be turned over to a collection agency.

## GOVERNMENT FUNDS

The CH programs accepts Government Funds through CDR as form of payment. If you are approved for third party funding, we need to receive notice of communication and status of shared costs. If your government funds are terminated and notification is not provided to the CH and your child continues to attend, parent is responsible for payment in full. Payment will be deducted from your account on file. Parents are required to pay the difference between what the Government pays and the actual cost of CH care.

## CREDIT, REFUNDS, NON-SUFFICIENT CHECKS

Refunds will not be issues for invoice related issues or cancellations due to reasons beyond the control of the organization. Credits will be provided based on account review. There is a \$20 service fee applied on all checks returned for any reason. Payment and a \$20 service fee must be received before your child may return to the program. Any payment not received within 30 days may be forwarded to collections.

## RECEIPTS AND PROOF OF PAYMENT

Monthly or Yearly statements can be accessed through ProCare Child Care Software Management If you need assistance please contact CH Administration.

## LATE PICK UP

Parents need to ensure that their child is picked up in a timely manner by end of the programmed day. There will be a late charge of \$1.00 per minute per child for every five minutes past closing that the child is not picked up. The following steps are necessary to ensure the safety of the child as well as the CH staff members.

- 5 minutes after closing: CH staff will call parent home and cell number to check for any problems or miscommunications. If contacts listed on the registration form
- 45 minutes after closing: CH staff will contact CH Administration or Directed for direction in calling the local authorities to determine if any problem related to the parent has been reported.
- 60 minutes after closing: If the child has not been picked up by this time, he or she will be

turned over to the local police

You risk dismissal from the program if:

- You fail to pay the late pick-up fee at the time of pick up.
- You are late in picking up your child three times within a 30-day period.

## WITHDRAWL/CHANGES

A 30-day written notice is required to discontinue enrollment in the program or change in schedule. Cancellations can be sent via message through ProCare. We will accommodate schedule changes on a space availability basis. Change fees may apply. If no notice is received for change or cancellation, a refund will not be issued.

## DAILY ACTIVITIES

Homework and Quiet Time: There will be time set aside each day to allow children to work on homework if his/her parent wishes. It is important that parents let their child know of their wishes. Site staff will supervise homework time and offer occasional assistance as needed. They cannot, however, provide constant one to one tutoring. Staff will not check backpacks for homework. It is up to the child to get their homework; however,

much encouragement will be given. CH staff cannot be held responsible for homework not completed during childcare.

Group Activities: the children participate daily in a staff directed activity ranging from active group games to groups quiet games to crafts and other special activities.

Fitness and nutrition are incorporated into group activities several times per week. A calendar is provided to parent's monthly outlining each day's group activity.

Free Play and Choice Time: After six hours or more of school, it is very important to have some time for children to choose activities on their own. Activities during free time range from playing outside, crafts, drawing, puzzles, board games, toy, etc. Please do NOT send personal toys, electronics, or gaming systems

## LOST AND FOUND

CH will not assume no responsibility for lost, forgotten or stolen items. Please label all belongings with permanent marker. If something is misplaced, check the site's lost and found bucket. Please leave all toys and games at home. Lost and found articles will be discarded at the end of each week.

## SNACK AND SACK LUNCHES

CH will provide snacks daily. If your child requires has food allergies or particular eater, we ask that you send you child with a healthy snack as well as a filled water bottle. Please send snack that do NOT require refrigeration or heating. Please do not send Fast Food, Soda, Candy, or Gum.

Food Allergies/Food Preferences:

Should your child have a food allergy please indicate so on the emergency information and through ProCare prior to the start date.

## ILLNESS

If your child is ill and will not require pick up for the CH Afterschool Program, please notify CH by 11:00am via ProCare Parent Messaging. If your child becomes ill while at CH, you will be contacted and asked to pick your child up immediately. The child will be isolated, within sight and hearing of staff, until the parent arrives. If the parent cannot be reached, the staff will phone the emergency contact person(s) listed on the child's enrollment form. CH is not licensed to provide care for sick children. It is the policy of the CH that an ill child be picked up within an hour from the initial phone call.

Children exhibiting the following symptoms may not attend the program:

- Severe pain, swollen joints
- Temperature over 100.4
- Diarrhea, blood in urine
- Jaundiced skin, yellow eyes, or red eyes with discharge
- Visibly enlarged lymph nodes
- 2 or more episodes of vomiting in 24 hours
- Infected/untreated skin patches or rash lasting more than one day
- Evidence of head lice or nits

### MEDICATION

Any prescription medication which needs to be administered during program hours must:

Be accompanied by "Medication Release" Form

All medications must be in the original container with the pharmacy label indicating child's name, physician's name, and drug name with a Physicians note with specific written instructions for dosage amounts, times. Non-prescription medication cannot be administered.

## INCIDENTAL MEDICAL SERVICES

The CH After School Child Care program will administer medications to children who have asthma or who experience allergic reactions. Parents of children with any potentially life-threatening illness or condition must be reachable by the CH staff the entire time the child is in care.

## INJURIES

All injuries will be treated as needed, including washing, applying bandages or ice packs. Parents/ Guardians will be notified upon pick up and given an "ouch report" explaining the details and aid given. Please note, in accordance with sanitation and state regulations, CH staff cannot administer any cream, ointment or anti-bacterial solutions. Parents/ Guardians will be contacted immediately in the case of more serious injuries, in which medical attention is needed.

## COVID-19

CH Afterschool Program is making a conscience effort to minimize the risk of spreading COVID-19.

SYMPTOMS PARENTS SHOULD ACKNOWLEDGE: If a

child is experiencing any of the following: cough, fever, chills, muscle pain, shortness of breath or difficulty breathing, sore throat, or loss of taste or smell, they must remain home. If your child has been in the CH within 14 days of becoming ill, we ask you to notify the Program Director immediately through parent messaging.

KEEPING YOUR CHILD SAFE: CH will implement COVID interventions via CDSS and Public Health Recommendations. We will practice regular disinfecting of common surfaces areas and adhere to healthy practices like coughing etiquette, avoiding touching faces and not sharing personal items. Social distancing will be implemented as appropriate. All staff have been trained in COVID-19 procedures and protocol to include but not limited to hygiene practices, supervision, sanitization, cleaning, and disinfecting procedures.

## HEALTHY AND SAFETY

The Emergency Health/Information History Form must be completed through ProCare on each participant prior to the start for the program. Safety is our primary concern. We strongly enforce safety rules for all participants. We believe in the positive reinforcement approach and work very hard with each participant to teach safety at all times. All staff are CPR, AED, and First-Aid Certified and instructed to only give care within the scope of their training. If your child is injured or ill, we will take whatever steps necessary to provide appropriate care.

## BEHAVIOR AND DISCIPLINE

The aim of the CH program is to provide a healthy, safe, and secure environment for all students. CH focuses on teaching children positive conflict resolution techniques and building positive self-esteem and self-worth.

## CHILDREN'S APPROPRIATE CONDUCT

It is our intent that each child enjoys the activities planned by understanding that she/he is responsible for her/his actions. With prior knowledge of our basic rules of safety and good conduct, each child is made aware of

how to exercise self-discipline. We are here to assist her/him and to know that we expect her/him to succeed. Core Values of Caring, Honesty, Respect and responsibility are an important part of our program. We also use positive reinforcement by consistently acknowledging good behavior. The expectations listed are the general expectations we have for all of our program participants:

- Respect for self, for others and for property
- Safety first
- Speak for yourself/listen attentively
- Be responsible for your words and actions. Discipline is the process of teaching self-control and the ability to live within limitations and agreed upon guidelines. Positive behavior is self-rewarding and allows for program activities to occur. When children choose to behave outside of the guidelines, some consequence is required to avoid future problems. The overall safety of all children in the program is our highest priority. As mentioned above, when positive behavior is displayed, the consequence is participation and enjoyment of planned activities. In cases of negative or inappropriate behavior, the following process will be employed:
- Reasoning and Redirection: Every effort will be made to help the child understand the inappropriateness of her/his action and agree to an alternate form of behavior. Children may be redirected to alternative activities. When the conflict is child to child, every effort will be made to have them reason together face to face with staff facilitating.
- Removal from Specific Activity: When reasoning has been pursued and has not changed behavior, removing the child from the activity involved for an appropriate amount of time may become necessary. The denied activity should be related to the misbehavior and the removal should not exceed 10 minutes.

## CHILDREN'S APPROPRIATE CONDUCT (continued)

When the teacher is not successful in correcting the behavior the Child Care Director may meet with the child to redirect him/her to use of proper conflict resolution strategies.

If the parent needs to be formally involved in the process, specific changes in behavior will be requested with specific consequences for non-compliance outlined. This is usually accomplished through the use of a "Behavior Contract." Whenever possible, the child is present and participates in these conferences. The goal is to define what changes need to be made to help the child be successful in the program.

## REMOVAL FROM THE PROGRAM FOR BEHAVIOR

If the above process has not resulted in corrected behavior, the family will be required to remove the child from the CH program. CH reserves the right to remove a child from the program if he/she disrupts the group or endangers the well-being of themselves or others.

## BEHAVIOR RELATED ISSUES

In addition to behavior management procedures outlined above, parents should be aware that"

- No staff member may ever strike, swear at, abuse, or threaten with physical intimidation either a child or a parent.
- No staff member will allow a child to be stricken, sworn at, abused, or physically intimidated by anyone else in the program.
- No child will be allowed to continue in the program if they hit staff, swear, or threaten staff as this becomes a safety issue to themselves or others.
- No staff member will ever solicit or accept gratuities in consideration for any treatment of a child.
- No parent or guardian will be allowed to harass, threaten, or display violent/intimidating behavior toward staff, participants, or other members.

## PHOTO RELEASE

The CH After School Program may take photos, videos, or sound recordings of your children in our childcare programs. We often use them for crafts or projects. If you have a signed photographic release on file, CH is not required to contact you. If you wish to not have your child photographed, we will check your paperwork and make not of that.

## CHILDREN WITH SPECIAL NEEDS

CH staff strive to respond to the needs of each individual in a group are setting, with a ratio of one staff member to 14 children. CH provides opportunities for involvement in large and small groups with a balance of teacher-directed and child-initiated activities, however, we are unable to provide one-to-one care for any child except on an intermittent basis such as injuries, immediate disciplinary issues and certain personal care needs customarily provided to other children.

We welcome all children in the CH After School Program. To the extent it is reasonable able to do so, the CH program will provide service to children with disabilities or any special needs in the same manner as services provided for other children of comparable age.

It is essential that all pertinent information about the child's needs be available to staff from the outset of enrollment and that a continuing bond of trust and mutual partnership exists for the benefit of the child. Therefore, a parent has the obligation to disclose significant medical, physical, or behavioral issues a the time of the child's enrollment and on an ongoing basis. If it is unclear whether CH Child Care Program can reasonably accommodate the unique needs of a child, we will arrive at a final decision by reviewing the circumstances on a case-by-case basis. Such review will be comprised of most, if not all, of the following steps, unless such process would not meaningfully contribute to a final decision:

- The Director will meet with the child and family.
- The Director will observe the child in the childcare setting.
- The Director will assess the staff member's ability to handle the various manifestations of the child's special needs.
- The Director will observe the child's adaption to the group of children.
- The Director will discuss the child's needs with the Administration.
- If possible, the child will be enrolled for a trial period, not to exceed 2 weeks.
- If the child's attendance cannot be accommodated because the needs are unreasonable or alter the nature of CH staff/student ratio, the parents will be informed without delay.

## EMERGENCY/DISASTER PLAN

In the event a natural disaster occurs, our goal is to keep children safe and calm. The staff will determine the safest plan of action. The Director will always keep the children's emergency information with them at all times.

Our designated area of safety in the event we need to evacuate the facility is the church parking lot then the entire staff will walk to the parking lot directly across the stress. You may want to consider deciding for a friend or relative who works or lives close to the CH to pick up your child in case of a disaster. Their names must be included on the emergency contact list on your Emergency Contact Form. Remember, they must have a Photo ID and they must be at least 18 years old. It is also a good idea to have an out of state contact to call in case of a natural disaster. Often out of state phone lines are still active in the event of a local disaster.

Remember, making plans prior to emergencies can expedite the safe release of your child.

Childcare closure due to a natural disaster is at the discretion of the CH Admin and MCC Board of Directors.

NO CREDIT WILL BE GIVEN FOR ABSENCES DUE TO

TRIPS, HOLIDAYS, VACATIONS, NATURAL DISASTERS/EMERGENCIES OR DAYS THAT WE ARE SCHEDULED TO BE CLOSED.

## LICE POLICY

If your child is found with lice, in any form, they will be sent home for 24 hours and until they can return with no sign of lice, eggs or bugs. Children who are sent home due to lice, will be checked upon their return.

## MONTHLY CALENDARS

Monthly calendars will be available on the first day of each month. The calendars include pertinent information for the month as well as activities.

## ARRIVAL AND DEPARTURE

State guidelines require that each child must be signed in and out each day by the parent. Staff will sign in children who enter or exit the program from school. A phone call is required if your child will be absent or will arrive at the childcare program at a different time than originally scheduled. If your child does not arrive at the program, phone calls will be made to persons listed on the emergency sheet as well as the school office to determine the whereabouts of your child. If the child cannot be located, missing child procedures will begin. An allowance for absences and vacations is built into the fee structure. Therefore, no refunds or credits are given

## CHILD ABUSE REPORTING

Section 111666 of the California Penal Code requires any child care custodian, medical practitioner or employee of a child protective agency who has knowledge of or observes a child in his/her professional capacity or within the scope of his/her employment who he/she knows or reasonably suspects has been the victim of child abuse, to report the known or suspected instance of child abuse to a protective agency immediately or as soon as practically possible by telephone and to prepare and send a written report thereof within 36 hours of receiving the information concerning the incident.

“Child Care Custodian” includes teachers, licensed day care workers, administrators or community facilities licensed to care for children, foster parents, and group home personnel. CH wants all children to be safe. Unfortunately, child abuse does exist, taking many forms. If you suspect abuse, please call Child Protection Services (CPS).

## PROGRAM CONCERNS OR QUESTIONS

CH encourages constant communication between parents, staff, and children to assure everyone’s needs are being met. If you should ever have a problem, concern, or question, we encourage you to ask your Afterschool Care to staff. Should they not be able to meet your needs, please contact the CH Administration. It is through your input that we are better able to meet the needs of the community and enhance the quality of our programs.

