



# City of SANTA CLARITA

## PROGRAM HANDBOOK

RECREATION AND COMMUNITY SERVICES DIVISION

Contact Information:

Canyon Country Community Center

(661) 290-2266 | Email: [cccc@santaclarita.gov](mailto:cccc@santaclarita.gov) | Website: [SantaClarita.gov/CCCC](http://SantaClarita.gov/CCCC)

The City of Santa Clarita Recreation and Community Services Department welcomes you to the Canyon Country Community Center! Our programs provide youth ages 5 – 17 years old with an environment that fosters growth and development through recreational and creative activities. The Center offers arts and crafts, sports, fun fitness, dress up days, water activities, presenters, workshops, volunteer opportunities and even field trips for teen participants.

### STAFF

Canyon Country Community Center staff consists of professionals who have worked with City youth programs in the past. We utilize an extensively trained staff to contribute to each child's/teen's mental, physical, and social well-being. The safety of your child/teen 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 1:15 and 1:20 for teens.

### DAILY SIGN-IN AND OUT PROCEDURES

For safety reasons, all children (5-12) must be accompanied by a parent or guardian at arrival and departure time. Children must not be left unattended before their program begins, and they may not sign themselves in. All parent/guardians must check their child in and out each day. We cannot be responsible for your child unless they are checked in. **Please be prepared to show a picture ID each day in order to pick up your child.**

### AUTHORIZATION TO PICK-UP

For the protection of your child/teen, only people whom you have authorized on the registration form may pick up your child/teen from the program, with proper ID. All persons wishing to pick a child/teen up, including parents must show proper ID before the child/teen will be released. All persons on said form must be at least 16 years old. Staff will check identification and confirm authorization of individuals seeking to pick up children from the program. No exceptions permitted.

If you need to add an additional person to the authorized pick up list on your child Health History form, you must do so in person with Center staff. **No faxes, e-mails, authorizations by telephone, or handwritten notes will be accepted as we cannot confirm your identity.**

If you wish to have your teen walk home unaccompanied, you must complete a Sign-Out Authorization Form. The form can be obtained at the front counter.

### COURT ORDERS

Parents/guardians listed on the Health History Form are automatically authorized to pick up their child/teen. The City of Santa Clarita cannot restrict the rights of one parent/guardian at the request of the other parent/guardian without a copy of a custody order or court order affecting one parent's/guardian rights. Staff will not restrict a parent's custody rights without a valid court order. 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

There is a \$5 charge per child for the first 15 minutes plus \$1 for each minute thereafter, or portion thereof, that you are late in picking up your child. The late charge is due and payable (by cash or credit) 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 Community Center Supervisor or Coordinator. On the third offense, your child/teen may be suspended until arrangements can be made to ensure your child/teen is picked up on time.

### PARKING

Please do not park in the emergency lanes, along red curbs, or double-park anywhere in the parking lot. Tickets will be issued to vehicles that park illegally.

### ILLNESS PROTOCOLS

The City of Santa Clarita has always adhered to illness procedures for its day camp programs

**In order to keep staff and other children/teens healthy, we request that you keep ill children/teens at home.**

#### **IF A CHILD BECOMES SICK WHILE IN THE PROGRAM**

1. Staff will notify the Supervisor or Coordinator of the situation and isolate the child/teen in the office while staff monitors.
2. Parent/guardian will be called (any names listed on the Health History Form) to pick up the child promptly, if deemed necessary.

**Illnesses and conditions where we ask that you keep your child at home include, but not limited to:**

High temperature, nausea, diarrhea, throwing up, 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, they need 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).

### MEDICATION

Our staff is not permitted to administer prescription or non-prescription medication to children/teen (exception Epi-Pens and Asthma Inhalers as staff is trained for emergencies only). Staff can only assist a child/teen who can self-medicate and then only with written authorization of the parent/guardian. This includes Tylenol, cough medication, allergy medicine, etc. If a child/teen should need medication while attending the program, staff will provide the medication to your child/teen. The following instructions must be followed:

1. The medication must be brought in its original container to the front counter staff. If it is prescribed medication, the child's/teen's name must be on the container.
2. Parents/guardians must complete the Medication Consent Form providing written instructions indicating the quantity and time that your child/teen 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 the child/teen.
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.

## GROUPS AND ACTIVITIES

Children will be placed in groups with other participants of similar age and grade level. Children/teens will take part in several recreational activities throughout the day with their group. Group size will depend on the number of children of the same age group but 1 staff per 15 children ratio will be maintained at all times. Children's/teen's belongings will be kept in their individual assigned areas.

- Please remember to clearly mark all of your child's/teen's belongings with his/her name. Please do not send your child with toys or electronics from home. Cell phones may not be brought by youth; however, teens may bring their phone at their own risk. Staff are not responsible for personal belongings brought to camp.
- Children/teens must wear closed toe shoes for safety purposes.
- If possible, children/teens should wear their hair tied back to help eliminate the need to touch their face and eliminate risk of it getting tangled in play equipment.

## OTHER ACTIVITIES

Movies – if shown will be age appropriate G/PG for the youth program; PG-13 for teens. Gaming – video games ratings for children will be E/E10+ and T for teens.

## FIELDTRIP PROCEDURES

During our summer program months, teen participants are able to register to participate in paid fieldtrips. Registration for fieldtrips is limited and done on a first-come, first served basis. Staff accompanies teens on all fieldtrips and maintains a 1:10 ratio.

**If your teen has been registered for a field trip, they must arrive prepared by the designated CHECK-IN time. If not, they forfeit the right to attend the selected field trip, regardless of having already paid and whether or not the bus has left. NO EXCEPTIONS. NO REFUNDS.**

- We require all teens attending field trips to have current Activity and Health History forms on file, with the parent's initials acknowledging authorization to attend the field trip. If form is not on file, your teen's spot will be forfeited, regardless of having already paid.
- Teens not following staff directions or Community Center rules will lose the right to attend future field trips, regardless of having already paid and parents may be required to pick their teen up from the destination if inappropriate behavior persists.
- Parents may not pick up their teen from a fieldtrip destination without obtaining prior authorization from the Center's Supervisor. Please allow at least one day's notice if your teen will be picked up from a fieldtrip destination. Identification must be presented to the fieldtrip leader before teen can be dismissed.
- Parents are responsible to provide money for food (at least \$15 per teen) and may also provide money for souvenirs. Each teen will be responsible for carrying their own belongings during field trips. **Staff is not allowed to carry items for participants, including money.** Please follow all special instructions provided for each individual field trip.
- Do not send teens on field trips if they are not feeling well. If this occurs, you will be responsible for picking up your teen from the destination.
- Do not send teens on field trips with valuables. Center staff is not responsible for lost or stolen belongings and will not spend field trip time locating missing belongings.

## PARTICIPANT RULES

Please review the following rules with your child/teen:

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

1. Be safe
2. Listen to staff
3. Use appropriate language
4. Be respectful

*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

## DISCIPLINE POLICY

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

1. The child/teen will be given a verbal warning and staff will direct the child/teen to a more appropriate behavior.
2. The child/teen 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/teen will need to speak with the Recreation Leader III and the incident will be documented in the Behavior Log for the parent/legal guardian to review and sign. A phone call to the parent/legal guardian may also be required at this time.
4. If the behavior persists, the child/teen will be removed from all activities and parents/legal guardians will be called to pick up the child. **If the child's/teens behavior at any time threatens his/her immediate safety, or the safety of other children/teens or staff, the parent/legal guardian will be notified and expected to pick up the child/teen immediately.**
5. If the negative behavior continues and the child/teen is sent home a second time, the parent/legal guardian will be contacted by the 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/teen continues to not meet the behavior expectations, they may be suspended or removed entirely from the program. **No refunds will be issued.**
7. The Community Center Supervisor reserves the right to forgo the Disciplinary Action Plan and commence immediate dismissal of a child/teen based on the severity of the behavior.

## 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 submitting the registration form for your child to participate in this program, you on behalf of your minor child/teen, agree to abide by the policies and conditions of the **City of Santa Clarita's Recreation and Community Services Department "Code of Conduct."** (For complete Code of Conduct policy, see our Universal Membership Form.)

## INCLUSION SUPPORT

If your child/teen requires Inclusion support or accommodations to interact, play, and socialize with their peers in an inclusive and supportive environment, please contact the Recreation Inclusion office at (661) 250-3722 or send an email at [inclusionsupport@santa-clarita.gov](mailto:inclusionsupport@santa-clarita.gov). Aides will be provided based on availability and immediate need.

## DRESS CODE

Participants should wear comfortable and modest clothing. For safety reasons, children/teens must wear closed-toe shoes. Hats are allowed as long as they are free of offensive symbols or logos. Clothing should cover chest, midriff and backside. Skirts/dresses without shorts underneath are not permitted. Children/teens may not wear shorts or pants that reveal their underwear. If your child/teen comes dressed inappropriately, you will be contacted to bring them a change of clothes.

## BATHROOM PROCEDURES

The Community Center utilizes the buddy system for trips to the restroom. Participants must ask staff to use the restroom and are assigned a “buddy” from their own group to accompany them. Staff will monitor the children as they walk to and from the restroom. If a participant needs to make a special trip to the restroom, the entire group will accompany the child to the nearest restroom. Participants must be toilet trained and able to use the restroom independently. Children will wash hands immediately after using the restroom. Teens are not required to go with a buddy and they are not allowed to go at the same time that a younger child is using the restrooms. Whenever an adult need to use the restroom, staff will ensure no children are using the restroom first. Restrooms are checked for safety and cleanliness before and after children use the facilities.

## SNACK/LUNCH

Snack **is not provided** by the Community Center. Lunch is only provided during the summer program. It is recommended that your child/teen brings snacks every day. Food needs to be in a paper bag or insulated lunch bag. Do not send food or drinks that require heating or refrigeration.

- Afterschool Program (August-December and January to June): participants will have one snack in the afternoon around 4:00p.m. Please send your child with a non-perishable snack and a refillable water bottle each day.
- Buddies Program (M, W, F): participants will have one snack time per day. Please send your child with one snack and a refillable water bottle each day.
- Adventures Program (Full day Camp): participants will have two snack times and one hour for lunch every day. Please send your child with two snacks, a sack lunch, and a refillable water bottle each day.
- Teen Experience: participants should bring a sack lunch and a refillable water bottle daily.
- Summer Program Participants: During the summer months, the City partners with the Santa Clarita Food Services Agency to provide lunch for youth under 18 years of age. Participants may opt to bring their own lunch to the program. We cannot guarantee that contact with allergens such as peanuts, dairy, and gluten will not occur. Parents/guardians and children/teens alike should be consciences of their dietary restrictions and allergies to food.

It is strongly recommended that all personal belongings be clearly labeled with your child/teen’s first and last name. The Canyon Country Community Center is not responsible for missing or lost belongings.

## INJURIES

Children’s/teen’s safety and well-being is our number one priority. If a child/teen is injured, staff at the site will take the steps necessary to obtain medical care if warranted.

**Minor accidents (bumps, scrapes):** All minor accidents will be recorded in the First Aid Log. Parents/guardians will be notified of the injury and the first aid provided by the site Rec III/II at the time of pick-up.

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

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

In the event of a major accident:

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

## PERSONAL PROPERTY

Please be sure to clearly mark your child/teen’s belongings. Be aware that possessions do get lost and misplaced, and we strongly discourage your child/teen from bringing toys or anything of value. Cell phones and electronic devices are

not to be used by children ages 5-12 years old during the program. The City of Santa Clarita's Recreation and Community Services Department is not responsible for the child's/teen's personal belongings.

### LOST AND FOUND

Our staff will do their best to ensure that children/teens do not lose any belongings; however, **we cannot be responsible for any lost or stolen items. As previously mentioned, we ask that children/teens refrain from bringing valuable items including toys, iPads, gaming devices and jewelry to the Center. Cell phones are not permitted for children ages 5-11.** Any items placed in the lost and found will be kept on site for one week. Any items placed in the lost and found will be kept on site for one week. After this time, all clothing items in the lost and found will be donated.

### 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/teens and staff.

If outside, staff will gather the children/teens 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/teens 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/teens will not be released during any lockdown. Parents/guardians will receive notifications from City staff via phone, email, and/or text.

### REGISTRATION

You can now opt to pay weekly by choosing the payment plan option at the time of checkout. A Final payment will be charged to the card on file the Thursday prior to the start of the week. If you register your child/teen for the Program online, you will receive an email with all the forms required on the first day of the program. These forms include: Health History Form, Enrollment Agreement, COVID-19 waiver, and Code of Conduct. **Your child/teen will not be allowed to attend the program until the required forms are submitted. All forms must be completed in their entirety.**

### REFUNDS

A full refund is provided when an email request is received by the CCCC Supervisor at least five working days prior to the first scheduled program/class. Requests received by the Supervisor after the first scheduled program day/class and before the second scheduled program/class day will be refunded and assessed a **\$14 administrative fee**. No refunds will be issued after the second scheduled program/class. Please note: No make-ups or partial refunds will be issued for days missed.

- All requests for refunds must be submitted in writing to [cccc@santaclarita.gov](mailto:cccc@santaclarita.gov). Please allow 5-7 business days to process.
- A refund will not be issued for days missed in a week and there are no make-up days.
- If at any time the program is cancelled or closed due to programmatic changes or unforeseen circumstances, a refund will be issued based on the number of days remaining. Be advised that refunds may take 2-4 weeks.
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## RECEIPTS

Receipts for payments will be emailed to the email address on file in the City's online registration system. 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.santaclarita.gov/seasons](http://www.santaclarita.gov/seasons).

## REPORTING SUSPECTED CHILD ABUSE

In order to ensure the well-being of the child/teen in our care, staff is required 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/teen in regards to any incidences of alleged child abuse and may legally do so without parental permission or consent.

All City of Santa Clarita staff is 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 local law enforcement.

## ELECTRONIC COMMUNICATIONS POLICY AND SOCIAL MEDIA

To ensure safety and professionalism, we want to make you aware that all Center staff are required to follow the City's Electronic Communication Policy:

- Staff may not use personal cameras or cell phones to take photos of children.
- No posting of program photos on personal social media.
- Photos of children are **never** to be shared by staff online.
- Staff are not permitted to contact participants outside of program activities (including phone calls, social media, texting, or photo sharing).
- Cell phones are not used during work hours.

**If you have concerns that a staff may have violated one of the above policies, please notify the Community Center Coordinators or Supervisor immediately.**

## DEPENDENT CARE REIMBURSEMENT FORMS

All Dependent Care Reimbursement Forms must be verified and signed by the Community Center Supervisor. In order to obtain signature, please submit form directly to the Community Center Supervisor to [JCalderon@santaclarita.gov](mailto:JCalderon@santaclarita.gov) or give the form to the front counter staff. Please allow one business day for processing if emailed and up to three business days for processing if given to the front counter staff. For tax purposes, the City of Santa Clarita's Tax ID number is 95-4133918.

## CONTACT INFORMATION

If your contact information changes (including home, cell, work phone numbers, or emergency contacts) please notify the front counter staff immediately.