



Canyon Country Community Center – Registration FAQs

Check-In and Check-Out

Is early drop-off available?

Check-in for Adventures and Teen Experience programs begins promptly at 8:30 a.m. We kindly ask that children arrive no earlier than this time. The check-in table is located outside, in front of the facility. Please anticipate a line if arriving at check-in time. For Summer Buddies, check-in will start at 8:00 a.m. inside the facility at the front desk.

Why must I show my I.D. every day at pick-up?

For the safety of all participants, identification is always required at pick-up.

Can my child check themselves out?

No. A parent or authorized adult must come inside to check participants out of the program. Teen participants may check themselves out only if a completed Sign-Out Authorization Form is on file. Additionally, teens aged 16 and older may pick up younger siblings if they are listed as an authorized pick-up.

May my child's sibling pick them up?

Yes, provided the sibling is at least 16 years old and listed as an authorized pick-up on the Participant Information Form.

Can a neighbor, relative, or family friend pick up my child?

Only individuals listed as authorized pick-ups on the Participant Information Form may pick up your child. To add someone, an updated form must be submitted by the account holder.

What if someone not listed on my form needs to pick up my child?

They will not be permitted to do so. The account holder must update the Participant Information Form in person or submit a new digital form to authorize additional pick-ups.

Why do I have to submit a new Participant Information Form (Health Form) for every program?

To ensure the safety and well-being of all participants, a new form is required for each program session. This guarantees that staff have the most current and accurate information regarding your child's health conditions, emergency contacts, and authorized pick-ups.

Attendance and Daily Schedule

Is daily attendance required?

No. Children may attend on any days you choose and can be dropped off after 8:30 a.m. and picked up any time before 6:00 p.m.

Am I allowed to take my child out for lunch?

Yes. Parents and guardians may check their child out during lunch and return them afterward. Standard check-in and check-out procedures apply.



Is there a daily schedule available?

While detailed daily schedules are not provided, families will receive a summer overview highlighting planned activities and special presenters.

Do children spend time outdoors on the playground?

Yes. Your child's group will play on the playground at various times throughout the week. When it's 100°F and above, children will not play outside.

What movie ratings are shown during the program?

Only G and PG-rated movies are shown during youth programs.

Health and Safety

Can my child contact me if they wish to go home or have a concern?

Yes. Children may request to visit the office to call a parent or guardian.

Will I be notified if my child gets injured?

Parents will be contacted immediately in the event of a head injury, or any injury involving blood, vomiting, or other serious concerns. Minor scrapes and bruises will be treated with basic first aid, and you will be informed at pick-up.

Can staff apply sunscreen to my child?

No. Staff are not permitted to apply sunscreen. Parents should apply sunscreen before drop-off if a child is unable to do so independently.

Will children with allergies be separated during meals?

No. All children remain with their assigned groups. However, those with known allergies will wear a red wristband so staff can take necessary precautions.

Can staff administer medication to my child?

Our staff is not permitted to administer medication to participants, with the exception of Epi-pens and Asthma Inhalers as staff is trained for emergencies only. Staff can only assist a participant who can self-medicate and then only with written authorization of the parent/guardian. This includes prescription and non-prescription medication. If a participant should need medication while attending the program, staff will provide the medication to them.

Can my child keep an inhaler or any medication in their backpack?

No. All medications must be turned in at the front desk for safekeeping and record keeping.

My child is sensitive to loud environments. Are accommodations available?

Yes. Noise-canceling headphones are available upon request for children who become overstimulated. Children may also request a short break in the office if they need to rest in a quiet place.



Can my child have extra support while participating?

Families may request an Inclusion Aide through the City's Inclusion Support Division. Applications should be submitted online at least 10 days before the child's first day of attendance. Recreation Inclusion Support provides accommodations to a degree that does not fundamentally alter the program, as defined by Title II of the Americans with Disabilities Act.

Water Play and Dress Code

Can my child wear a swimsuit for water play?

Yes. Children may arrive wearing a swimsuit and should bring a change of clothes for afterward. A towel for drying off is recommended.

Can my child wear sandals for water play?

Closed-toe shoes are required, even during water play. Water shoes or Crocs are recommended.

Behavior and Group Policies

How do you address behavioral concerns?

Minor incidents are managed through correction and redirection, with communication provided to parents at pick-up. More serious concerns may result in a phone call home, a Behavior Log, Behavior Contract, or, if necessary, dismissal for the day.

If my child is having issues with another child, can they switch groups?

Please notify staff immediately of any concerns. These matters will be addressed by the Program Coordinator or Supervisor to ensure a positive and safe environment for all participants.

Can my child move to a different group to be with family or friends?

No. To maintain appropriate staff-to-child ratios and program structure, group assignments cannot be changed.

Refunds, Waitlists, and Enrollment

What is the refund policy?

A full refund is available if requested at least five business days before the program's start. Partial refunds may be granted through the second scheduled day of the program week. No refunds are issued after the second day.

How does the waitlist work?

When space becomes available, parents are contacted in waitlist order. If accepted, a registration link will be provided, which must be completed within 24 hours to secure the spot.

If my child only attends one day, may I transfer their spot to a sibling or friend?

No. Program enrollment spots are filled according to waitlist order and may not be transferred.

If my child turns 12 over the summer, can they transition to the Teen program?

Yes, provided there is space available in the Teen program at that time.



Staffing and Ratios

Are staff background checked and CPR/first aid certified?

Yes. All staff undergo background checks and maintain current CPR and first aid certifications.

What is the staff-to-child ratio?

The ratio is 1:15 for youth participants and 1:20 for teen participants.

Facility Access

Can adults from the public use the restrooms during program hours?

Yes. However, all members of the public must check in at the front desk. Restrooms are cleared of participants before use and inspected by staff immediately afterward to maintain safety.

Can I have a tour of the facility and/or Grand Room banquet hall?

Unfortunately, facility tours are not available during the summer program season. You may contact the Venues team if you're interested in seeing the Grand Room. venues@santaclarita.gov

Additional Information

For a complete overview of program policies, procedures, and guidelines, please refer to the official **Program Handbook**. These Frequently Asked Questions are intended to supplement the handbook by addressing common inquiries and providing additional clarification. The handbook remains the primary resource for all program-related information.