



# City of SANTA CLARITA

## PROGRAM HANDBOOK

RECREATION AND COMMUNITY SERVICES DIVISION

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Contact Information:  
Newhall Community Center  
(661) 286-4006 | [ncc@santaclarita.gov](mailto:ncc@santaclarita.gov) | [NCC@santaclarita.gov](mailto:NCC@santaclarita.gov)

The City of Santa Clarita Recreation and Community Services Department welcomes you to the Newhall 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 and families.

### STAFF

The Summer Program 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 must be accompanied by a parent/guardian at arrival and departure time. Children must not be left unattended before staff arrives at 8:00 a.m. 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-up a child/teen, including parent/guardian 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's Health History form, you must do so in person with Center staff. No 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, which can be obtained at the Center's 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. For City staff to follow a court order, custody orders, and/or restraining orders must be on file at the front counter or with the Community Center 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 Department will be called to determine and establish resolution.

### LATE PICK-UP CHARGES

We ask that you follow the assigned Program pick-up times. A late fee is applied when pick-up time concludes at 6:00 p.m. as we do not offer a grace period. There is a **\$5** charge per child/teen for each 15-minute increment, or portion thereof, and then \$1 per minute thereafter that a parent/guardian is late picking up your child/teen. The late charge must be 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/teen 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. When you exit the parking lot you must exit with the flow of traffic. Please drive cautiously and look around for children/teens.

### ILLNESS PROTOCOLS

The City of Santa Clarita has always adhered to illness procedures for its day camp programs and due to the COVID-19, these procedures have been expanded and must be closely followed while participating in the summer program for the health and safety of children/teens, and staff alike. Please ensure that you understand the following illness procedures prior to your child's/teen's attendance to the program.

**In order to keep staff and other children/teens healthy, we request that you keep children/teens at home who test positive. Your child will be better served by staying home.**

#### COVID-19 Related Symptoms

<ul style="list-style-type: none"><li>• Temperature of 100.4° (37.8°C) or higher</li><li>• Fever-like symptoms (sweating, chills, shivering, headache, muscle aches, general weakness)</li><li>• Congestion or runny nose</li><li>• Nausea or vomiting</li></ul>	<ul style="list-style-type: none"><li>• Cough (particularly persistent, dry cough)</li><li>• Shortness of breath or difficulty breathing</li><li>• Sore throat</li><li>• New loss of taste or smell</li><li>• Diarrhea</li></ul>
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#### **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.
3. The Supervisor or Program Coordinator will determine the next steps based on the symptoms the child has exhibited.

#### **POSITIVE COVID-19 RESULTS**

If a child/teen develops any of the above symptoms while at the community center, they will be isolated and parent/legal guardian will be notified to promptly pick them up. Parent/legal guardian will be instructed to consult with a medical provider for further evaluation and possible COVID-19 testing. In addition, the following procedures will take place.

If the child/teen or employee who tests positive, they will not be permitted to return to the program, per the guidance of Public Health until:

- a. They are fever free without fever reducing medication for at least 24 hours AND
- b. Other symptoms have improved

**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 (without revealing your child's identity). 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).

### 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 Program Coordinator. 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.

### 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.

### 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/teen 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.

### 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. Staff have planned these activities to allow for fun, integrated and inclusive recreation.

- Please remember to clearly mark all of your child's/teen's belongings with their 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.

### SNACKS

We strongly encourage that you send a snack with your child/teen each day. Please do not send snacks that require refrigeration or heating. If your child/teen suffers from food allergies we recommend you send a snack with him/her. 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. Children/teens are encouraged to bring reusable water bottles, which will be re-filled throughout the day via the drinking fountains. Children/teens and staff will wash their hands before consuming their snack.

### BATHROOM PROCEDURES

Children will be sent to the restroom with a buddy from their group throughout the program for safety reasons. Teens will not be required to go with a buddy to the bathrooms but it's recommended that they go in pairs. 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/teens will wash hands immediately after using the restroom. Staff will clean and disinfect restrooms with approved cleaning solution multiple times throughout the day.

### PERSONAL PROPERTY

Please be sure to clearly mark your child/teen's belongings with their name. Children's/teen's belongings will be kept in separate cubbies/designated area to avoid contamination. ***Be aware that possessions do get lost and misplaced, and we strongly discourage your child/teen from bringing toys, electronics, or anything of value. Cell phones and electronic devices are not to be used by children ages 5-12 years old during the program.*** Teens can have a cell phone during the program. If the child/teen needs to use the phone, the phone at the front counter can be used to call a parent/guardian. The Community Center is not responsible for the child/teen 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 5-12. 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.

## 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: Healthy 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 NCC 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 [ncc@santaclarita.gov](mailto:ncc@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.

## 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.santaclarita.gov/seasons](http://www.santaclarita.gov/seasons).

## DEPENDENT CARE REIMBURSEMENT FORMS

All Dependent Care Reimbursement Forms must be verified and signed by the Community Center Supervisor or Coordinator. In order to obtain signature, please submit form directly to the Community Center Supervisor at [yledzma@santa-clarita.com](mailto:yledzma@santa-clarita.com) or give to the site Rec. III/II. Please allow three business days for processing. For tax purposes, the City of Santa Clarita's Tax ID number is 95-4133918.

## 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. Camp shirts are required to be worn on fieldtrips for children 5-12 years old.

**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.

### **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 a child/teen in this program, parents/guardians on behalf of their minor child/teen, agree to abide by the policies and conditions of the City of Santa Clarita Recreation and Community Services Department "Code of Conduct."

### **DISCIPLINE PROCEDURES**

**Please be sure to review the Program 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
5. Follow all safety guidelines

*Prohibited behaviors include but are not limited to:*

- Endangering the health and safety of themselves, other children/teen, 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
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### **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 Rec III 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/teen will be removed from all activities and parents/guardians will be called to pick up the child/teen. **If the child's/teen'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/teen is sent home a second time, the parent/guardian will be contacted by the Community Center 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, he/she 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.

### REPORTING SUSPECTED CHILD ABUSE

In order to ensure the wellbeing of the children/teens 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/teen in regards to any incidences of alleged child abuse and may legally do so without parent/guardian 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/guardians, other staff, or any other person on the subject of reported child abuse. Parents/guardians 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.