Welcome to the Claremont Unified School District’s Child Development ASES program! Our main priority is to create a nurturing, enjoyable and safe experience for your child during our after school care program.

We have prepared this Parent Handbook to acquaint you with our program and provide an ongoing reference to your questions about our guidelines, policies, procedures and fees.

We look forward to working with you and your family, and if at any time you have a question or concern, we encourage you to speak to the Lead Teacher at your child’s site or contact the Child Development Program office via the contact information listed below.

**Handbook subject to change based on Federal, State, or local COVID-19 guidelines.**

-Child Development Program Staff

**PROGRAM CONTACT INFORMATION:**

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<th>Sites</th>
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**QUALIFICATIONS OF PROGRAM STAFF:**

1. Our certificated staff (Lead Teachers) are qualified in the fields of child development and education. Each site has a Lead Teacher responsible for their site and all lead teachers hold a Child Development Permit.

2. Our classified staff (CDP Assistants) have been hired according to the requirements set forth by Claremont Unified School District’s Human Resources Department.
PROGRAM OVERVIEW:
Vista ASES provides a program that engages students in a safe, fun, and supportive learning environment by providing a variety of developmentally appropriate activities to meet the social-emotional, physical, and individual needs of students. At the beginning of the school year, staff and students will establish classroom routines, classroom agreements and behavioral expectations that are aligned to the schools 3 B’s- Be Respectful, Be Responsible, Be Safe.

Children have the opportunity to choose from a wide variety of developmentally appropriate academic & enrichment activities, which include language/literacy, science, math, history, technology, music, arts & crafts, indoor & outdoor recreation games. The program also offers homework time and free time for children to pursue their own interests in a positive environment.

PROGRAM GOALS:
- Provide a quality program that is safe, fun and affordable
- Learning that is active, collaborative, and meaningful
- Support the exploration of interests and the development of skills and creativity
- Help promote confidence, self-esteem and responsibility
- Provide a relaxed, but structured atmosphere where children can socialize and make new friends
- Improve students’ physical and social skills
- Foster high expectations for all participants

HOURS & DAYS OF OPERATION:
The ASES program is open from the end of the school day until 6:00 pm. The program will close at 4:00pm the day before Thanksgiving - November 18th, Winter - December 22nd and Spring Break - March 31st.

REGISTRATION:
To register your child, log on to https://www.ezchildtrack.com/claremontusd/parent and select either “Returning Parents” or “New Parent Open Account”. A nominal monthly fee is charged for each child attending the program. Homeless youth, as defined by the Federal McKinney-Vento Homeless Assistance Act (42.U.S.C. Sec 11434a) a child who is in foster care or children who are eligible for free or reduced price meals are not charged a fee.

The primary account holder is responsible for payment and will receive an enrollment confirmation email with username and password once the application has been approved, which will allow the parent to logon to the EZChildTrack Parent Portal to pay fees. Payment of registration fee and any prior account balance are due at time of registration. Registration fees are non-refundable and non-transferable if child is withdrawn prior to first date of enrollment no exceptions. Please note that re-enrollment is required annually and children are not automatically enrolled for the new school year.

ENROLLMENT/ATTENDANCE: Please note: You cannot register if you have a previous balance.
First priority for enrollment in ASES shall go to children who are identified as homeless youth, as defined by the Federal McKinney-Vento Homeless Assistance Act (42.U.S.C. Sec 11434a) at the time they apply for enrollment or at any time during the school year, and to children who are in foster care. Upon enrollment in the ASES program, children are considered enrolled for the entire school year. Parents will be responsible for all monthly tuition fees unless a formal withdrawal has been made.
**EARLY RELEASE:**
ASES programs are required to have an Early Release Policy to identify why students are leaving before the end of the program (6:00 p.m.). If a student is leaving prior to 6:00 p.m., parents must indicate on the sign-in/out sheet the reason why based on the following numerical early release codes.

1. Participation in a parallel program or off site enrichment (tutoring, music, sports, etc.)
2. Medical/Dental (illness, appointments of the child, sibling, or parent)
3. Best Interest (visit with family member, religious activities, vacation, custody, etc.)
4. Transportation (includes commuting)
5. Safety (weather, darkness)
6. Family emergencies
7. Parent Choice
8. Other conditions (state reason)

**ARRIVAL PROCEDURES:**
Children are required to walk to the ASES classroom and will be checked in by ASES staff. All children in Kinder will be picked up directly from their classroom by our ASES staff.

**CHECK IN & OUT PROCEDURES:**
All children must be signed IN & OUT by parent/guardian or adult designee. The sign in/out attendance sheet is a legal document; therefore, a legible signature (not initials) and exact time of arrival and pick-up must be provided. Children may not sign themselves in or out of the program. Students may be released for special on-campus activities by completing the *Special Request to Allow Child to leave for an Activity* form, which is available at your child’s site.

**EMERGENCY CONTACTS:**
Only those people listed on your child’s emergency and/or authorized adults list, or those who have been designated by the parent/guardian on a signed verification form will be allowed to sign the child out of the program. **Picture identification of parent/guardian or adult designee is required.** We reserve the right not to release a child without proper picture identification. Parent/Guardian is required to update family emergency contact information as needed in writing, or [https://www.ezchildtrack.com/claremontusd/parent](https://www.ezchildtrack.com/claremontusd/parent) Please allow 24 hours or 48 hours on the weekend before it takes effect. Telephone add-ons will not be accepted.

**LATE PICK-UP:**
Children must be picked up by the 6:00 p.m. closing time or a late pick-up fee will be charged to your account (See Late Pick-Up Fees, pg. 8). If you are unable to reach the site by 6:00 p.m., please arrange for one of the adults listed as an emergency contact or authorized pick-up, to pick-up your child on time. If the parent/guardian does not reach or contact the site by 6:00 p.m., program staff will call the parent/guardian. If the parent/guardian cannot be reached, the emergency contacts will be called in the order they are listed. If staff is unable to locate anyone to pick-up the child by 6:30 p.m., the Claremont Police Department will be notified. If a parent/guardian is late three (3) times in picking up their child, the child may be subject to termination from the program.
**ABSENCE REPORTING:**
Parents are required to notify the ASES staff if child is absent from the program, so that staff is not anticipating child’s arrival and also to ensure the safety of your child. When we are not notified of the students’ absence, the student is considered missing and a search will commence. Searches disrupt the normal operations of our program, therefore a call or email is required from parent. If student is late arriving to ASES three (3) times after school, without a valid reason, the parent/guardian will be required to meet with the program director. The child may be subject to termination from the program. NOTE: Children may not attend the ASES program if they are absent from school.

After the student has been absent for five (5) days with no communication from the parent/guardian and the program staff has made every effort to contact the parent/guardian, the family’s child care services will be terminated.

If you plan on being absent for any length of time, please call the Child Development office.

**STUDENT ILLNESS:**
Sick children must be excluded from the program until they are no longer contagious, so as not to expose other children. Parents/Guardians are asked to exercise good judgment and keep children at home while ill, seeking medical attention as appropriate. Symptoms which are signs of possible impending infection or disease include:

- Vomiting
- Diarrhea
- Head Lice
- Loss of appetite
- Headache or head pain
- Fever over 100.4 degrees F
- Abscess or draining sores
- Inflammation of the eye (conjunctivitis)
- Rash, unless the cause is determined to be non-contagious
- Signs of a cold, cough, sore throat, watery eyes, green mucus, etc.
- Excessive irritability or unusual passivity (behavior not normal for the child)

To protect the health of your child and others, if any child arrives at the program with a contagious condition or symptoms of possible illness, we will contact you immediately, if we are unable to contact you or you cannot pick up your child, we will phone the person(s) you list as alternates for us to call in an emergency. In the event of a serious or life threatening emergency, we will seek emergency services by calling 911 first, then attempt to contact you.

**MEDICATIONS:**
The Education Code, Section 49423, allows school personnel or program staff to administer medication if the following steps are taken:

- A Medication Authorization Request (MAR) form is completed and signed by the child’s physician and parent/guardian
- MAR form and Medication is to be given to the ASES Lead Teacher by the parent
- Medication is in the original container labeled with the child’s name, name of medication, name of prescribing physician and the physician’s instructions. The instructions on the container must match the physician’s written instructions
- New medication orders must be submitted annually.
**EMERGENCIES:**
It is imperative that the information on your child’s registration form is current, accurate and complete, including individuals with local contact information. It is the responsibility of the parents/guardians to update and notify the CDP office & site staff if information on the registration form has been updated. **Accurate phone numbers are required** in case of an emergency. If a child needs immediate medical attention, the following steps will be taken:

1. Contact parent or guardian.
2. If unable to contact parent or guardian then persons listed as emergency contacts will be contacted.
3. If situation warrants, the following actions will be taken:
   a. Call 911
   b. Child will be taken by emergency vehicle to a hospital upon recommendation of paramedics (accompanied by a CDP staff member). If a child needs to be transported to the hospital by an emergency vehicle, cost is at the parent’s expense.

**Note:** Neither the Claremont Unified School District or the Child Development Program will assume any financial responsibility for this action.

**SNACK:**
An afternoon snack will be provided for every child in attendance. The snacks follow nutrition standards and are provided by the Nutrition Services Department. If your child has a dietary restriction or food preference, please send an additional snack from home that does not require heating or refrigeration. Please refer to monthly snack menu that is posted at your child’s site and also available on the district’s website.

**HOMEWORK:**
The Child Development Program strives to provide balanced after-school program that includes homework support, academic enrichment, nutrition, and physical activity. We are committed to providing appropriate space and time for students to work on homework during program hours.

Homework is an important part of the home-school connection and it provides parents a glimpse of the lesson content and an opportunity to see what their student is learning. Our staff provides support, guidance, and clarification when needed. However, we do not provide one-on-one tutoring or homework correction. Parents will still need to review student homework to ensure that it is complete and accurate.

**MOVIES:**
Occasionally G-rated movies may be shown.

**PERSONAL BELONGINGS:**
Children should not bring money, electronics, personal items, etc. to the ASES program. We are not responsible or liable for any personal items that are broken, lost, or stolen.

**CELL PHONES:**
Cell phones are a great way to stay in touch with your child, but can be very distracting. For this reason we do not allow the use of cell phones in the ASES program. (They must remain turned off if your child has one)

**ADULT BEHAVIOR:**
Appropriate behavior is expected from **ALL** adults at **ALL** times. We all serve as role models for young children and inappropriate or unacceptable behavior towards Child Development staff or children may result in the loss of childcare services. Additionally, parents should not approach a child that is not their own to discuss behavioral issues. If your child is having problems with another student please discuss the matter with the lead teacher and/or site staff.
**CUSTODY ALERT:**
Educational Rights: Biological parents hold educational rights for a student unless those rights have been specifically limited or removed. This is true even when a custody order is in place. Unless the order states that one parent has educational rights, both parents still hold the rights. In the event a child’s parents are divorced and have joint custody, children may be released to either parent. Only when a signed court order stating that only **one** parent has the right to see and/or pick up the child would a parent be denied access to that child.

If there is a custody situation, please provide the CDP Office with a complete copy of your custody papers or court orders for our files. This will ensure that we review and comply with any custody arrangements that are in place by court order.

Per Ed Code 51101(d): “A parent may not exercise ‘bill of rights’ when those rights conflict with a valid restraining order, protective order, or order for custody or visitation issued by a court of competent jurisdiction.”

**PROGRAM WITHDRAWAL:**
Email the CDP Account Clerk or stop by the CDP office to withdrawal. Notifying your child’s lead teacher or program assistant will not suffice as an official withdrawal notice.

**REFUND/CREDIT POLICY:**
Upon written request and approval of the CDP Director, a refund may be issued for overpayment of fees. We do not issue refunds or credit if your child is ill or is quarantined.

**TERMINATION OF SERVICES:**
Childcare services will be terminated if account is delinquent more than three (3) calendar days and parent/guardian will be notified via email or phone. Child will not be allowed to return to program until all fees have been paid in full and may be subject to being placed on waitlist if no space is available upon return.

**COLLECTION AGENCY:**
It may be necessary to take legal action to collect delinquent fees. All accounts will be sent to a collection agency after account is thirty (30) days past due.

**DEPENDENT DAY CARE REIMBURSEMENT FORMS:**
You may submit forms to the CDP office. Please allow up to five (5) business days for completion of forms as we need to confirm information being submitted for reimbursement. Payment receipts and/or statements are available for you to print directly from the Parent Portal.

**TAX STATEMENT:**
Primary account holder is able to print a yearly tax statement directly from the Parent Portal by January 31st.

**PAYMENTS/BILLING:**
It is the parents/guardians responsibility to pay the monthly fee. We do not send out payment reminders, so please make sure you pay accordingly and on time to avoid late payment fees. You may check your account balance by logging on the Parent Portal.
**Payment Due Dates:**

Monthly fee is due by the 1st of each month

The monthly fee will post to your account approximately 5 days prior to the 1st of each month. A payment extension may be requested by emailing rgarcia@cusd.claremont.edu and will be approved on a case-by-case basis. Please refer to the Monthly Fee Payment Schedule for payment due dates. **All fees must be paid by due date whether your child is absent or not.**

**Please Note:** Checks & Money Orders are logged by CDP staff as they are received on a daily basis and mailed to the CDP office for immediate processing. Payment is considered received on date it was logged by our staff. A late payment fee will be charged if payment is logged as being received after due date.

**PAYMENT OPTIONS:**

- **Credit/Debit Card:**
  - VISA, MasterCard, and Discover
  - 1% processing fee-pay online or by calling 909-399-1713

- **Electronic Check:**
  - $1.50 processing fee – pay online

- **Check/Money Order:**
  - Make payable to C.U.S.D. and write your child’s name and account number on the check’s memo line
  - Drop off at the ASES program or CDP office
  - Payment May take up to 10 days to clear your account

- **Online Bill-Pay:**
  - You may set-up payments directly from your bank institution-list your child’s name and ASES account number and mail directly to the CDP office.

- **Cash Payment:**
  - Only accepted at the CDP office – please bring exact payment amount as we do not carry change
  - **DO NOT** drop off cash at the ASES site as they will not be responsible for payment

**AUTOMATIC PAYMENTS:**

Primary Parents are strongly encouraged to register for monthly recurring payments through auto-pay. This ensures payments are made automatically by the 1st of each month and no late fees will be assessed. This service is only available for parents/guardians who pay on a monthly basis.

**SPLIT-PAY ACCOUNTS:**

This allows parents to pay a split percentage of their child’s monthly fee for child support, custodial or tax purposes. Split-Pay accounts are only eligible for the monthly payment option and both parents must pay their monthly tuition by the 1st of the month. Please contact CDP Account Clerk for further information on how to set this up.
FEES:

- **Late Payment Fee:** $10.00/child
  Monthly Payment - Charged to account on the 5th of the month if payment is not received by the 1st

- **Late Pick-Up Fee:** $10.00/child
  For example, if child is picked up between 6:00-6:15pm, the fee is $10.00; between 6:15-6:30pm, the fee is $20.00 etc. Payment of late pick-up fee is due immediately.

- **Returned Check Fee:** $25.00/check
  A service fee will be charged for all checks returned for any reason. After two (2) returned checks, all future payments must be paid with credit/debit card, money order, cashier’s check or cash. Immediate payment of NSF check and NSF fee is required in order for childcare services to continue.

- **Annual Registration Fee:**
  - 1st Child: $50.00
  - 2nd Child: $40.00
  - 3rd Child: $30.00

COMPLAINT AND FAIR HEARING PROCESS:
The District has established a Uniform Community/Parent Complaint procedure to handle problems in all of the schools including the Child Development Program.

The Board of Education encourages everyone to solve problems as early and as informally as possible. It is advised that a conversation begins with the person directly responsible for the situation. This may be the Lead Teacher. Talk about the problem and offer suggestions that you think would help to resolve the issue. Listen to the other person’s suggestions and establish whether or not you can come to an agreement about next steps. Sometimes someone who isn’t directly involved in the situation can be of help. If you both agree, you can ask an administrator or a third party to join your discussion. All complaints will be handled in a way that protects the confidentiality of children, parents, employees and others involved. You may ask for an interpreter if having one will help make communication clearer.

In the event that a resolution was not reached on the informal level, a formal complaint may be filed with the office of the Assistant Superintendent, Human Resources. The procedure for all complaints provide for mediation (optional) or investigation of the complaint within 60 days from the date that the formal complaint was received.

REPORTING SUSPECTED CHILD ABUSE AND/OR NEGLECT:
As designated mandated reporters, all CUSD employees are required by law to report suspected incidences of child abuse and/or neglect. Staff is directed not to disclose to parents when a suspected child abuse/neglect report has been filed. This is to ensure confidentiality and safety of the children and staff. As required by California Penal Code sections 11164, 11165.7, 11166, and 11166.2, teachers, instructional aides, teacher’s aides or assistants, classified employees, administrative officers or supervisors, and athletic coaches or supervisors must immediately or as soon as practically possible report known or suspected instances of child abuse and/or neglect. The reporter shall also send, fax, or electronically transmit a written report thereof within 36 hours of receiving the information concerning the incident to the agency to which he/she makes a telephone report. Reports are investigated by that agency and are strictly confidential. Failure to report within 36 hours is a misdemeanor. The intent and purpose of this article is to protect children from abuse and/or neglect.
**DISCIPLINE GUIDE:**
All students are expected to conduct themselves appropriately and to follow all school and program rules. Appropriate behavior includes proper language, appropriate dress and respect for all people and property. Disruption of the program may result in subsequent dismissal from the ASES program. If equipment is destroyed or damaged as a result of inappropriate behavior, the parent/guardian will be held responsible for all costs incurred.

Positive discipline procedures are used by staff in an attempt to correct inappropriate behavior. They are designed to be fair, consistent and effective. These include a problem solving approach, redirection, reflections, warnings and assertive discipline.

The following progressive steps will be followed by CDP staff to correct inappropriate behavior:

- **Step 1**  **Problem Solving:** Staff will listen to the children involved to clarify the problem and ask for ideas for solutions, and, if needed, offer follow-up support.

- **Step 2**  **Warnings:** One warning will be given, specifically informing child of inappropriate behavior that needs to change and/or stop and the consequences if inappropriate behavior continues.

- **Step 3**  **Parent Notification:** Parent is verbally notified of child's inappropriate behavior by the lead staff person.

- **Step 4**  **Behavior Contract:** The parent and lead teacher will create a written agreement requiring specific behavior in order for the child to continue in the program.

- **Step 5**  **Suspension:** A major offense or continuation of inappropriate behavior will result in a suspension. Parents are to pick child up immediately.

- **Step 6**  **Termination:** When a child presents a real danger to other children and/or staff, there will be an immediate termination from the program. A third suspension may also result in a termination from the Child Development Program.

Please Note: One or more steps in the progressive discipline steps may be skipped at the discretion of Site Lead Teacher and/or Program Director in situations that are considered an emergency or are extreme disruptions to the program.

The following inappropriate behavior may result in an immediate suspension from the Child Development Program as determined by the lead staff person and the Program Director:

- Stealing
- Profanity and vulgarity
- Open defiance toward program staff
- Damage of personal property of others
- Possession and/or usage of objects as weapons
- Graffiti; damage or destruction of public property
- Assault(s), fighting, hitting, and aggressive behavior
- Repeated three minor offenses will equal a major offense
- Leave designated area without program staff permission
- Humiliation of others, put-downs, name calling and harassment

NOTE: If a student is suspended, parents/guardians are still responsible for the monthly fee. The ASES site supervisor, school site Principal and/or district office administrator, may suspend from the program for up to five days.