PARENT HANDBOOK

LGS RECREATION
CLUBHOUSE IS A FUN AND POSITIVE ENVIRONMENT FOR CHILDREN TO LEARN AND GROW EVERYDAY AFTER SCHOOL.
Welcome to Clubhouse!
This handbook contains information regarding our program. It is very important that you read it in its entirety and keep it handy as long as your child is in enrolled in the program.

Table of Contents

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Overview</td>
<td>4</td>
</tr>
<tr>
<td>Program Operating Days</td>
<td>4</td>
</tr>
<tr>
<td>Registration Fee</td>
<td>4</td>
</tr>
<tr>
<td>Fixed Monthly Tuition Plans</td>
<td>4</td>
</tr>
<tr>
<td>Locations &amp; Contact Information</td>
<td>5</td>
</tr>
<tr>
<td>Flexible Tuition Plan (Drop-In Care)</td>
<td>6</td>
</tr>
<tr>
<td>Program Invoice-Billing</td>
<td>6</td>
</tr>
<tr>
<td>Sibling Discount</td>
<td>6</td>
</tr>
<tr>
<td>Declined Auto-Pays &amp; Returned Checks</td>
<td>6</td>
</tr>
<tr>
<td>Tuition Change Forms</td>
<td>6</td>
</tr>
<tr>
<td>Late Payment</td>
<td>7</td>
</tr>
<tr>
<td>Past Due Accounts</td>
<td>7</td>
</tr>
<tr>
<td>Subsidized Payments</td>
<td>7</td>
</tr>
<tr>
<td>Late Pick Up Fee</td>
<td>7</td>
</tr>
<tr>
<td>Program Snack</td>
<td>8</td>
</tr>
<tr>
<td>Electronics Policy</td>
<td>8</td>
</tr>
<tr>
<td>Computer and Internet Policy</td>
<td>8</td>
</tr>
<tr>
<td>Sunscreen Policy</td>
<td>8</td>
</tr>
<tr>
<td>Sick Child Policy</td>
<td>9</td>
</tr>
<tr>
<td>Program Absences</td>
<td>9</td>
</tr>
<tr>
<td>Dispensing of Medication</td>
<td>10</td>
</tr>
<tr>
<td>Injury Reporting</td>
<td>10</td>
</tr>
<tr>
<td>Emergency Procedures</td>
<td>10</td>
</tr>
<tr>
<td>Sign-out Authorization Policy</td>
<td>10</td>
</tr>
<tr>
<td>Parent/Guardian Code of Conduct</td>
<td>11</td>
</tr>
<tr>
<td>Student Discipline</td>
<td>11</td>
</tr>
<tr>
<td>Staff</td>
<td>12</td>
</tr>
<tr>
<td>Homework Policy</td>
<td>12</td>
</tr>
<tr>
<td>Covid 19 Prepared</td>
<td>12</td>
</tr>
<tr>
<td>Billing Calendar-Fixed Tuition Plans</td>
<td>13</td>
</tr>
</tbody>
</table>
Program Overview

Operated by Los Gatos-Saratoga Community Education and Recreation (LGS Recreation), Clubhouse provides a safe, healthy and nurturing childcare environment on-site TK – 5th grade students. The program is intentionally designed by trained staff to offer a variety of engaging activities that incorporate academics, youth development and recreation. During the 2020-21 school year Clubhouse staff will provide in-person supervision and support remote learning.

Program Operating Days

Clubhouse follows the school year calendar. The program is available when there is instruction for students and closed on school holidays and staff development days. Due to the Covid-19 pandemic schools are starting the school year with remote learning. To support families Clubhouse is offering in-person on-site care during remote learning. Camps are typically offered on non-instructional days at an additional cost-program flyer released closer to date(s).

Enrollment

To enroll for Clubhouse, an online registration application must be completed and approved before any student can attend the program. All students registered for Clubhouse must attend that school during the regular school day.

Registration Fee

A nonrefundable one-time registration fee of $50 per child/per school year is due at the time of registration.

Fixed Monthly Tuition Plans

Fees are based on 180 instructional days, divided into ten equal monthly payments (Sept – May). Fee is charged at the beginning of the month (see Billing Calendar for specific payment dates). There are no credits/refunds issued for any missed tuition days or for early pick up days. Due to the Covid-19 Pandemic Clubhouse schedules and rates are subject to change throughout the 2020-21 school year. For 2020-21 fees are based on 83 instructional days from September through December, divided into 4 monthly payments. Clubhouse schedules and rates will be adapted to reflect the schools phased approach to reintroducing students to campus.
Locations & Contact Information

BLOSSOM HILL CLUBHOUSE
408.335.2131
blossomch@lgsrecreation.org

LEXINGTON CLUBHOUSE
408.335.2157
lexingtonch@lgsrecreation.org

CARLTON CLUBHOUSE
408.358.1010
carlonch@lgsrecreation.org

OSTER CLUBHOUSE
408.978.8722
osterch@lgsrecreation.org

DAVES AVE CLUBHOUSE
408.335.2223
davesch@lgsrecreation.org

VAN METER CLUBHOUSE
408.335.2244
vanmeterch@lgsrecreation.org
Flexible Tuition Plan (Drop-In Care)

Due to our obligation to maintain stable cohorts we will not be offering Flexible Tuition Plans at this time.

Payment Dates

All auto-pays are processed by credit card, on the processing date indicated on the Billing Calendar for Fixed Tuition Plans. Payments are not accepted at the school office or at Clubhouse. Flexible Drop-In Care is charged at the end of every business day.

Program Invoice-Billing

Clubhouse billing is paperless. For fixed tuitions, if you do not receive an invoice via email on or by the invoice date indicated on the Billing Calendar, log in to the customer portal to check your balance due or contact LGS Recreation’s Clubhouse Accountant. It is your responsibility to review monthly invoice/charges and contact LGS Recreation to discuss any discrepancies. After 30 days, all charges will be considered accepted/ final and no adjustments will be made.

Sibling Discount

There will be one primary user identified per family; the youngest child on the family account. A 10% discount on a fixed tuition schedule only, will be applied for each additional sibling registered.

Declined Auto-Pays & Returned Checks

A $20.00 fee is incurred for declined auto-pays and checks returned for NSF or stop payments. Please note your credit card’s expiration date on file to avoid this fee. Returned checks are not re-deposited so payment must be made in a different form. Failure to remit payment on returned auto-pays/returned, stopped checks will result in loss of Clubhouse privileges.

Tuition Change Forms

Changes to a student’s tuition plan must be processed prior to the cutoff date noted on the Billing Calendar. Tuition plan changes must be documented by submitting a “Clubhouse Change Form”. This form can be found on the Clubhouse page of our LGS Recreation website at www.lgsrecreation.org/clubhouse A $15 fee is incurred for processing each change. Please see the Billing Calendar for specific change/cancellation cut off dates.
Late Payment

A 10% late fee on any balance owed will be charged for past due payments. An account is considered delinquent when a past due balance is present. If payment is late more than twice in a school year, payment will be required in advance. LGS Recreation reserves the right to terminate participation when payment is more than 10 days late two times or more in a single school year.

Past Due Accounts

LGS Recreation’s Clubhouse Accountant will notify you once via email and once by phone when your account is past due. We reserve the right to suspend student participation when payment is not made within 10 calendar days of the due date. Past due accounts greater than 61 days will be automatically sent to collections and parent/guardian will be responsible for reimbursing LGS Recreation for all collection fees incurred.

Subsidized Payments

LGS Recreation does accept payments from outside agencies who subsidize individual student child care. Upon enrollment in the program, the parent must provide the official signed contract from the approving agency. Children cannot start without a current contract letter. Parents are responsible for the registration fee. If the agency pays that fee, the parent shall be reimbursed. Parents are also responsible for the co-pay for difference in price between agency payment and tuition costs.

Late Pick Up Fee

A $25.00 charge will be incurred per fifteen minutes for each student still checked-in at Clubhouse after program closing time. IMPORTANT: The local police department/social services will be contacted if your student is still present 30 minutes after Clubhouse closing time and we have not heard from you or an authorized pick-up.
Program Snacks

Clubhouse will provide children with a variety of snacks that are both nutritious and that children will enjoy. Should your child have a food allergy or have a food preference, please provide that information in writing. Clubhouse will do its best to provide a substitute snack based on current inventory or you may send your child with a snack that meets their particular needs.

Lunch Policy: Covid19 Update

Students will eat lunch outside with proper social distancing protocols in place. Lunch items need to be in a disposable bag with disposable utensils. No reusable containers. Microwaves are available at each Clubhouse to warm student’s food, if needed.

Electronics Policy

Clubhouse follows the rules of the regular school day with regards to cellular phones, tablets and other electronic devices. Items brought or used on campus in violation of school policy are confiscated and returned only to the parent/guardian. Similarly, items brought or used on campus in violation of campus policy are NOT the responsibility of LGS Recreation, Clubhouse program, employees, or volunteers, and these parties are NOT responsible and will NOT pay for lost, stolen, or broken items.

Computer and Internet Policy

Computer use and Internet access are not rights but privileges with responsibilities. Staff may revoke these privileges at any time. Participants are expected to abide by the general rules of electronic etiquette. Inappropriate uses and behaviors will result in suspension or termination from the program.

Sunscreen Policy

Clubhouse Staff are not responsible for ensuring sunscreen is applied. Clubhouse Staff are not expected to assist a child with sunscreen application and are not to apply sunscreen directly to a child. It is the responsibility of the parent/guardian to apply sunscreen prior to attending the program. Parents are encouraged to provide instruction to their child on the use of sunscreen and that it is not to be shared with other students. Parents can provide non-aerosol sunscreen, clearly marked with their child’s name for the child to self-apply. Parents can provide protective clothing like loose long sleeve shirts, hats, or sunglasses for their child. Staff will provide verbal reminders and time to apply sunscreen or gather protective clothing prior to outdoor activities.
Sick Child Policy

The safety of every child in our care is a top priority for LGS Recreation. Please be aware that if a child displays any of the following symptoms, we request he/she be kept at home:

- High Temperature (100 degrees or higher)
- Cough
- Diarrhea or vomiting
- Chills
- Night sweats
- Sore Throat
- Muscle/body aches
- Loss of taste/smell
- Headache
- Confusion
- Any contagious ailments, i.e. pink eye

If a child develops any of these symptoms while in our care, we will isolate the child from the group to allow the child to rest in a quiet space and to protect others from illness. We will then notify the parent/guardian to pick up the child as soon as possible. If a child is sent home from school due to illness, then the child may not attend Clubhouse.

Program Absences

Please notify the site as early as possible by calling the Clubhouse site phone number when your child is absent from the regular school day or will be picked up after school and not attend Clubhouse. If there is no answer when calling, please leave a message containing the name of your student and date. Do not call the school office to notify Clubhouse.

If a student was present at school but does not check-in to Clubhouse within 30 minutes of their school release time, and Clubhouse has not been notified that the student will be absent, program staff will attempt to contact a parent/guardian by phone to ensure the student is located. If a parent or guardian cannot be contacted, those designated as emergency contacts will be called once. If the staff member is not able to contact anyone in person, he or she will leave a message. Please return our call as soon as possible.
Dispensing of Medication

Before medication is dispensed to a participant, a Permit to Administer Medication form must be completed and submitted by a parent/guardian. The form can be obtained at the Clubhouse from the Clubhouse Site Supervisor. All medication must be prescribed by a physician, in the original container/packaging and contain the child’s name on the label. Such medications will be stored according to the instructions on the label, kept beyond the reach of children, and returned to the parent/guardian when no longer needed.

Emergency Procedures

Clubhouse staff will follow the emergency guidelines as set by the School District and LGS Recreation. Clubhouse staff are trained in the district’s emergency procedures. All sites have phone access for emergencies, a cell phone, and hand-held radios to communicate in the event students are separated throughout the school grounds. Site Supervisor cell phone numbers will be given out at the beginning of the year to be used in case of emergency only. All Clubhouse sites will be equipped with emergency supplies and first aid kits.

Injury Reporting

Minor student injuries sustained during the program are reported to parents/guardians verbally during the time of child pick up. Families are called immediately in the event of a serious, questionable, or head injury. In the event of a serious head injury, clearance from a doctor is required for that child to return to regular activities.

Sign-Out Authorization Policy

No persons other than those identified on your child’s registration information (emergency contact/authorized pick-up) will be allowed to sign your child out of Clubhouse. Any changes to this information will not be accepted by phone. Please login to the customer portal to edit/update your child’s emergency contact/authorized pick-up information. Always be prepared to show photo ID.
Parent/Guardian Code of Conduct

Parents/guardians of children participating in Clubhouse are expected to show courtesy and respect for all participants and LGS Recreation personnel. Obscene, derogatory, and abusive language or behavior is prohibited. Any violations to this Code of Conduct could result in participant suspension up to termination of services. The parent/guardian who creates the account is the responsible party for making the full monthly payment. If you choose to split the payments between parents, it is your responsibility to request a second account and determine the payment amount that will be paid by each parent. Both parents then must create separate accounts and use their own parent pin for check out. Should one parent default on payment, service to the child will be stopped for the days that correspond to the unpaid tuition amount. For situations where separated/divorces parents/guardian alternate pick-ups and do not have separate accounts, it’s important to share schedule with site supervisor and use their own parent pin for check out.

Student Discipline

One of our goals is to help your child develop a positive self-image. We recognize that children need clearly defined limits set in a non-threatening yet firm. Our staff is trained and expected to use Conflict Resolution techniques to help solve and diffuse stressful situations between 2 or more students. To encourage children to be self-directed and exhibit self-control, we apply principles that build individual esteem and avoid any practices which may hinder a child’s confidence. Children are provided close supervision, gentle guidance, and redirection. When these steps do not achieve the desired result, we direct the child to think about the situation in a “Reflection Time.” We DO NOT condone nor employ corporal punishment.

If a student does not adhere to our behavior guidelines, the following process will be implemented:

1. Verbal warning.
2. Student Behavior Incident Report to be completed by program staff, then to be reviewed and signed by parent/guardian.
3. Suspension from the program. Length of suspension will vary depending on the severity of incident. Parent/legal guardian and program staff conference must occur prior to student returning to the program. (The school principal is notified.)
4. Termination from the program.
STAFF

LGS Recreation recruits high-quality childcare professionals trained in child safety, curriculum and leadership. Prior to working in any Clubhouse, staff must complete a rigorous background check including fingerprints, TB test and reference checks. Clubhouse staff are required to be certified in CPR and First Aid and complete additional safe school trainings. Clubhouse staff are not necessarily trained for specific behaviors, and at no time can be one on one with a child.

HOMEWORK POLICY

Children in our program will be given the opportunity to work on homework assignments each day. Staff will be available to assist children with their assignments and to provide supervision.

COVID 19 PREPARED

Childcare is an essential service and LGS Recreation is committed to offering in-person care at our Clubhouses during the 2020-21 school year. We recognize the importance of the health and safety of our students, Clubhouse staff, and the broader community. This attached document will inform parents and aid Clubhouse Staff in implementing measures to reduce COVID-19 transmission, while meeting the educational, social and emotional needs of Clubhouse students. LGS Recreation is dedicated to updating our practices with the most up to date information regarding COVID-19 protocols.
Billing Calendar-Fixed Tuition Plans

The first month’s tuition fee will be charged automatically at the time registration is approved. Below is this year’s monthly billing calendar.

<table>
<thead>
<tr>
<th>MONTH</th>
<th>CHANGE FORM DUE</th>
<th>INVOICE DATE</th>
<th>PAYMENT DUE</th>
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<tbody>
<tr>
<td>September</td>
<td>---</td>
<td>---</td>
<td>At the time of registration</td>
</tr>
<tr>
<td>October</td>
<td>September 22nd</td>
<td>October 3rd</td>
<td>October 10th</td>
</tr>
<tr>
<td>November</td>
<td>October 21st</td>
<td>November 1st</td>
<td>November 8th</td>
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<tr>
<td>December</td>
<td>November 18th</td>
<td>December 1st</td>
<td>December 8th</td>
</tr>
<tr>
<td>January</td>
<td>December 14th</td>
<td>January 3rd</td>
<td>January 10th</td>
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<tr>
<td>February</td>
<td>January 23rd</td>
<td>February 1st</td>
<td>February 8th</td>
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<tr>
<td>March</td>
<td>February 15th</td>
<td>March 1st</td>
<td>March 8th</td>
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<tr>
<td>April</td>
<td>March 23rd</td>
<td>April 3rd</td>
<td>April 10th</td>
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<tr>
<td>May</td>
<td>April 20th</td>
<td>May 1st</td>
<td>May 8th</td>
</tr>
<tr>
<td>June</td>
<td>---</td>
<td>June 12th</td>
<td>June 21st</td>
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*Fixed Tuition is billed September - May*
WE LOOK FORWARD TO GROWING WITH YOUR FAMILY.