



CampbellCare
Parent Handbook
2019-2020



Welcome to CampbellCare and The Crew



Our Mission

The CUSD Extensions Department is a friend, mentor, and role model to students. We strive to help them discover who they are through activities and experiences that build strong relationships and foster our youth to be globally upright citizens.

We believe that children thrive in a child-centered, hands-on program that offers children many choices. Our programs offer just that! Just as the Campbell Union School District offers “education beyond the expected,” our childcare programs offer “enrichment beyond the expected.” Students are greeted daily by caring and dedicated staff members who strive to develop positive relationships with children, and provide them with a multitude of enrichment opportunities that will make them want to come back day after day. This handbook is intended to answer parent questions and serve as a reference for the childcare program. Please take time to read it and go over any pertinent information with your child.

Contacting the CampbellCare Administration

CampbellCare is a program of the Campbell Union School District. The district administration office is located at 155 N. Third Street, Campbell, CA 95008. To reach the administration contact 364-4200 ext. 6378 or 6204. Individual site phone numbers are listed at the back of this handbook.



Rights & Expectations

Child Rights

The following are the child's rights as a participant of CampbellCare.

1. To be treated with respect by other persons
2. To be free from physical, verbal or mental abuse
3. To be treated equally regardless of religion, age, sex, ethnicity or cultural beliefs
4. To receive medical aid during emergencies and as otherwise needed
5. To be provided with a healthy, safe and caring environment

Child Expectations

It is our expectation that children follow the rules set by the District and CampbellCare when they are present at the center. The following are expectations of all CampbellCare children.

1. Respect each other and their belongings
2. Show responsibility by following directions given by CampbellCare Staff
3. Keep hands and feet to yourself
4. Participate positively in the group
5. Refrain from obstructing another child's or adult's right to safety and peace
6. Follow the PBIS expectations set for the school site

Please see page 10 for full student behavior guidelines.

Students who do not follow the site PBIS expectations are given verbal warnings. After two warnings parents are called, and or communicated with at pick-up time. If inappropriate behaviors continue a student may be suspended from CampbellCare for 1-3 days. Should the problem persist, a meeting may take place between the parents, the leaders, and the Site Coordinator before that child may return to Campbell Care. At this time, a behavior plan is discussed to help the student be successful in the program. If the child does not show adequate improvements after the parent/child communications CampbellCare may refuse service to the child via suspension or expulsion from the program. No refunds are given to any family whose services are terminated due to breach of rules or continual student disruption. Students suspended from the regular school day are also suspended from CampbellCare for the same duration. Reimbursement will not take place for suspended days.

Expulsion/Termination of Services:

When a student is expelled, termination of services shall be in effect for 1 calendar year from the date of termination. Re-enrollment may be considered no sooner than 1 calendar year from the date of termination. To request consideration for re-enrollment, a parent may request in writing a meeting with the program Director to discuss corrective action taken to prevent a re-occurrence of the reason for termination. The program Director will gather information and determine if services will be reinstated. Any re-enrolled family will be placed on provisional status for a period of 90 days. Failure to adhere to program policies, procedures and expectations will result in immediate termination and disqualification from future re-enrollment in CUSD Extensions programs.



Parent Rights

All persons who live with and assume responsibility for the child are afforded these rights, which are set forth by the California Department of Social Services Community Licensing Division and used specifically by CampbellCare. As a parent/authorized representative you have the right to:

1. Enter the childcare center whenever children are in care.
2. File a complaint against CampbellCare with CUSD as per board policy.
3. Complain to CUSD as per Board policy without discrimination or retaliation against you or your child.
4. Request in writing that the second parent is not allowed to visit your child, or take your child from the center provided you have shown and provided a copy of a certified court order.
5. Receive from the center the name, address, and telephone number of CUSD office. Receive a call back from the center within twenty-four hours.

Adult Expectations

We believe that the following behaviors are unacceptable and in conflict with the CampbellCare program. Any adult who fails to follow these expectations may have his or her child excluded from participation in CampbellCare programs and/or related functions.

1. No person will be mentally, physically or verbally abused or harassed.
2. No adult will use foul, obscene or perverse language at CampbellCare, any related functions, and to CampbellCare Staff.
3. Alcohol, drug, and tobacco use is prohibited on any CampbellCare campus or during any related function.
4. Destruction, vandalism, or theft of school, CampbellCare, or private property is prohibited.

Calendar & Hours of Operation

Calendar

CampbellCare is **CLOSED** on the following days:

September 2, 2019	Labor Day
November 11, 2019	Veteran's Day
November 27-29, 2019	Thanksgiving Break
December 23-31, 2019	Winter Break
January 1, 2020	New Year's Day
January 20, 2020	Martin Luther King Jr. Day
February 17 & 21, 2020	President's Day
May 25, 2020	Memorial Day

Special Dates of Operation

CampbellCare will be **OPEN** for full-day care starting at (6:30 a.m. -6:00 p.m.) during the following teacher In-service days and vacation weeks. **Charges for these days are in addition to the monthly rate.** We will combine centers on special dates of operation due to low attendance. You may have to take your child to another school other than your home school to take advantage of care during these special dates of operation.

October 14, 2019	Teacher In-service
November 1, 2019	Teacher In-service
November 25 & 26, 2019	Thanksgiving
January 2 & 3, 2020	Winter Break
February 18-20, 2020	President's Week
April 6-10, 2020	Spring Break

Regular Hours of Operation

Except on the dates noted here, CampbellCare Centers are open Monday through Friday.
Regular hours of operation:

°Before School Care begins at 6:30 am and ends at start of the regular school day. (Rolling Hills Middle, Rosemary, and Sherman Oaks School do not have before school care)

°After School Care begins when students are dismissed and ends promptly at 6:00 p.m.

Special Hours of Operation

During the In-service and School Break dates noted above, CampbellCare Centers will operate full-day care beginning at 6:30 a.m. and ending at 6:00 p.m. An additional fee of \$45 a day will apply for care provided on these dates which must be paid in advance. Please refer to the Fees and Payment Schedule section for more details.



Fees & Payment Schedule

Rates for Before & After School Childcare

Blackford, Capri, Castlemont, CSI, Forest Hill, Marshall Lane, Lynhaven, Rosemary and Sherman Oaks**

Schedule	Monthly Fee	Pro-Rated*
Before School Only	\$295/mo	\$190/mo
Before and After 5/days	\$685/mo	\$445/mo
After School 5/days	\$585/mo	\$380/mo
Before and After 4/days	\$595/mo	\$390/mo
After School 4/days	\$525/mo	\$340/mo
Before and After 3/days	\$515/mo	\$335/mo
After School 3/days	\$450/mo	\$295/mo
Before and After 2/days	\$405/mo	\$260/mo
After School 2/days	\$350/mo	\$230/mo

* Payments are pro-rated for August and December. There is no payment due for June. **No morning program

Rolling Hills and Monroe Middle/The Crew **

Schedule	Monthly Fee	Pro-Rated*
After School 5/days	\$550/mo	\$360/mo
After School 4/days	\$450/mo	\$295/mo
After School 3/days	\$330/mo	\$215/mo
After School 2/days	\$230/mo	\$150/mo
Flex Pass	\$150 for 6 visits	

* Payments are based off a yearly fee for the 180 school days. August and December payments are pro-rated. There is no payment due for June. **No morning program

There is a 10% discount offered for additional children from the same family for full time enrollments only. Students must be at the same site for the discount to apply.

We do not offer drop in care. Sibling discount does not apply to in-service day or vacation days. No tuition adjustments will be granted for weeks that include holidays. We do not pro-rate for holidays. We do not charge extra for the Wednesday minimum days, conference days or longer months.

Flex Pass Option

Flex Passes are offered only for The Crew and can be used as drop-in passes up to 6 times. The Flex Pass fee is \$150 for 6 visits.

Rates for Full-day Care

In service days (fee due with Registration for the day)	\$45.00 a day
Vacation weeks (Winter and Spring Break)	\$45.00 a day
Bounced Check fee	\$25.00
Late pick up fee	\$1.00 per min/\$5.00 per min.
Late payment fee	\$25.00
Annual Registration fee (non-refundable)	\$100 per family/ per site/per school year
The Crew Flex Pass	\$150 for 6 visits

Vacation/In-Service Payment Rates

We do not pro-rate for In-service days or vacation days. Additional fees will be charged if you attend during vacation and in-service days. (See rates above) Families must still sign up and pay in advance for In-service and vacation days. **If you sign up and pay for vacation days in advance but don't attend you will not be issued a credit.** We plan our staff according to the number of kids who are signed up. Our deadline for registration for full day care will be noted and posted at the site. If you register after that deadline you will be charged the late sign up rate of \$50.00 per day instead of \$45.00. **Drop-ins will not be accepted.**



Fees & Payment Schedule [CONTINUED]

Billing and Payments

All families need registered on <https://cusdextensions.asapconnected.com>.

All payments can be taken care of and set up through this website. Debit, Credit Cards, and echecks can be used through this system.

Cash or check can still be turned in at the site. Payments are due on the 5th of each month. Payments can be left in the drop box on site. A late fee of \$25.00 will be charged for payments received after the 5th of each month. A \$25.00 fee will also be charged for each bounced check. CampbellCare may terminate childcare services for delinquent tuition.

Charges for Late Pick-Up

The center closes promptly at 6:00 pm. A fee of \$1.00 per child per minute will be charged for late pick-ups. After two late pick-ups the late fee will go up to \$5.00 a minute. If a child is picked up late three times at the \$5.00 a minute rate CampbellCare has the right to terminate services.

Divorced or Separation Situations

The parent/guardian who signs the contract 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 contract and to determine the payment amount that will be paid by each parent. Both parents then must sign a separate contract with the correct amount listed. 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 contracts, the staff will communicate important information to the parent who picks up and it is the responsibility of the parent/guardian to share this student information.

Subsidized Payments

CampbellCare 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. Any family who has an outside subsidy will be required to sign a CUSD External Subsidy contract and must abide by outlines of the agreement or services may be terminated.

CampbellCare offers a limited number of Internal Subsidies to families that qualify. Applications can be picked up from the CampbellCare site coordinator or Extensions office at the District Office. Enrollment opens in March for the following year. Once approved parents must make monthly payments using auto charge option on ASAPConnected. Subsidies are for one school year only. They do not automatically roll over to summer or subsequent years.

Part-time Enrollment

When enrolling for part-time care, parents must indicate specifically which days the child(ren) will attend. The days are not flexible* and parents are charged the whole amount even if the child does not attend all of the days or only for a few hours each day.

***Two-week advance notice, in writing, is required to change scheduled days.**



CampbellCare Curriculum, License & Program

Licensing

CampbellCare is operated by a public-school district and must adhere to California State Education Code. The Campbell Union School District Superintendent and designees oversee all CampbellCare facilities and operations. School Districts serving their own students are exempt from licensing.

Curriculum

CampbellCare provides an environment that promotes positive social interaction and development through play. Our childcare centers offer children many choices with a variety of hands-on experiences through indoor and outdoor activities.

CampbellCare provides quiet places where children may work on homework. This time is built into the daily schedule. Leaders do not check homework for correctness as we feel that is an important part of the home-school connection for parents. We will provide ample time for students to complete their daily homework and support the students in their work. CampbellCare students will get the opportunity to participate weekly in STEAM (Science, Technology, Engineering, Arts, and Math) Clubs, Mind Body Motion (health and fitness), and World Changers Club. During the week they will also have the opportunity to take part in arts and crafts, science projects, games, and/or other activities that are child-focused and promote positive self-esteem. While attending the program, children may also have the opportunity to read, draw or paint, play computer or board games, participate in organized sports, outdoor free play, and more.

The leaders in the middle school program will elicit student input and plan curriculum according to the interests of students. In addition, a recreation type atmosphere will be established so that middle school students can be with their friends in a fun and safe environment.

School Site After-School Classes

If your child signs up for an after school enrichment class in addition to CampbellCare it is the parent's responsibility to let us know the days and times the child will attend the alternative program. Children should check in at the CampbellCare room as usual before going to another program, just to let us know they will be in later or not at all.

Snacks

CampbellCare offers children both morning and afternoon snacks. A snack menu is provided monthly. Children may bring their own snack if they so desire. We do not offer full lunches on in-service days or vacation days. Students will need to bring their own lunch on these days. Snacks brought from home must not be "junk food" such as candy bars, potato chips, etc. We serve healthy snacks and would appreciate parents sending snacks that are similar. It is the parent's responsibility to let us know of any food allergies a child may have.

Electronic Devices

CampbellCare only allows electronic games to be brought to the program on in-service or vacation days when school is not in session, and when the Site Coordinator informs children that they will be allowed on campus. The schools do not allow electronic games and therefore we must follow the same policy. Should your child bring his/her game or any other items from home CampbellCare **is not** responsible if the item is lost or stolen. Any items brought from home should be labeled clearly with your child's name.

If your child has a cell phone it must be kept inside of the child's backpack during program time and it should be turned off. If you need to reach your child you can call the center phone directly. Should the child need to use their personal cell phone he/she will need to ask a CampbellCare staff member for permission. Any inappropriate cell phone use will result in the child not being able to have it on campus.

CUSD Technology

Our programs follow the district's technology policy (Board policy 6163.4). Students are expected to use CUSD devices for educational purposes. Failure to obey policies will result in loss of privileges and disciplinary actions. All students and parent/guardian must read and sign the technology contract.

Activity Trips

In the event of a CampbellCare activity trip all parents must sign a permission slip for their child to participate. Although most trips are included in the childcare tuition, occasionally an additional fee may apply. These trips are scheduled throughout the year. We invite and encourage parents to chaperone during activity trips. Parents are given at least a two-week advance notification of any upcoming trips. The ratio of leaders to students on a field trip is 1:8.



CampbellCare Curriculum, License & Program [Continued]

Sign In & Sign Out

All children must be signed in and out of CampbellCare each day they attend the childcare program. A "Sign-in/Sign-Out" binder is located at the entrance to the center.

- * Any responsible adult may sign in children. (CampbellCare staff will assume this role when children are released from school and arrive at the center.)
- * When signing out, children will be released from CampbellCare only to those adults who are authorized to do so by the child's legal guardian. Adults not on the child's emergency card will not be allowed to pick up students. Requests to add a name to the emergency card must be done in writing. Verbal, text messages or emails are not accepted permission for student release. We require a parent's signature on the request. In the event that parents are separated either parent has the right to add a name to the emergency card authorizing a person to pick up the child. Any court orders or legal documents will be strictly adhered to in the event of custody matters. Siblings may pick up a child but need to be a minimum of 16 years old and listed on the emergency card. Elementary students are not allowed to sign themselves in or out or walk home from the program unattended.
- * Sign in sheets must be completed for subsidized programs in addition to the CampbellCare sign-in sheet. (Please see page 11 for contract example)

Absence Reporting

For safety reasons, it is important that the CampbellCare staff know which children are expected in attendance each day. Parents must report their child's absences to the CampbellCare center whenever the child will not be attending the childcare program as expected. Call the phone numbers listed on the last page of the handbook. If the child will be absent from both the regular school day and childcare, simply indicate that when you report the absence to the school. Parents will not be reimbursed for days when the child is absent due to illness. Special consideration will be given for long-term illnesses or other unforeseen emergencies with a doctor's note.

NOTE: It is imperative that parents notify CampbellCare of any changes in a child's attendance schedule. This includes Enrichment classes. CampbellCare staff will search for any child who does not arrive as expected to the CampbellCare center. If the child is not found, CampbellCare will assume the child is missing and will contact the parent, the school office, and then the police department for immediate assistance.

Dropping/Changing Scheduled Attendance

Parents who wish to drop their child(ren) from the CampbellCare program or make changes to the scheduled dates of attendance must provide the center with a **two-week** notice in writing. Families who are dropping from the program will be charged for the two weeks following the written notifications, after which all services will end. Verbal notifications are not sufficient to alert us of a program change. In addition to the change form; the parent/guardian must also fill out a new parent contract indicating their new payment amount.

Illness While at CampbellCare

If the child exhibits any of the following symptoms while at CampbellCare, the parent/guardian will be notified. The parent/guardian will be expected to pick up the child within one hour. CampbellCare may request proof of treatments and/or a doctor's note before the child is permitted to return to the center.

- Child was sent home from school same day due to illness.
- A fever of more than 100 degrees
- A productive cough with yellow or green discharge
- A severe sore throat
- Diarrhea, nausea, or vomiting
- Head lice (exposure notices will be posted and sent home by the school)
- Contraction of a childhood communicable or untreated infectious disease (exposure notices will be posted and sent home by the school)

Additionally, for health and safety reasons, children who exhibit the above symptoms should not be sent to CampbellCare.

Injuries

CampbellCare Leaders may clean and apply adhesive bandages to minor cuts and scrapes and may apply ice to minor bumps, bruises or other injuries. For more severe injuries, staff will contact an authorized person to pick up the injured child and care for him/her and/or staff may call for emergency response. A written observation will be given to parents any time their child is injured at CampbellCare.

IEP OR 504 Plans

Upon registration, families must disclose if a child has an IEP or 504 plan and provide a copy to the Site coordinator.

If an IEP or 504 plan is issued, families should communicate with the site coordinator.

CampbellCare Curriculum, License & Program [Continued]

Medication Policy

CampbellCare will be responsible for giving ONLY emergency medicine to students. We will not dispense daily medications that can be given during the school day. CampbellCare follows the School District policy, which states that, in order to dispense emergency medication, parents must provide the staff with the doctor's orders for that medication. In addition, if children require an epi-pen, inhaler, or other emergency medications, parents will be responsible for providing training, and the medication needed, to the staff. Emergency medication will be required for both the school day staff and the after school staff since access to the school office is not always available. Parents or guardians must sign a form stating that they are designating the staff to dispense the medication. Dispensing the medication must not interfere with the overall operations of the program. Medication can be provided to students in summer and during full day programs after parents have provided the proper training and paperwork.

Staffing and Training

CampbellCare will employ CampbellCare leaders to run the program. These leaders will participate in on-going training. Trainings will include classroom management, conflict resolution, emergency procedures, and curriculum ideas. The ratio of leaders to students will be between 1:20. All leaders are fingerprinted, have a tuberculosis skin test and are reference checked before hiring.

Many of our Recreation Leaders are pursuing a career working with children and therefore have taken college child development course work that supports the work they do in CUSD.

Mandated Reporters

All CampbellCare employees are mandated by the State of California to report any suspicion of child abuse. Employees shall not form opinions or conclusions on these suspicions. It is their responsibility only to contact Child Protective Services and state known facts. The responsibility then lies with Child Protective Services to investigate, draw conclusions, and, if necessary, to prosecute.

Open Door Policy

Our doors are always open to parents who wish to visit our center. We welcome parents to participate during activity trips, celebrations and other family functions. Parents should plan all visits with CampbellCare staff and obtain a visitor pass. We also encourage all parents to attend Open House and Back-to-School Nights.

Emergency Procedures

CampbellCare staff will follow the emergency guidelines as set by the Campbell Union School District. CampbellCare Leaders are trained in the district's emergency procedures. All rooms 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 coordinator cell phone numbers will be given out at the beginning of the year to be used in case of emergency only. All CampbellCare centers will be equipped with emergency supplies and first aid kits.

CONTACT INFORMATION

Blackford CampbellCare:	364-4200 ext. 7036
Campbell School of Innovation	364-4200 ext. TBD
Capri CampbellCare:	364-4200 ext. 7125
Castlemont CampbellCare:	364-4200 ext. 4380
Forest Hill CampbellCare	364-4200 ext. 4741
Lynhaven CampbellCare	364-4200 ext. 4853
Marshall Lane CampbellCare	364-4200 ext. 4480
Rolling Hills CampbellCare	364-4200 ext. 5199
Rosemary CampbellCare	364-4200 ext. 4165
Sherman Oaks CampbellCare	364-4200 ext. 4966
Monroe Middle CampbellCare	364-4200 ext. 5095

Lizeth Gonzalez,	
Extensions, Director:	364-4200 ext. 6280
Martha Reynoso,	
Assistant Director:	364-4200 ext. 6283
Kristi DeRego	
Admin Assistant:	364-4200 ext. 6378
Susana Perez	
Admin Assistant:	364-4200 ext. 6204
Allison Hardy	
Behavior Specialist:	364-4200 ext. 6257

All of our centers have phone lines so that parents can call the center whenever they have a question or concern. Our policy is to answer the phone when it is convenient and doesn't take our attention away from the children with whom we are working. Your children are our first concern. Should you have to leave a message for the staff we will get back to you within 24 hours.



Student Behavior Guidelines

It is the goal of Campbell Union School District's Extensions Department to provide a healthy, safe, and secure environment for all Program participants. The CUSD extensions department is a friend, mentor, and role model to students. We strive to help students discover who they are through activities and experiences that build strong relationships and foster our youth to be globally upright citizens.

PROGRAM BEHAVIOR GUIDELINES

- People are RESPONSIBLE for their actions.
- RESPECT each other and the environment.
- HONESTY will be the basis for all relationships and interactions.
- We will CARE for ourselves and those around us.

WHEN A CHILD DOES NOT FOLLOW THE BEHAVIOR GUIDELINES, THE FOLLOWING STEPS WILL BE TAKEN:

- Staff will redirect the child to more appropriate behavior.
- The child will be reminded of the behavior guidelines and rules, and a discussion will take place.
- The parent will be notified of the behaviors
- The staff will document the situation. This written documentation will include what the behavior is, what provoked the problem, and corrective action taken.
- A conference with the parent and staff will occur to determine the appropriate action.
- A progress check or follow up will occur.
- If the problem persists, a conference will occur with the parent, child, staff and Coordinator. The Coordinator will have all documentation, and conference notes for review.
- If a child's behavior at any time threatens the immediate safety of self, other children or staff, the parent will be notified and expected to pick up the child immediately pending next steps.
- If a problem persists and/or a child continues to disrupt the program, the CUSD Extensions Department reserves the right to suspend the child from the program.
- Expulsion from the program will be considered in situations involving violent acts or after all alternatives have been attempted to resolve the problem.

SUSPENSION* FOR THE REMAINDER OF THE CURRENT DAY AND THE NEXT DAY

- Children suspended or expelled from the school day are not permitted to attend After School Program for the duration of the suspension/expulsion.
- Endangering the health and safety of self, other children and/or staff.
- Threats made to children and/or staff regarding firearms, knives, firecrackers or explosives.
- Theft or damage to school, or personal property.
- Leaving the program premises without permission.
- Continuous disruption of the program and/or refusal to follow program behavior guidelines and/or school rules.
- Use of profanity, vulgarity, obscenity and/or Lewd behavior.

*The severity of the behavior may result in immediate expulsion and persisting behaviors may lead to extended suspensions and/or expulsion of program

IMMEDIATE TERMINATION OF SERVICES

- Endangering the health and safety of self, other children and/or staff.
- Possession of and/or use of tobacco, knives, alcohol, illegal drugs, firecrackers, firearms or explosives.
- Inappropriate interaction by parents, tutors or family towards other parents, participants or staff. (Example: obscene language, fights, hostile, etc.)

Please read handbook Expulsion/ Termination of Services section for more information.

Upon completing the registration process for our programs, you agree to the behavior guidelines listed above.



**Subsidy for Care Guidelines
Parent/Guardian Contract**
Campbell Union School District

There are many agencies that provide tuition assistance for families to find a childcare provider that will meet their needs. CUSD Extensions department welcomes registrations for before and after school programs for approved families who have a subsidy agency.

Name of Parent/Guardian: _____ Date: _____

Child's Name: _____ Grade: _____

Child's Name: _____ Grade: _____

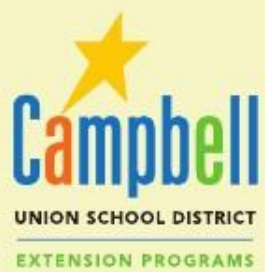
Child's Name: _____ Grade: _____

Child's Name: _____ Grade: _____

It is the responsibility of the parent/guardian to complete and sign required paperwork in a timely manner. The parent/guardian is responsible to complete and sign required paperwork no later than the 1st business day after the month closes to keep child in the program. Failure to complete required paperwork/signatures by the expected timeline will result the release of services.

I have read and understand the expectations listed above and understand that if I fail to complete the required paperwork/signatures, CUSD can terminate services.

Parent/Guardian Signature: _____ Date: _____



155 North Third Street
Campbell, CA 95008-2086
408-364-4200 x 6378, 6204
www.cusdextensions.org