



EXPO CENTER

After School Club Parent Handbook

City of Los Angeles
Department of Recreation and Parks
Expo Center
Roy A. Anderson Recreation Center

2017~2018

INTRODUCTION

Welcome to EXPO CENTER: After School Program. We have compiled this parent handbook to provide you with information about our program. As you come to know the staff and develop relationships, it will be easier for you to ask questions and get the information you need. We encourage you to read this handbook and use it as a reference throughout your child's stay with us. If you have any questions or concerns regarding any items in this handbook, please ask us!

PHILOSOPHY

It is the philosophy of the after school program to provide a safe, caring, enriching and challenging environment in which members can come after school. While in the program the children will be able to participate in a variety of hands-on learning activities that invoke personal growth in a recreational setting.

Additional learning enhancements will be presented in a structured/unstructured and stimulating manner. We will use age-appropriate activities and materials to bring the highest level of learning.

Children will be able to express themselves within areas of arts and crafts, music and movement, playing and learning. They will also be involved in physical activities that promote growth and development of motor skills.

PROGRAM GOALS

- To provide a safe and nurturing environment, where children can grow and learn.
- To make maximum use of community resources and network with community schools and agencies.
- To develop the "whole child" intellectually, socially, emotionally, and physically.
- To provide age-appropriate activities in the development of motor, creative, cognitive and social skills.
- To foster a strong positive self-concept and identity.

MISSION STATEMENT

The mission of our after school program is to provide elementary (school-aged) children and their families with affordable, quality child care in a safe, nurturing and recreational environment. Our programs enhance the self-esteem, creativity, learning and social skills of the children and families of our diverse communities.

DISCRIMINATION STATEMENT

This facility is operated pursuant to civil rights law and regulations which prohibit discrimination on the basis of race, color, sex, age, handicap, religion, and national origin.

The Los Angeles City Department of Recreation and Parks and its programs are in complete compliance with the Americans with Disabilities Act (ADA). Persons with disabilities are welcome to participate in our program. Reasonable accommodations will be made with prior arrangements

RELIGIOUS STATEMENT

This facility does not advocate any religious beliefs or profess any type of religious training or prayer in its curriculum or programming.

OUR STAFF

The key to our success is the compassionate, dedicated, educated and experienced staff hired for our program. This knowledge and love of our careers allows us to provide the best experience for your child and family.

All staff members have met the strict requirements set forth by the City of Los Angeles, and Department of Recreation & Parks. These requirements include, but are not limited to the following: education/credentials, experience, fingerprint clearance by the Department of Justice, FBI, Child Abuse Index Check, health screenings, and TB test clearance.

Our staff is trained and has current first aid and infant, child/adult CPR certificates.

PROGRAM INFORMATION

ENROLLMENT

Enrollment is based upon availability of our program. Children are enrolled on a first come first serve basis. All forms must be filled out completely prior to your child entering the program. You will need your child's application and first week's tuition to enroll your child. We cannot pickup from a specific location unless we have 5 or more children enrolled in our program.

FEES/PAYMENTS/REFUNDS/RETURNED CHECK POLICY

- The weekly fee is \$20.00* per child with a one-time non-refundable registration fee of \$20.00. *(The Friends of EXPO CENTER subsidize \$25 of program fee, original fee is \$45 per week)*
- Late Pick Up Fee of \$1.00 will be charged for every minute **(1)** after 6:05pm. Fees are non-transferable and may only be applied as indicated on receipt.
- ***All program fees are due prior to services rendered. Payments are due the Friday BEFORE the following week. Late payment fee of \$10 will be assessed if payment made the week child attends program and on Saturdays.***
- **Consistent late payments may result in termination of After School Enrichment Program services.** If your child is excluded for non-payment, your child's space will be lost and filled with another child from our waiting list.
- Payments must be made by cash, check, credit card or money order.
- No refunds will be given for program fees, unless we cancel a class or activity.
- **As a result of returned check(s), your payments must be made by cash only.**
- Services will not be provided for accounts with delinquent fees.
- Our program is not pro-rated; if your child attends 1 or 5 days, the fee is the same.
- Uncollected fees may lead to your child being terminated from the program.

HOURS OF OPERATION & HOLIDAYS

Our program hours of operation are: Monday to Friday 2:00 p.m. to 6:00 p.m.

The office hours are: Monday to Friday 10 a.m. to 6:30 p.m. The ASEP program does not provide pick-up earlier than 1:00pm.

No payment credit will be given for a holiday week.

Due to yearly calendar changing, please refer to the centers monthly calendar for the exact days closed.

Our center will observe the following holidays:

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| ❖ New Year's Day | ❖ Columbus Day |
| ❖ Martin Luther King Jr. Day | ❖ Veteran's Day |
| ❖ President's Day | ❖ Thanksgiving Day |
| ❖ Cesar Chavez Day | ❖ Friday after Thanksgiving Day |
| ❖ Memorial Day | ❖ Christmas Day |
| ❖ 4 th of July | ❖ Staff development days TBA 4 days per year |
| ❖ Labor Day | |

The ASEP also follows the LAUSD school calendar and will also be closed on LAUSD holidays, Pupil free days, and unassigned days. No pick-ups will be operating that day, regardless if your child attends a school that is not in the LAUSD school system (i.e. private, charter schools).

The ASEP program is also closed or half day on USC and Los Angeles Rams home games, prior notice may or may not be given. Payment is still due before the holiday/closures. **NO EXCEPTIONS.**

RELOCATION

In the event that there is an emergency and we are not able to contact you or stay in our building, we will follow these procedures:

- If our facility is unsafe, our program will relocate to the Senior Citizen Building on 3990 Bill Robertson Lane (213)763-0114, ext. 254
- If our entire area is unsafe and we are able to do so, we will transport our children and staff to the Hoover Recreation Center located at 1010 West 25th Street Los Angeles, CA 90027 (213) 749-8896 (corner of Hoover and 25th Street) or other nearest recreation facility.
- We will leave signs posted informing you of the emergency and our exact location.

EARTHQUAKE

Due to the difficulty of telephone communications during an earthquake, you may not be able to contact the After School Enrichment Program; phone calls outside of Southern California area would be easier to complete. We will contact you as quickly as possible.

SAFETY DRILLS

To assure the safety of our Expo Center After School participants, a monthly drill is held. To ensure a safe environment the drills will address a variety of situations:

- Fire, earthquake, and security breaches

In the events of an evacuation, the Expo Center After School participants will be escorted to the nearest public building that ensures safety, at this time that will be at the Senior Center.

The parent/guardian will be called if your child will need to be signed out from one of these areas.

ACTIVITY & SAMPLE ACTIVITY SCHEDULE

Our activities rely on careful planning of the environment to provide opportunities for your child to develop the social, emotional, intellectual and physical competence necessary to succeed in school and in life. A monthly* calendar is provided to children and their parents. Calendars are located next to the sign out sheets. The daily/monthly schedule is subject to change without notice due to weather, program needs, children's needs or special events. We will make every effort to notify you in advance of any changes.

All children must be signed into our after school program no later than 4:00 p.m. If your child has an appointment and will be arriving late or leaving early, please inform the program coordinator or notify the program office. (213) 763-0114 ext.227

SNACK & MEALS

The after school program will provide an afternoon snack. However, at times we may serve special snacks, i.e., cupcakes on special events. **We are unable to refrigerate, microwave, or heat your child's snack.** Soda is not permitted, and sweets should be limited.

***Please notify the center if your child has any dietary, religious preferences or allergies and in these cases please provide a snack from home for your child.**

*It is important that all **allergies** are communicated in writing and verbalized to the after school program coordinator and/or program leaders.

ASEP PICK-UPS (WALKING GROUPS)

Due to the large numbers of participants enrolled in our program many ASEP students walk from surrounding schools to the EXPO Center, regardless of any weather conditions (rain or shine). Many circumstances you may not get advance notice. However, we will leave a notice with our office and will post the necessary information if possible. Please make sure you dress your child appropriately or arrange for other pick-up. We apologize for the inconvenience.

The ASEP program does not provide pick-up earlier than 1:00pm.

POLICY AND PROCEDURES

CONFIDENTIALITY

All children's files are confidential. A written consent is required from you to release information to sources outside the program. No information will be given over the telephone regarding conditions or attendance of your child except to you.

SIGN IN AND OUT

State law requires that you or a designated person use a *full signature* when signing children in or out. Do not drop off your child(ren) without signing them in, your signature releases them into our care for the day. Sign in/out sheets are part of the legal documents that must be retained. Any parent listed has the right to pick up their child(ren), unless a restraining order is current and on file at the center. Only authorized persons 16 years of age or older whose names have been designated on your child's emergency forms will be allowed to pick up your child(ren) from the center. If their names do not appear on the list, they will not be allowed to leave with your child(ren). ***It is your responsibility to update the names and phone numbers with area code on your child(ren)'s emergency form as soon as changes occur.*** Please notify the office when an unfamiliar/unlisted adult is going to pick up your child. They will be required to provide a valid photo identification. A parent phone confirmation may be necessary before release of your child is granted.

After School Program staff will deny the release of a child(ren) if the pick-up person appears to be under the influence of alcohol or illegal drugs. We will call someone else on the emergency list to pick up that child. For your child's safety and welfare it may be necessary to notify LAPD.

Please make sure to sign out your child by the entrance of the EXPO center before arriving to the front desk. Staff will assist the parents by picking up the child and delivering him/her directly to you. The ASEP participants will be in participating in programmed activities throughout the EXPO Center. We ask for your patience while we look for your child. Thank you for your cooperation.

SCHOOL PICK UPS

Every school has a designated pick up site for the children. It is the responsibility of the children to meet at the particular site within 10 minutes of the bell. If the child is not at the designated pick up site in time to meet the counselor, the staff member will call parent(s) and notify them or leave a message. If the child is still not able to be located, the staff member will return to the center without the child and upon returning will again attempt to contact the parent(s). We ask that the parent(s) speak to their child(ren) to remind them that they should not wander their campus or stray off campus and should not go to vendors after school; otherwise they may be left behind.

If a participant is continually late to the site, their parent(s) will be notified and informed of the situation. After three such occurrences the child may be terminated from the program. If

your child(ren) is enrolled in an extracurricular class after school, staff will not be going back for pick-ups. Pick-ups are only done at the pick-up time.

The ASEP program does not provide pick-up earlier than 1:00pm.

LATE DROP-OFFS/ LATE PICK-UPS

Due to strict staffing requirements, children need to be picked up by 6:00 pm. It is critical that you pick up your child from the program at the appointed time. Program staff has a number of other responsibilities at the end of the day and cannot provide extended care nor are they permitted to take children home. If your child is not picked up within ONE HOUR after the center closes, your child will be considered “abandoned” and the Police Department will be called to care for him or her. A sign will be posted on the school’s office giving the number and address of our local precinct.

Parents who consistently pick up their child(ren) late, risk the possible termination from the program. Please call and notify staff if you are going to be late (213) 763-0114. The following policy will be exercised when a parent or authorized adult is late picking up a child:

- Parent(s) will be required to sign a late slip.
- 3 or more late notices may lead to termination.

SPECIAL EVENTS

We do celebrate birthdays and holidays at our center. If there is a religious objection, please notify us ahead of time and we will make other arrangements to accommodate your child.

If a parent wishes to celebrate their child’s birthday while at the center, **PRIOR ARRANGEMENTS MUST** be made with the program coordinator, however birthdays for the month are celebrated the last Friday of each month.

CLOTHING

Our after school program is an environment where we want children to be able to play comfortably without worries. We may get messy during after school activities. Sandals and shoes with high heels are not permitted. All children must wear closed toed shoes with a rubber sole at all times. Please send your child to the program in comfortable clothes.

In case your child comes home with jackets, sweaters, or other belongings that do not belong to them, please return them to the program

All clothing and personal items must be labeled with your child’s name.

TOYS AND GAMES

We will provide equipment for your child to learn and play with. Parents are welcome to donate age-appropriate toys in good condition to the program. Children are asked NOT to bring toys, video games, cell phones or personal radios to the center. We will not be responsible for breakage or loss of items brought to the program.

ATTENDANCE AND ABSENCES

If your child will be absent, please notify the office and staff. Children that are sent home during the school day because of an illness may return when they are well enough to participate in our after school program activities. Please refer to our illness policy to determine when your child can return. If your child is absent due to illness for more than three days, a doctor release will be required.

Delinquent payments will result in temporary/permanent exclusion from our program until fees due are collected. (Credit will not be given for partial attendance during any given week). If you are on an alternative payment program, all attendance sheets must be filled out daily, completed and signed at the end of the month.

CHILD ABUSE AND NEGLECT

Our program abides by the California State mandate that states staff must report **suspected** cases of child abuse or neglect to the Department of Children and Family Services.

The following situations are reportable conditions: **Suspected** physical child abuse, child exploitation, child pornography, child prostitution, neglect, and extreme corporal punishment resulting in injury, willful cruelty or unjustifiable punishment. In situations when a child reports physical or sexual abuse, staff will contact the Police Department as well as the Department of Children and Family Services.

CHILD CUSTODY AND SAFETY

Access is denied to an adult whose behavior presents a risk to the children present in the facility.

Access will be denied to non-custodial parents or guardians if a legal and current restraining order is on file at the center.

Children will not be released to anyone who is not listed in the Emergency Contact List. Children will not be released to any person(s) appearing to be under the influence of a controlled substance (such as alcohol, legal, or illegal drugs). Staff will contact persons listed on the emergency contact list.

If your child has an outside specialist such as a therapist, psychologist, or a social worker, please inform the center if they will visit your child during our hours. Immediate exclusion of parent/adult will occur due to physical and/or emotional threats made. Emergency services (911) will be contacted and a police report will be filed.

Note: See Parent Code of Conduct for additional information

PARENT CODE OF CONDUCT

In order to continue to provide a safe and respectful environment, confrontational behavior by parents/guardians or other representative is inappropriate and will not be tolerated. If there comes a time when you have a concern with or about a staff member, please follow these guidelines for resolutions.

Request a time that you can meet in private to discuss the matter. Please be mindful that it is not healthy to discuss issues or problems in front of the children. If the matter is not resolved by talking with the program staff and program coordinator, an appointment with the Director may be made. You may ask the Program Coordinator to make this appointment or you may contact the program office, (213) 763-0114 ext. 228.

Our staff's first priority will be to care for the children.

- Hostile and confrontational behavior will not be tolerated.
- Reprimanding another child on behalf of your child is inappropriate and will not be tolerated.

Abusive physical and/or emotional threats made will cause immediate exclusion of parent/adult.

Emergency services (911) will be contacted and a police report will be filed.

Note: See child custody and safety for additional information

** We have a zero tolerance for work place violence.*

PHILOSOPHY OF DISCIPLINE

We feel that discipline shall play an important role in helping a child develop socially, emotionally, and physically. Discipline is also vital for his/her safety and physical well-being. We feel that positive discipline is a form of love and self-esteem. Discipline ensures that each participant's experience will be positive. Our aim of discipline will provide the child with structure, perimeters and consequences in an atmosphere of warmth and support. Children are guided to learn positive ways of getting along with others and getting their needs met. We are committed to your child's health and safety. To accomplish this, **our center is unable to accommodate children whose needs and or behavior requires one-on-one care.**

DISCIPLINE POLICY & PROCEDURE

AT NO TIME IS ANY PHYSICAL FORCE, ANY FORM OF CORPORAL PUNISHMENT, HUMILIATION, OR RETALIATION PERMITTED BY ANY STAFF PERSON TO DISCIPLINE A CHILD.

Our guidelines are as follows:

1. Respect others' space and their differences.
2. Be polite and respectful to others.
3. Use words to express their feelings.
4. Share and play fairly.

The redirection policy will be implemented as follows:

1. The staff will encourage children to express their feelings and needs with words.
2. The child will be guided to determine acceptable and unacceptable behaviors and their consequences.
3. The child will be redirected to another activity.
4. The child may remove him/herself from the situation, if needed with help from the staff.

In the event that children misbehave or have conflicts with our guidelines, a discipline notice informing you of the behavior will be given. For continued breaking of the guidelines, the staff will discuss with you ways for our team (parents and program) to assist the child in following our guidelines. If your child(ren) receives three or more discipline notices your child(ren) may be terminated from the program.

For continued incidents, a meeting with the Program Director, Facility Director and parents will be held to discuss the problem and create an action plan to ensure the child's needs are met. This meeting may include referrals and other resources available to parents. Parents' failure to meet our agreed upon action plan, will lead to termination from our program.

A child may be suspended or terminated from the program for the following inappropriate behavior:

- Constant harassment of other children
- Disrespect shown to staff or other children
- Consistent use of profanity
- Use of racial comments
- Destruction of personal or facility property
- Endangering the health and safety of other children and or staff
- Unfair play and/or abuse of other children
- Inability to follow directions
- Possession of weapons and/or substances
- Leaving the facility without permission
- Theft

We appreciate your help in keeping us informed of significant changes or events in your child's life that might impact his/her behavior.

DAILY HEALTH INSPECTIONS

Program staff conducts daily health inspections of all children entering the facility. Staff is looking for alertness, listlessness, crankiness, or otherwise abnormal behavior. These signs might be that the child is not feeling well. If your child appears to be sick or you state that your child is sick, your child will not be accepted into the program.

ILLNESS

Children who appear too ill to participate in the daily activities of the program will be excluded. Children with the following infections/illnesses will be excluded from the program:

EXCLUSION FROM THE AFTER SCHOOL PROGRAM	EXCLUSION PERIOD
Child is unable to participate comfortably in center activities.	When able to participate comfortably.
Child has illness which results in greater care need than the program staff can provide.	When able to participate comfortably.
Child has conjunctivitis (Pink eye).	24 hours after treatment is initiated. Doctor note required.
Child has diarrhea.	24 hours free of symptoms.
Child has a fever.	24 hours free of symptoms.
Child has head lice, scabies, or other infestation.	24 hours after treatment is initiated. Doctor note required.
Child has impetigo, or hand, foot or mouth disease.	24 hours after treatment is initiated. A doctor's release required for hand, foot, and/or mouth disease.
Child has ringworms.	May return to program, if under treatment and a doctor's release.
Child has strep throat, or other streptococcal infection or scarlet fever.	48 hours after initial antibiotic treatment and cessation of fever. A doctor's release is required.
Child has been vomiting.	24 hours free of symptoms.
Child has Pertussis (Whooping cough).	7 days after initiating antibiotic treatment.
Child has mumps.	9 days after onset of gland swelling.
Child has unidentified rash.	Until rash is diagnosed in writing by a health care provider.
Child has mouth sores.	A health care provider diagnosis in writing that the condition is non-infectious.
Child has Chicken Pox.	6 days after onset or until sore scabs are over.
Child has green or yellow mucus from eye or nose.	Until mucus is clear or under treatment of antibiotics or doctor's release.

Exclusion from the program is not limited to the illnesses above and is subject to the discretion of the program staff and director.

If your child becomes ill at school, the after school program will NOT be able to pick up your child from school, as our program is not set up to handle ill children.

If your child is out for one week or more and you would like to request your program fee waived for that week(s), a written request must be received in our office within 2 days of your child's absence.

MEDICATION

The After School Program Staff can **NOT** administer any medications.

Please notify your program coordinator and staff if your child must carry inhalers or has any other medical alerts.

INJURIES

If your child is injured, the After School Program staff in conjunction with the Program Coordinator will take whatever steps are necessary to obtain emergency medical care if warranted. These steps may include, but are not limited to the following:

1. Care for the child and access the child's needs.
2. Attempt to contact parents or guardians.
3. Attempt to contact you through any persons listed on the emergency information you completed for us.
4. If we cannot contact you, we will do any or all of the following:
 - a) Call an ambulance.
 - b) Call a paramedic.
 - c) Have the child taken to an emergency hospital in the company of a staff member.

VISITATION AND VISITORS

To ensure the safety of the children and staff, all visitors entering the facility are required to check in at the front office to state their business at our center and get approval. Friends or non immediate family members are not allowed to DROP-IN to visit children without prior notice, parental authorization and photo ID.

All visitations and observations require prior notice and approval.

AS A PARENT, WHAT DO I NEED TO DO?

Let us help you!

- Each day when you sign in or out, please check for any new information or notices.
- Please read calendars, newsletters and other important information that is given to you at the center.
- Keep us informed of your child's progress, on both good and bad days.
- Feel free to make an appointment with program staff, coordinator, Center Director or all to discuss any issues.
- Give us suggestions on effective ways of working with your child.
- Help us praise your child for a job well done.
- Don't feel alone; we're here to help, it takes team work.

We can provide resource and referrals for your needs on:

- Alternative payment programs
- Recreational activities
- Other centers that may meet your needs
- Crisis intervention
- Stress and anger management
- Individual and family assessments

**Feel free to reach out to the After School Program Coordinator,
Nereida Sarabia at (213) 763-0114 ext. 228 or via email
nereida.sarabia@lacity.org**