



*Partnering with Santa Clarita Families Since 1984*

# **PARENT HANDBOOK**

*Your Child's Day, BRIGHTER*

[www.sunshinedaycamp.com](http://www.sunshinedaycamp.com)

# SUNSHINE

## DAY CAMP

Sunshine Day Camp is a privately owned and operated childcare organization whose primary purpose is providing families with the highest quality of daycare for their children. We focus on providing high quality programs in a positive and loving environment. We strive to provide a safe, loving, consistent, secure, moral, exciting, and "special" place that each child looks forward to each day!

To achieve this purpose, Sunshine Day Camp has 6 core values (listed below). Staff is expected to learn and memorize the core values. However, memorizing is just the beginning. Each staff member is committed to uphold these core values, and demonstrate them in daily interactions with the children, staff, and families we serve. All decisions that we make should fall within our Sunshine Day Camp Core Values.



## Table of Contents

<b><i>Our Mission...Provide the highest quality of day care!</i></b> .....	<b>5</b>
<b><i>Welcome to Sunshine Day Camp</i></b> .....	<b>6</b>
<b><i>General Information</i></b> .....	<b>7</b>
Operational Hours and Observed Holidays .....	7
<b><i>General Policies</i></b> .....	<b>8</b>
Safety & Supervision.....	8
Physical & Behavioral Expectation.....	8
Child to Staff Ratios .....	8
Injuries & Incidents.....	8
Absence Policy.....	9
Parent Visitation.....	9
Food & Allergy Information.....	9-10
Confidentiality Policy .....	10
Nonviolence Policy .....	10
Birthday Policy.....	11
Custody Policy.....	11
Babysitting & Our Staff .....	13
<b><i>Arrival and Departure Guidelines</i></b> .....	<b>14</b>
Your Child's First Day at Sunshine Day Camp .....	14
Health Inspection & Sign In/Out Procedures .....	14
Authorized Persons to Pick Up Your Child .....	15
Closing Policy.....	15
<b><i>Emergencies &amp; Facility Closures</i></b> .....	<b>16</b>
<b><i>Parent/Staff Communication</i></b> .....	<b>18</b>
<b><i>Clothing and Personal Belongings</i></b> .....	<b>19</b>
<b><i>Medical Treatment Policies</i></b> .....	<b>21</b>
Required Reporting.....	21
Medical/Illness Guidelines .....	21
Accidents & Injuries.....	21
Authorization to Administer Medication-Incidental Medical Services .....	22
Sunscreen .....	23
Health and Safety .....	25
<b><i>Student Behavioral Standards</i></b> .....	<b>27</b>
Sunshine Day Camp Code of Conduct.....	27
Discipline & Biting Policy .....	28
<b><i>Registration and Enrollment Policies</i></b> .....	<b>30</b>
Registration Fee & Security Deposit.....	30
Plan Changes/Withdrawal.....	30
Keeping Enrollment Records Current.....	31
<b><i>Tuition Policy and Payment Plans</i></b> .....	<b>32</b>
<b><i>Withdrawal and Termination Policies</i></b> .....	<b>34</b>
Termination Policy.....	34
Arbitration/Dispute Resolution Agreement.....	34
<b><i>Additional Program Details</i></b> .....	<b>36</b>
<b><i>Conclusion</i></b> .....	<b>39</b>



# SUNSHINE

## DAY CAMP

*Partnering with Santa Clarita Families Since 1984*

### **Our Mission...*Provide the highest quality of day care!***

Sunshine Day Camp is a privately owned and operated childcare organization whose primary purpose is providing Santa Clarita Valley families with the highest quality of daycare for their children. Our philosophy and emphasis are character based. Working jointly with families we strive to reinforce character traits and standards established in the home.

We focus on providing high quality programs in a positive and loving environment. We strive to provide a safe, loving, consistent, secure, exciting, and “special” place that each child looks forward to each day!

Sunshine Day Camp offers the following types of programs/services:

- **School-Age** (*Grades K-6, before and after school*) Socialization – Character  
The Sunshine Day Camp School-Age program is devoted to safety and fun in a nurturing and character-enriching environment. Fun, structured activities are designed to challenge and interest school-age children at every grade level. We help keep school-age kids happy, busy, engaged, and productive.
- **Summer Camp** (*Entering Grades K-7*) Fun – Creativity – Socialization – Field Trips  
The Sunshine Day Camp Summer program is a place where children make memories that will last a lifetime! Through creativity, socialization, special themed-days, and exciting field trips, children of all ages will have loads of summer fun!

Most importantly, Sunshine Day Camp provides peace of mind for families! When parents can't be with their child, they can know that they're well taken care of by our amazing staff.

## **Welcome to Sunshine Day Camp**

Sunshine Day Camp is unique! You'll notice it the minute you walk into one of our centers. The reason is simple: we are committed to a higher standard of excellence and quality in childcare. We strive to be a place where children look forward to coming each day, are excited to learn, and are happy! Our goal is for parents to feel at ease and confident about leaving their children, because they know they will be cared for in a safe, clean, enthusiastic, and loving environment.

Since 1984, Sunshine Day Camp has provided the families of the Santa Clarita Valley with the highest quality of care for their children! Recognizing that the parents should be the central and primary influence on their child's learning and development, it is our goal to establish a cooperative partnership with each of our families and to be more than "just a day care" for the families we serve. We strive to provide a safe, loving, consistent, secure, exciting, and "special" place that each child looks forward to each day!

Sunshine Day Camp has 7 locations, all right here in Santa Clarita (Fair Oaks, Mitchell, Pico Canyon, Pinetree, Oak Hills, Stevenson Ranch, and Valencia Valley). We do not operate or have affiliation with Sunshine Learning Centers.

### **Who Are We? The Sunshine Day Camp Philosophy**

At Sunshine Day Camp, we truly believe that each child is a special gift whose parents have entrusted to our care. While under our supervision, children are provided with a structured and nurturing environment where their talents and abilities can flourish. We have found that children respond best when the childcare environment is safe, fun, and boundaries are clearly defined. To that end, we provide a positive, loving, controlled environment where children are excited to come back ... not an atmosphere of negativity where "don't" and "stop" are prevalent words.

### **An Important Decision**

One of the most important decisions a parent can make is choosing a quality childcare program for their child. At Sunshine Day Camp, we strive to offer the highest quality care available for your child. We provide parents with true peace of mind. They can feel confident knowing that their child is in a safe, clean, enthusiastic, and loving environment managed by competent, trustworthy people.

## General Information

### Operational Hours and Observed Holidays

Sunshine Day Camp is open Year-Round, Monday through Friday (except on the holidays listed below and/or for a facility closure). The School-Age Program run from August to June and the Summer Camp Program run for 8 weeks, beginning the Monday after local elementary schools end. Sunshine Day Camp is closed on the following holidays:

- New Year's Day
- Martin Luther King Day
- President's Day
- Memorial Day
- 4<sup>th</sup> of July
- Labor Day
- Veteran's Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day
- New Year's Eve

These holidays have been considered when calculating the cost of tuition and do not accrue credits. If one of the above holidays falls on a weekend, Sunshine Day Camp will be closed on the weekday that is federally recognized for the holiday. If Christmas or New Year's Day falls on a Thursday, Sunshine Day Camp will be closed both the holiday and on day following (Friday). Sunshine Day Camp reserves the right to modify the holiday policy.

### Facility Closures & Modified Hours of Operation

Due to events outside the facility control (emergency, disaster, fire, act of God, pandemic, or other incident that could pose a safety risk to the children and/or staff) a facility may be closed. If an elementary school closes due to a safety concern, our facility may also be forced to close.

If a facility is closed due to a reason above, tuition will continue to be charged until the closure lasts for five (5) consecutive days or more. After the 5<sup>th</sup> day, new tuition will not be charged until the center is reopened. There will be no credit provided during the forced closure.

Under extreme conditions, a facility may need to temporarily modify the hours of operation due to a safety risk or due to a State or County Health Order. Parents will be notified with as much notice as reasonably possible.

## **General Policies**

### **Safety & Supervision**

Our first priority is the safety and security of the children enrolled in our program. Our goal is to be proactive and look for safety concerns before they arise. This includes being aware of the surroundings and people near or by the children. If you ever have any concern about the safety and supervision of your child, please bring your concerns to the attention of your site director immediately.

### **Physical & Behavioral Expectation**

Per licensing Sunshine Day Camp's licensing agreement with the State of California, all children must be "ambulatory" meaning capable of moving and operating on their own. Additionally, since Sunshine Day Camp ratios are 14 children to 1 staff, all children must be able to function independent of assistance with basic tasks (e.g., use the toilet without assistance, open and close doors, follow rules, etc.). All children must be potty trained, and not using diapers, to be enrolled in our program.

Children will be expected to follow all program rules, to ensure the safety and well-being of every child present. Students may be suspended and/or expelled from the program for failure to meet behavioral expectations. This includes behavior that is harmful to other children (both physically and/or emotionally) **OR** disruptive to the program/environment. Should you need to talk to a staff or director about a concern, we ask that you do so in a controlled setting away from the other children (e.g. office).

### **Child to Staff Ratios**

Sunshine Day Camp maintains a ratio of adult to child as specified by State regulations outlined by the Department of Social Services. This means that staff supervises "groups" of children and cannot watch each child individually at all times. Ratios for the school age program will not exceed 14 children per 1 staff. Ratios for the preschool program will not exceed 12 children per 1 staff. While children are not watched individually, staff is trained to position themselves to be able to observe multiple children at once. They do this by panning and surveying the area the children are using.

### **Encouraging Children to be Safety Conscious**

While Sunshine Day Camp strongly believes in proactive supervision, children are encouraged to take part in safety by sharing concerns, using their words, and following directions when first asked (commonly referred to as "first time listening"). Parents are also encouraged to talk to their children about safety away from the family.

### **Injuries & Incidents**

At Sunshine Day Camp, we make every effort to ensure your children are safe. Still, not all accidents can be avoided. If such an injury should occur, Sunshine Day Camp will provide parents with a copy of the Accident Report for each occurrence. If there is an injury that is determined to require medical attention, the parent will be notified as soon as possible. This also includes other non-injury incidents that are deemed urgent.



Please refer to the [Medical Treatment Policies](#) section of this handbook for additional details on how accidents and injuries are handled.

### **Sunscreen & Sun Exposure**

Parents are encouraged to send children with pre-applied sunscreen. Please refer to [Sunscreen & Sun Exposure](#) in the Medical Treatment Policies section of this handbook for additional details.

### **Absence Policy**

Please call the Sunshine Day Camp office when your child is expected to be absent. For children in our school age program, when calling, please state your child's name, their grade and your name. Please call at least one hour before school is out to ensure proper communication. At times, a Sunshine Day Camp employee may verify your identity when calling out your child. Be prepared to answer a question regarding your child (i.e. birthday, address, or something similar).

### **Parent Visitation**

Sunshine Day Camp has an open-door policy for parents. The COVID Pandemic has limited access to the facility for non-essential persons. Once the pandemic is over, we welcome and encourage you to visit your child's site any time. You have unlimited access to the center during business hours for the purpose of contacting your child and assessing the care provided. Please notify the site's director, or his/her designee, of your presence upon arrival. Stop by and eat a snack with your child or observe the activities whenever you like. Our goal is to provide a positive learning experience for your child in partnership with our parents and families.

### **Parent Conduct and Dress**

Conduct – Parents are asked to be supporters and advocates of the Sunshine Day Camp Preschool and School-Age Program. A parent who is threatening, ridiculing staff, using profanity, or making harmful accusations towards the center will cause his or her child's enrollment to be terminated immediately. In addition, we ask that all persons picking up their child act in a kid-friendly manner while at the center.

Tuition Refunds – Any prepaid tuition (already collected by Sunshine Day Camp) for the month of termination will be refunded. Tuition will be refunded on a prorated basis for remaining days left in the month that the child will not use. No refunds will be given for services previously rendered.

### **Lunch and Snack Information**

Due to the current Pandemic, Sunshine Day Camp does not provide snack for your child. Parents are asked to send their child with a personal snack each day for the afternoons.

Please be sure your child eats a balanced breakfast prior to arriving at Sunshine Day Camp and has an adequate lunch.

### **Food, Allergy, Peanuts**

Since peanut allergy tends to be the most common and serious with young children, Sunshine Day Camp does not provide snack or foods that contain peanuts. Additionally, the facility tries

to avoid foods that contain tree nuts. If your child has a severe reaction to peanuts, or another substance please inform your facility director to see if an allergy prevention plan should be created (see below for details).

### **Allergy Prevention Plan**

It is the parent/guardian's responsibility to make the facility director aware of a child's known allergy, and to see if an individual prevention plan can be created to help prevent exposure. The plan must include the food(s) to which the child is allergic and steps that need to be taken to avoid that food. The plan will also include a detailed treatment plan, in the event of an allergic reaction, including the names, doses, and methods of administration of any medications that the child should receive in the event of a reaction. The plan should include specific symptoms that would indicate the need to administer one or more medications.

### **Confidentiality**

Sunshine Day Camp respects the right of each family to privacy and confidentiality regarding all financial, health, behavioral, and developmental records and information concerning their child. Various federal and state statutes, local ordinances, and regulatory rules protect these rights to privacy and confidentiality. If your child is involved in an altercation or a biting incident with another child, Sunshine Day Camp will not reveal the child's identity to the parents of the other child without consent from the child's parents, except as required by law.

### **Equal Admissions Policy**

Sunshine Day Camp is a private institution that does not promote or ascribe to any religious policy or affiliation. We do not discriminate against race, nationality, gender, religious creed, or sexual orientation.

### **Holiday Policy**

During the holidays, our school-age curriculum may introduce "cultural" aspects of specific holidays. For example, in December we talk about the traditions that families celebrate during the Christmas and Hanukkah seasons, but do not talk about religious aspects of those holidays.

We strongly believe that it is the role of the parent to teach their children about the religious aspects of these holidays in the context of their own homes.

### **Nonviolence Policy**

To promote a safe, consistent, and secure environment at our centers, we have a "non-violence" policy to which we ask all of our families to adhere. While your child is in our care, it is our responsibility to keep them in a safe, consistent and secure environment. We encourage children to get along with one another by using appropriate words during conflicts, keeping their hands and feet to themselves. Failure to do so may result in disciplinary actions including suspension and possible termination from the program.

### **Animal/Pet Policy**

Under no circumstances may your pets be permitted in center. This includes domestic animals such as dogs and cats. This is to protect the children and others that might be afraid or have

allergies to such animals. If you have a service animal, we will happily bring your child out to you while you wait with your pet.

### **Birthday Treat Policy**

If you are interested in bringing in birthday treats for your child's class, please plan with your director to ensure accommodations can be made (we need to be sensitive to potential allergies or dietary needs of other children). Store-bought, baked goods may be approved if the food is in the original container and includes a list of all ingredients.

### **Department of Social Services**

In accordance with the State of California, Department of Social Services-Community Care Licensing Division, children may be interviewed or examined by authorized representatives of the Health and Welfare Agency Department of Social Services. In addition, the facility or child records may also be audited by licensing analysts without authorized parental consent.

### **Class Placement**

Children will be placed in groups/classrooms by Sunshine Day Camp personnel, according to the center's needs. In some cases, an exception can be made.

### **Custody Policy**

Parents who are in the process of divorcing or are divorced are responsible for compliance of all Sunshine Day Camp policies including tuition due dates, sign-in and sign-out procedures, and so forth. Communication to divorced parents will be accomplished through Sunshine's normal modes of communication. Sunshine Day Camp will not do special mail outs or duplicate copies of materials or school communications to accommodate a joint custody arrangement, unless that is requested by the parents directly to the facility director. Each parent should be responsible for communicating to the other regarding tuition, communicating events/activities, due dates and behavior problems.

In the case of custody arrangements (joint or full), Sunshine Day Camp requires a notarized court order outlining the custody arrangement. This is to avoid uncomfortable confrontations or misinterpretations. Sunshine Day Camp personnel will work with the document as best as possible. Understand that personnel are not specialized to interpret court order documents. Instead, we ask that parents follow all provisions set in court ordered documents as outlined by legal counsel and judge orders, and then clearly communicate that information to Sunshine Day Camp. If there is a dispute with the court order, or a question regarding pick-up, legal parents/guardians must work outside of Sunshine Day Camp to determine who will pick up the child, and then inform the center. Any update to court documents must be provided to the center in a timely fashion. Failure to follow this agreement may lead to termination of services.

Sunshine Day Camp asks that you take all custody disputes to the appropriate legal or law enforcement entities, outside of the program, and not on campus. This is to ensure an appropriate, child-friendly environment for other children/families enrolled. Arguments and disagreements may not be held at the facility. Parent(s)/guardian(s) are asked to show decorum to the Sunshine Day Camp staff, and to the program at all times.

Parents must understand that any legal parent/guardian has the right to view child's paperwork, sign-in cards, and other documentation of the child. This also includes ledger balances and past due notices. Parent/guardian can also view the child's authorization to pick-up card. We ask that you respect those persons that either legal party puts on the authorization card as they have legal right to do so for their specific assigned days unless otherwise prohibited by court order.

If further discussion is needed to clarify any of this information, a meeting can be schedule with the director in the office. If both parties are not present, documentation will be taken and sent to the party not present, so all are on the same page.

Tuition that is past due because of one parent failing to meet the payment deadline will result in the child's withdrawal, regardless of the custody arrangement. A student's attendance at end-of-year events will be restricted if there are any delinquent tuition payments for the enrolled child, regardless of the custody arrangements.

## **Babysitting & Our Staff**

Sunshine Day Camp does not advertise its employees as babysitters. Parents who choose to seek Sunshine Day Camp staff for babysitting, outside of Sunshine Day Camp hours, understand that they do so freely of their own cognizance. If you enter into an agreement with a Sunshine Day Camp employee to baby-sit for or tutor your child outside of the employee's work hours or school schedule, it must be done away from the school/building with full knowledge and understanding that the sitter/tutor enters such an agreement as a private citizen and not as a Sunshine Day Camp employee. Sunshine Day Camp is not responsible for its employees' actions away from the center outside of their working hours and will not be liable for their acts or omissions when not on Sunshine Day Camp property. Parents acknowledge if they hire a Sunshine Day Camp staff member to babysit or other reason, that they personally do so, and assume all liability for the staff's care of the child outside of the program.

## **Private Child Care/After School Care Agreement**

Sunshine Day Camp discourages its employees from making independent childcare or after school agreements with parents as a substitute for Sunshine Day Camp care.

## Arrival and Departure Guidelines

### Your Child's First Day at Sunshine Day Camp

We want to assure you that our staff will do everything possible to make your child feel at home at Sunshine Day Camp. If this is your child's first experience at Sunshine Day Camp, it is very normal for them to be anxious about being away from their family. In order to help prepare your child for their Sunshine Day Camp experience, we suggest that you do the following:

- Tell your child all about Sunshine Day Camp and how he or she will be attending there soon.
- Talk about the new teachers, counselors and friends your child will make.
- Visit your Sunshine Day Camp location, with your child, prior to their starting with us. This gives your child the opportunity to observe the other children and meet their teacher or counselor.

Often the first day can be very emotional for both you and your child. Rest assured that this is quite normal. To lessen the drama and anxiety, we recommend that when you drop off your child, you give him or her a hug and a kiss and **reassure your child that you will be back after work**. Let our staff take over from there. Usually, a child is fine after the parent leaves.

We encourage families/parents to check in with our office during the day to see how your child is doing. We are confident that your child will be busy playing and making new friends.

If there are any problems with the adjustment, they are generally temporary and go away after a few days. We will do everything we can on our end to help make sure your child feels safe and secure while in our care.

### Morning Health Inspection

As required by the Department of Social Services, a visual health inspection will be given by a staff member when dropping off. The staff member will look for obvious symptoms such as fever, coughing, and stuffy/runny nose. Children who display signs of illness will not be allowed to enter the program. This is to help protect the center (other children and staff) from the spread of communicable diseases. Please refer to our medical/illness guidelines found in this handbook.

### Sign In/Out Procedures

For your peace of mind and the safety of your child, children must be signed in and out by parents, or a person you have specifically authorized, and whose name is listed on the Child Enrollment Form. A picture identification will be required from any person picking up your child that we have not yet met.

To ensure the safety of all children, we ask that you sign in/sign out using the KangarooTime app while you are physically present inside the center. Please DO NOT sign in or out if you are not physically present inside the center. Older children may not sign themselves in and out. When dropping off, please escort your child to the Sunshine Day Camp facility and notify the Sunshine Day Camp staff member of their arrival. No child may be left at the site without completing the

sign-in process. If you fail to follow this procedure, you may be subject to a fine, and/or removal from the program.

In short, all children must be signed in and out of the building by an authorized adult every day. No exceptions to this policy are allowed.

### **Authorized Persons to Pick Up Your Child**

When registering your child, please complete the LIC 700 Form “Identification and Emergency Information”. On this form, you will add persons “authorized” to pick up your child. You must include any legal parent or guardian, unless court order prohibits that person(s) from picking up. This authorization assures you that no one may pick up your child unless his or her name appears on this form. Anyone picking up your child should be prepared to show a picture identification. Failure to provide proper identification will result in the child not being permitted to leave.

Parents who wish to have any person pick up their child who is not on the LIC 700 “Identification and Emergency Information” form **must provide a written notice with the date and your signature**. This note may be dropped off to the center or scanned and emailed. The note must include the person’s name, address, date(s) of pick-up, and general description of the person picking up. Those authorized to pick up **MUST** bring in proper identification when picking up. E-mail is an acceptable form of authorization for pick-up if the written document is signed and scanned.

While driving services (i.e. UBER, Lyft, etc.) are becoming increasingly popular, we recommend parents do not use such services to pick up their child. If a parent chooses to use such service to pick up a child, they will need to provide the same authorization information as mentioned above.

### **Closing Policy**

We ask you to make every effort to pick up your child before the facility closes. Our staff have families and responsibilities after closing time, including school and other work commitments. By policy, our staff may **not** leave your child unattended, may not take your child home with them, cannot transport them to your designation, and cannot make other babysitting arrangements at the facility.

If a child remains in the center after closing, staff will take the following measures:

- 1) Try to contact you by phone.
- 2) Try to call your emergency contacts.
- 3) After 30 minutes (past closing), if staff is unsuccessful in reaching a parent/guardian OR any of your emergency contacts, the Director, or other designated employee, will contact the appropriate community authorities (e.g., police) to pick up your child.

Additionally, there will be late charges should you leave your child in the center past closing of \$1 for every minute you are late. The entirety of this late charge money goes directly to the employees supervising.

## **Emergencies & Facility Closures**

In the event of an emergency including weather, fire, earthquake, pandemic, or other related emergency, a center/facility may be closed. If there is any type of incident in the area, please call ahead to make sure the center is open, staff have arrived, and that there are no prohibitive problems.

### **Facility Closures & Communication**

Due to events outside the facility control (emergency, disaster, fire, act of God, pandemic, or other incident that could pose a safety risk to the children and/or staff) a facility may be closed. If an elementary school closes due to a safety concern, our facility may also be forced to close.

If a facility is closed due to an unforeseen closure, tuition will continue to be charged for a short period of time (up to 10 consecutive days) to help ensure the viability of our program. Here is an example:

- If a closure occurs within a week for which tuition has already been charged, no refunds will be issued for that week. If that same closure extends into the following week, tuition will also be charged. If the closure extends beyond that, no further tuition will be charged until the facility reopens.

Under extreme conditions, a facility may need to temporarily modify the hours of operation due to a safety risk. During any closure or modified hours of operation, parents would be notified with as much notice as reasonably possible.

Sunshine Day Camp and center directors will exercise an abundance of caution when determining whether a center will be closed for any period of time. Factors include risks of the emergency/situation, logistics in possible evacuation (e.g., major roads or freeways closed might require closing center), and other immanent dangers or safety risks.

### **Communication of Closures**

Most emergencies happen with little or no notice. Whenever we need to communicate to you, we will do so primarily through Kangarootime. We encourage you to keep your information up to date so you can receive future updates real time. When possible, additional communication through text, emails, update our on-site answering machines (when possible), and post signs on the buildings. In short, we will try to do all we can to notify you as soon as possible. Electrical, internet, or phone outages may prevent the use of some of the communication methods above.

### **When Schools Close, But Sunshine Day Camp Remains Open**

There are occasions when school campuses may close but Sunshine Day Camp's on-site facility will remain open. To be clear, this will only happen when there is no immanent safety risk to children and staff under the following circumstances:

1. The school district allows us to operate under the situation at hand. Since we lease school property, school districts can ultimately decide on whether their campus is closed, which would result in our program also being closed.
2. Department of Social Services and/or Los Angeles County authorizes us to continue operation (e.g. pandemic with precautions). Sunshine Day Camp can remain open, when the school is closed, under these two conditions: 1, it is reasonably safe to do so (per local



officials and administration), and 2, the School District for which we have an operational lease allows us to remain open.

### **Emergency Preparation Drills**

Emergency preparation drills are held regularly at Sunshine Day Camp. Should an emergency occur that requires us to evacuate, parents will be notified as soon as possible. If the emergency is expected to last a significant length of time, parents will be asked to pick up their child. Parents must bring identification when picking their child up in an emergency. If parents are at Sunshine Day Camp facility during a drill or an emergency, they are requested to follow all Sunshine Day Camp procedures along with the children until children can be safely signed out of the program.

Emergency drills are held monthly at the facility to familiarize children with our evacuation procedures. Sunshine Day Camp is fully equipped with fire alarms and extinguishers throughout the facility and has emergency, lifesaving food and water disaster kits.

## **Parent/Staff Communication**

Sunshine Day Camp strives to be a program of excellence. We are always interested in your comments regarding the care and attention your child receives at Sunshine Day Camp. Your child's teacher, counselor is available to speak with you about common questions or concerns you may have. In addition, each facility has an assistant director, and director, that can help you with any concern (minor or major).

### **Keep Current Your Information**

Sunshine Day Camp uses KangarooTime, an internet-based childcare software solution. Your KangarooTime account provides the ability for you to make online tuition payments, check-in and out your child from the center, and even update your child's information, phone numbers, email addresses, and home addresses. We encourage you to make sure your contact information is always up to date.

In addition to keeping your information current on your KangarooTime account, please be sure to update the center director directly if there has been any change to your child's health (allergies or other), custody arrangements, update to authorized individuals that are allowed to pick up, and any other relevant information.

### **Parent Board**

A Parent Board is available at each site in our reception area. This board will include important licensing forms, messages and ongoing events at the site. Please consult this board for any special information.

## **Clothing and Personal Belongings**

### **Play Clothes and Shoes**

Please have your child wear washable play clothing that will allow them to participate comfortably in the many fun (and potentially messy) art and playground activities we do at Sunshine Day Camp. Shoes should be appropriate for outdoor play.

Please provide your children with the appropriate clothing such as a sweater or jacket in the cool months. Please label all items clearly with your child's first and last name.

### **Dress Code**

In order to promote a safe environment at Sunshine Day Camp, the following policy will be enforced regarding the dress of the children enrolled in our programs. Since we are on the campus of local elementary schools, children must follow the elementary school dress code while at Sunshine Day Camp. In addition, please follow the following:

- 1) Shirts, jackets and hats that display violent or gruesome themes or pictures are not permitted.
- 2) Shirts, jackets or hats that encourage children to model violent, aggressive or physically inappropriate behavior are not permitted.
- 3) Shirts, jackets or hats displaying alcohol, tobacco or drug products are not permitted.
- 4) Shirts, jackets or hats that may be mistaken as gang attire will not be permitted.
- 5) Earrings that could be pulled, and cause injury should not be worn.
- 6) Necklaces can be a choking hazard, when playing on play structures or while playing games. Parents are asked to use caution when sending your child with necklaces.
- 7) Avoid sending your child with finger rings or other items that may be put in their mouth and accidentally swallowed.

### **Extra Bag of Clothing-TK & Kindergarten Children Only**

On your child's first day, please bring one complete change of clothes in a large Ziploc bag with your child's name clearly labeled on the bag. Please include underwear, pants or sweats, shirt and socks. Label all clothing. In the event we need to send home soiled clothing, please replace with a fresh set the following day. We also request that you update the clothing seasonally.

### **Lost and Found**

If you have a missing item, please check with your child's teacher or counselor, and check the Lost and Found at your site. Periodically our unclaimed Lost and Found items will be donated to charity.

### **Toys From Home**

To prevent children from being disappointed from a lost or broken toy, we advise parents to not send expensive or sentimental items from home. At times, the facility may allow "Home Toy Days". During the COVID Pandemic, children have been bringing personal toys instead of sharing public toys. Sunshine Day Camp cannot be responsible for lost or stolen articles.

## **Cell Phones & Electronic Devices**

Sunshine Day Camp discourages children bringing electronic devices, or other expensive items to the program. Sunshine Day Camp cannot be responsible for loss, damage, or theft of personal items. Personal cell phones are also discouraged while at Sunshine Day Camp. If a personal call needs to be made via cell, the child must first inform a staff member. Further, Sunshine Day Camp prohibits the use of any electronic device (including cell phone) for internet, social media, pictures, or video while the child is at the program.

If a parent wishes to be able to communicate with their child, we ask them to call the Sunshine Day Camp facility or make arrangements with the director.

Inappropriate use of cell phones and other electronic items may be cause for removal from the program. Therefore, if your child does bring a cell phone, please make sure they understand this policy. See your director for more details and clarification.

## Medical Treatment Policies

### COVID-19 Pandemic & Other Health Emergencies

As a State licensed childcare, Sunshine Day Camp is mandated to follow State and County Health Orders and guidance. Sunshine Day Camp continues to monitor State and Local guidance and implement those guidelines as where possible to reduce the exposure and spread of COVID-19. We ask for your patience, understanding, and support as we do our best to follow these guidelines. To find out our current guidance, please contact the facility director.

### Required Reporting

For the protection of all children and staff, we ask that you notify the center within 24 hours after your child has developed a known or suspected communicable disease, or if any member of the child's immediate household has acquired a communicable disease. When your child has a disease requiring exclusion, we ask that you inform the site's director of the diagnosis.

If we become aware of a communicable disease affecting children in the center, a health alert will be posted. We will attempt to communicate at the earliest sign of symptoms, so that additional exposure to other children and staff can be avoided.

### Medical/Illness Guidelines

If a child becomes ill or injured while under Sunshine Day Camp care, personnel are empowered to render first aid and emergency care. They may not diagnose or give treatment. Parents are contacted if the services of a physician seem necessary.

In case of serious emergency, every effort will be made to contact the family as soon as possible. If the family cannot be contacted, we will call the responsible adults designated on their emergency card. **Please keep these names and numbers current by notifying the office, in writing, of any changes.**

If a student must be sent home due to illness or injury, parents are notified.

Sunshine Day Camp requires that every family have plans for the prompt pick up of their child from school in the event of injury or illness. If both parents work, they are to designate responsible adults who are available before, during, or after school hours to take their child home. Sunshine Day Camp cannot provide long-term care for students waiting to go home. Students need to be picked up within one hour from the time contact is made.

### Accidents & Injuries

Sunshine Day Camp takes a very proactive role in supervising your child. However, even with good supervision accidents and injuries can occur. In the event of a serious injury the parents will be contacted as soon as possible. Minor injuries will be notified via an accident report when the parent/person picks up that day. While Sunshine staff are certified in CPR and First Aid, they are not medical professionals. We encourage parents to get a second opinion anytime there is an injury.

## Medical Cost Reimbursement & Student Accident Policy

Sunshine Day Camp has a student accident policy to help with unexpected or uncovered expenses that may arise out of an accident.

What is a Student Accident Policy?

Student accident coverage is a “NO FAULT” policy that will pay or reimburse costs related to medical treatment for injury while attending Sunshine Day Camp (or while on a field trip under the direction of the Sunshine Day Camp). The policy provides primary benefits, if your child does not have health insurance and secondary benefits if health insurance is available. All claims are submitted to our insurance carrier for the student accident policy. Please note: the insurance company, not Sunshine Day Camp, processes all claims and makes the determination on reimbursements.

What to do if your child has health insurance:

- Complete the claim form provided by the school to our office as soon as possible.
- Submit all medical statements thru your primary health insurance provider.
- You will receive an “explanation of benefits”, this statement will show what is paid under your current plan and what is the patients responsibility.
- Please contact the medical provider and obtain an itemized billing statement (to include procedure codes) for the outstanding balance.
- Forward the explanation of benefits and corresponding medical statement to our office.
- Forward all receipt of any out of pocket costs (Co-pays, prescriptions, medical devices (Slings, braces)).
- Please allow 3-4 weeks for processing.
- Claims must be submitted within one (1) year of the accident.

What to do if your child does not have health insurance:

- Completed the claim form provided by Sunshine Day Camp to our office with a letter stating that the insured student has not health insurance coverage.
- Submit all medical statements (Make sure statements are itemized and include procedure codes).
- Submit all receipt of any out of pocket costs (Co-pays, prescriptions, medical devices (Slings, braces)).
- Please allow 3-4 weeks for processing.
- Claims must be submitted within one (1) year of the accident.

For additional questions, please see your site director.

### Authorization to Administer Medication-Incidental Medical Services

If you would like your child to receive medication, prescription or nonprescription (over the counter drug), parents must complete an “*Incidental Medical Services*” form. This form can be found at the center. See your director or front desk for details.

**Prescription Medication & Oral Medication (including over the counter)** – Sunshine Day Camp staff members are not allowed to dispense any prescription medicines, or any oral over the

counter medicine without the written approval of a medical doctor and completion of an “Incidental Medical Services” form. This includes aspirin/ibuprofen, cough/cold medicines, and other oral based over the counter medications. The only exception to this policy is cough drops (see below for details).

All prescription and oral based over the counter medications must be kept in the Sunshine office and **dispensed by the office staff only**. It is important that all necessary directions, such as dosage and times to be taken be included with the medicine. All prescription medication that is to be given to a child at Sunshine must be in the original container including labeling that indicates:

- the name of the child
- the name of the medication
- the dosage and date of the medication
- the name of the physician

Inhalers used to treat asthma may be kept in the student’s possession, however, please let the center know of details regarding the asthma condition.

**Nonprescription/Over the Counter Medicines** – Sunshine Day Camp can administer some non-oral over-the-counter medications without a doctor’s note. In order for staff to administer the over the counter drug product, a parent must complete the “*Authorization to Administer Over the Counter Medication*” form. This form can be found at the center. See your director or front desk for details. Below is a list of nonprescription medicines that Sunshine can administer without a doctor’s note:

- Most Topical Creams & Gels
- Sunscreen (see below for details)
- Cough Drops

See your director for questions or clarification about which over the counter medicines we can administer without a doctor’s note.

### **Sunscreen**

The United States Food and Drug Administration recognizes sunscreen as an “*over the counter drug product*”. This means that sunscreen can only be administered within the regulations of Title 22 requirements that pertain to nonprescription medication.

So what does that mean for you? Parents will need to do the following to have sunscreen administered to their child:

- 1) Purchase the sunscreen you would like us to administer to your child
- 2) Complete an “*Authorization to Administer Medication*” form. This becomes your “written authorization” for us to administer sunscreen to your child.
- 3) Turn in the authorization form and sunscreen you would like Sunshine to administer to your director.

Application of authorized sunscreen will be administered by staff. Older children will be able to apply to their own body directly (arms, legs, chest, torso, face), but staff will apply to the child’s back and shoulders. If you do not want staff to apply sunscreen to your child, please notify your director.

## Preventative Measures-Limiting Sun Exposure

Children love being outside playing, so Sunshine takes a very proactive approach with sun exposure. We typically do outside free play early in the morning or late in the afternoon. While at free play, we limit the time we are outside to no more than 45 minutes. If the temperature is too extreme (above 95<sup>0</sup> F) we will stay inside, limiting outside play completely until the temperature is below that benchmark. We use weather monitoring tools such as [www.weather.com](http://www.weather.com) to measure the temperature, not car or other unreliable thermometers. If there are other outside activities scheduled, they are shorter time periods and never done consecutively outside (e.g. outside free play, then indoor activity, then short outdoor activity).

Children have different sensitivity to the sun. However, we encourage all parents to consider doing the following to limit sun exposure:

- Send your child to school and Sunshine with pre-applied, water and sweat resistant, sunscreen.
- Send your child with a hat to wear at Sunshine
- Send your child with clothing that will cover sensitive areas of their skin (such as shoulders and back). You can also send your child with a long sleeve t-shirt to cover the forearms if needed.
- Use a “rash guard” or extra t-shirt for all water play activities. Rash guards are comfortable and provide added SPF protection from the sun. Water play activities usually happen only during summer months. Parents are notified of any water play prior to the event.

If you have any questions or concerns about this policy, please see your director.

## Head Lice

Sunshine Day Camp will take a pro-active approach when dealing with head lice. For locations that are on the campus of public schools, Sunshine Day Camp will follow the elementary school’s policy regarding lice, and work closely with the school.

Head lice can be a very sensitive subject for some. If you discover that your child does have head lice, please do not send them to school or Sunshine Day Camp. Please contact Sunshine Day Camp and your child’s school to inform them.

**Description:** Lice infest all socioeconomic groups, races, genders and ages. The occurrence of head lice can happen to anyone and is not a sign of poor health habits. Head lice are tiny wingless bugs the size of a small seed. They hatch from small eggs, called nits. Nits (lice eggs) are tiny, yellowish eggs stuck to the hair shaft and will hatch within 7-10 days. The nits or eggs are usually found close to the scalp in the areas behind the ears, nape of the neck and close to the top of the head.

**Signs and Symptoms:** Persistent itching or scratching at the back of the head or around the ears. A neckline rash at the base of the head or behind the ears. A tickling feeling of something moving in the hair, a live louse or nits.

**Transmission:** Head lice **do not** fly or jump, they crawl. Head lice are spread among children and between family members because of their frequent close contact with one another. Sharing personal items such as hairbrushes, hats, jackets, towels, linens, pillows, and blankets can spread head lice.



**Incubation Period:** The incubation period is about one week. The female louse lays her eggs at the base of the hair shaft and they will hatch in about one week. Lice reach maturity in approximately two weeks and can live on a person for 20-30 days. Off the head, lice can only live 1 to 2 days at room temperature.

**Exclusion/Re-admittance & Treatment:** There are varying opinions on the treatment of head lice. As mentioned above, programs that are on the campuses of public elementary school will follow the school's lice exclusion and treatment policy. However, at Sunshine Day Camp, we recommend exclusion when a student has signs and symptoms of infestation (live lice and nits) to ensure proper treatment. Readmission occurs after the child has received the proper treatment. Please see your director for your location's specific policy.

*You can also visit the Center for Disease Control (CDC), L.A. County Department of Health, or call your health care provider for more information on lice or the removal of lice.*

## **Health and Safety**

Sunshine Day Camp's policy for the care of ill children seeks to ensure that the facility and staff available can meet the needs of all children in the group. Children will be excluded if the child's symptom(s) of illness:

- Prevent the child from participating in routine activities and/or
- Body temperature/fever of 100.4<sup>0</sup> or higher
- Other symptoms found on the next page of this handbook (Signs & Symptoms)
- Pose an increased risk to the child, other children, or adults with whom the child comes into contact.

Do not bring your child to Sunshine Day Camp if he or she is not well enough to participate in a normal day's activities or is exposed to a contagious disease, develops symptoms of a contagious disease or is diagnosed by a physician as having a contagious disease.

While Sunshine Day Camp staff is trained in CPR & basic first aid we are not medically trained to diagnose any disease or issues related to their health. Sunshine Day Camp will however take a pro-active approach and if your child is believed to have anything that might be contagious, we will require them to be sent home and recommend that they be seen by a doctor in order for them to return.

The following guidelines can help you determine when your child should not attend Sunshine Day Camp:

<b>Sign &amp; Symptoms</b>	<b>What to Do</b>	<b>What Needs to be Done</b>
<b>Head Lice (untreated)</b>	See Policy	Per policy above
<b>Pink Eye</b>	Exclude	May return when on medication and symptoms are gone.
<b>Ear Ache (with fever)</b>	Exclude	May return once temperature is normal for 24 hours, or with a doctor's note.
<b>Nose/Mouth Sores</b>	Exclude	Doctor's note required to return.
<b>Sore throat (first complaint)</b>	Observe	Watch for other symptoms.
<b>Sore Throat (with Fever)</b>	Exclude	May return once temperature is normal for 24 hours, or with a doctor's note.
<b>Vomit</b>	Exclude	May not return next day.
<b>Rashes (first noticed)</b>	Observe	Watch for symptoms. If child cannot be made comfortable, may exclude.
<b>Rashes (increase in severity)</b>	Exclude	Should improve daily with appropriate medication - if not, exclude.
<b>Rashes (skin sores; weepy, scaly)</b>	Exclude	Medication and bandages required to return.
<b>Ringworm</b>	Exclude	Doctor's note required to return. Infected area needs to be covered at all times.
<b>Fever (99-100.4)</b>	Observe	Watch for symptoms. If child cannot be made comfortable, may exclude.
<b>Fever (100.4-101.9)</b>	Exclude	May not return next day. May return once temperature is normal for 24 hours without fever reducing medication.
<b>Fever (102 and higher)</b>	Exclude	May not return next day. May return once temperature is normal for 24 hours, without fever reducing medication and a doctor's note.
<b>Respiratory (coughing/sneezing)</b>	Observe	Watch for further symptoms.
<b>Respiratory (uncontrolled coughing/sneezing)</b>	Exclude	May return once symptoms are controlled.
<b>Respiratory (green or yellow mucus from nose or mouth)</b>	Exclude	May not return next day. May return when mucus is clear in color or eliminated.
<b>Respiratory (breathing difficulty)</b>	Exclude	Doctor's note required to return.
<b>Abdominal Pain (first complaint)</b>	Observe	Watch for fever, nausea, vomiting or diarrhea. If child cannot be made comfortable, may exclude.
<b>Abdominal Pain (If continues for 2 hours)</b>	Exclude	May require a doctor's note to return.
<b>Diarrhea</b>	Exclude	May not return the next day.
<b>Chicken Pox</b>	Exclude	May return when all pox are scabbed over.
<b>Infectious Diseases (including staph infections)</b>	Exclude	May return with doctor's note clearing child to be at center without restriction.

## Student Behavioral Standards

### Sunshine Day Camp Code of Conduct

Standards of conduct have been established at Sunshine Day Camp to promote a positive, safe and nurturing environment. These standards have been developed for the protection of the children and the orderly operation of the center. Children are asked to abide by all conduct expectations while at Sunshine Day Camp (including field trip activities).

- Children are expected to use self-control:
  - Refrain from swearing, using vulgar language or off-color jokes, telling dirty jokes and using any other inappropriate language.
  - Fighting, pushing, shoving, threatening, intimidating, or harassing other children or staff, in any form, will not be tolerated.
  - Bullying is not tolerated and will be handled on a case-by-case basis, based on age and understanding. The term bullying is widely used and has different interpretations. Sunshine Day Camp will work with parents and individuals to determine best course of actions for all parties.
  - Lying, cheating, stealing, or any dishonest acts or attempts to deceive will not be tolerated.
  - Children are asked to be courteous, respect the rights and property of other children, as well as school-owned and Sunshine Day Camp property.
  - Children are not allowed to leave the center or campus without permission at any time.
  - Children are not allowed to be in any room unless a counselor is present. All items in the classroom—that are not the child’s—should be considered private and are not to be touched.
  - Children are not allowed to bring matches, lighters, fireworks, firearms, knives, guns, or other prohibited/dangerous items to school or to any school-sponsored activities.
  - Other personal items such as cell phones, iPods/iPads/tablet, portable game systems, or other expensive items should be left at home. Sunshine Day Camp cannot be responsible for lost or stolen items.
  - Children are not to video or take pictures of other students, staff, or persons while at the program.
  - Sunshine Day Camp students will not be permitted to have “physical” contact with other children while at Sunshine Day Camp. We discourage “romantic” relationships between students.
  - Children are expected to completely cooperate with all expectations and instructions of the teacher(s), counselor(s), and staff. Disruptive behavior such as a poor attitude, complaining, lack of cooperation, or defiance will not be tolerated.

Failure to adhere to the Sunshine Day Camp Code of Conduct may result in disciplinary action, up to and including suspension or expulsion from the program. If you have any questions regarding the code of conduct, please see your director for clarification.

## Discipline Policy

At Sunshine Day Camp, we hope to complement the family's effort to train positive behavior and character traits in their children. In no way should our staff's actions be considered a substitute for parenting that should be taking place at home.

We believe that setting a clear standard for behavior and consistently reinforcing those standards can avoid most negative behavior. Our staff is trained in using positive reinforcement techniques to reinforce these expectations, and provide a consistent routine in your child's environment.

In the event that a discipline problem arises at Sunshine Day Camp, the staff will provide the child with a logical consequence and explain how his or her actions affect others. If problems become chronic, we will ask the parent to become part of the discipline process. This team approach is extremely effective in resolving problems.

In the event a child's behavior harms others or is severely disruptive to the program, Sunshine Day Camp reserves the right to follow through on the discipline procedures, which may lead to suspension and/or expulsion. Sunshine Day Camp must consider the safety of the other children and the quality of the program when dealing with these issues. Furthermore, our staff is always available to help you with specific parenting concerns. Let us know how we can help!

## Progressive Discipline Policy

The following steps have been established to assist correcting poor or disruptive behavior. Below is a guide and may vary on a case-by-case basis. *Severe behavior problems that pose safety concerns or disruption to the staff/program may result in immediate expulsion without following the below guide.*

- **Step One** – *First Incident:* Verbal communication from the teacher/counselor will be provided to the parent/guardian. A *Behavior Report* may be sent home on the first occurrence if the behavior is physical or extremely disruptive to the program. This is to properly communicate that there is a behavior concern.
- **Step Two**—*Second Incident:* A second verbal conversation will take place regarding the behavior and a *Behavior Report* will be sent home to communicate the behavior concern is still occurring.
- **Step Three**—*Third Incident:* Along with another *Behavior Report*, a Parent Conference will be held with the teacher/counselor and Director to communicate ways to work together with the parent and school in helping correct the behavior.
- **Step Four**—*Fourth Incident:* A second Parent Conference will be held with the Director to determine if the Sunshine Day Camp setting is appropriate for your child.
- **Step Five**—*Fifth incident:* If a fifth incident occurs, then the child will be expelled from our program.

## Biting Policy

Sunshine Day Camp believes that a primary role of a childcare center is to provide a safe environment for all of our children. We realize that there is the potential for a young child (preschool or kindergarten) in our care to bite another child in frustration. Our teachers will take many steps in our classrooms to teach children more constructive ways of communicating their

frustration. As with our discipline policy, the following is guide. ***Severe biting may result in immediate expulsion without following the below guide.*** If a child continues in a pattern of biting and hurting other children, we have established the following steps:

- **First Incident:** A Behavior Report will be sent home to communicate that there is a behavior concern.
- **Second Incident:** A parent conference will be held with the teacher to communicate ways to work together with the parents and school in helping to correct the biting behavior. It will be determined if our setting is appropriate for your child.
- **Third Incident:** In consideration of the health and safety of other children in our program, if a third biting incident occurs, then the child may be expelled from our program.

The 1993 U.S. Public Health Service Surgeon General's (Antonia Coella Novello, M.S., M.P.H.) Report to the American Public on HIV Infection and AIDS printed by the Centers for Disease Control states there are no reported cases of HIV transmission from saliva, human bites or attending school with HIV-infected persons. If your child is bitten, however, you may want to contact your doctor to determine whether the nature of the bite requires medical attention.

## Registration and Enrollment Policies

### Registration Forms

To comply with state regulations and for your child's safety, enrollment papers **MUST** be turned in **BEFORE** your child attends Sunshine Day Camp.

### Registration Fee

A non-refundable registration fee will be payable at the time of enrollment. This registration fee will be assessed annually and can be paid during our regular re-enrollment period. If you withdraw your child from the program, and then return at a later date, you will be subject to another registration fee. The only exception to this would be requesting and receiving approval for a [Leave of Absence](#).

### Security Deposit

A refundable security deposit is due for your child when you enroll in the program. See current tuition rate sheet for details. The deposit is refundable at the time you withdraw your child, provided you give a 30-day written notice of departure. An email to the facility director is sufficient and the preferred method of providing that notice. Approved security deposits are paid within 30 days following the last day of attendance.

### Plan Changes/Withdrawal

To keep pricing competitive but still protect the quality of the program, Sunshine Day Camp has policies in place with regards to changes made to tuition packages and scheduled days. Parents can decrease the number of scheduled days per week, (5 days to 3 days), provided they give a 30-day written notice (see below for details and policy).

### 30-Day Written Notice

The *30-Day Notice* helps us ensure proper staffing and child to staff ratios as required by the State of California. The *30-Day Written Notice* can be used for the following two (2) instances:

1. When a family is reducing days needed to their current schedule (i.e., going from 5 days a week to 3 days a week)
2. When a family is removing their child from the Sunshine Day Camp program entirely and requesting the refund of their security deposit\*.

\*Families that remove their child from the program, and then return at a later date, are subject to a new registration fee.

**Leave of Absence Request**

A family may request a *Leave of Absence* for an uninterrupted period of leave time of 30 days or more but is subject to facility director approval (based on program availability). *Leave of Absence Request* approval is limited and reserved for families dealing with challenging and unforeseen circumstances. The request must be done with a *30 Day Written Notice* (or as much notice as reasonably possible) to the Site Director.

**Keeping Enrollment Records Current**

In the event of an emergency, it is crucial that your child's forms and contact information are current. It is the responsibility of the parent to keep enrollment records current as to changes in address, home, work, and cell phone numbers. It is also important to keep current emergency medical contacts and the persons authorized to pick your child up from the center.

## Tuition Policy and Payment Plans

### How Tuition is Charged

Tuition is an annual rate that is divided into weekly payments throughout the year. The tuition rate calculates the number of school days available during the year and excludes holidays and full week breaks. This means that you will be charged each week school is in session, even if it is a partial school week. Tuition is not charged based off of attendance, but rather holding your space in the program\*. Please note that during partial weeks, full day care is available at no additional cost if the no school day falls on one of your regularly scheduled care days.



*\*There are no refunds for illness, absence, vacation, or single day suspension(s). For facility closures, due to fire, flood, inclement weather, pandemic, or other, tuition will continue to be charged each week. If the center closure is more than 10 consecutive days, future tuition will not be charged until the center is reopened. See current tuition sheet for details.*

Tuition is charged each week, beginning the first week of school through the last week of school.

There are five (5) weeks during the school year that are not automatically charged (due to the school being completely closed for the entire week). Here are the only weeks that will not be automatically charged:

Thanksgiving Break (full week)  
 Winter Break (3 full weeks)  
 Spring Break (full week)

You can add full day care for any of the above weeks as needed, a la carte (like our summer camp program). Information to sign up for the weeks of break noted above will be provided as we get closer to the date of the break.

### Tuition Agreement Policy

All tuition is charged according to the payment plan that you selected in the enrollment process. Please refer to the current tuition plan for details.

Payments are due Monday of each week. To avoid a late fee (\$7 per week), payments must be made by that Wednesday. Unpaid tuition of more than two weeks (10 days) will result in removal from the program until payment is made. A 10-day written notice is required to make any changes to your child's plan (i.e., move from 5 day to 3 day).

*There is NO credit for non-attendance (see below for information regarding center closures). This includes illness, absence, or vacation.*

### Center Closures & Tuition Credits

If a center closes due to a safety concern or risk, there is no refund or credit. This is due to many factors including the continued business costs of the center despite the closure (i.e. payroll, rent,



supplies, food, utilities, etc.). during unforeseen closures, tuition will continue to be charged for a short period of time (up to 10 consecutive days) to help ensure the viability of our program.

Here is an example:

- If a closure occurs within a week for which tuition has already been charged, no refunds will be issued for that week. If that same closure extends into the following week, tuition will also be charged. If the closure extends beyond that, no further tuition will be charged.

See our [Emergency](#) section, in this handbook for more information regarding center closures.

### **Outstanding Balances**

If a family has unpaid charges beyond 10 workdays (2 weeks), the child or student will be asked to remain out of the program until the charges are paid. Past due tuition beyond 30 days may be turned over to a collection agency.

### **Returned Checks/Returned Electronic Payment**

A returned check charge of \$25 will be assessed to your account for any returned checks or returned electronic payments.

### **Government Funding Programs (Including CCRC)**

Sunshine Day Camp is happy to accept subsidized payments for families that have been approved by government agencies. While payment will be provided by the agency, the family is responsible for proper submission of sign-in sheets and other documentation as noted by the terms of the agency. Failure to do so may cause the agency to delay payment—which could result in a late payment fee.

Families on subsidized payment programs must become familiar with the terms of the government agency issuing payment. This includes understanding if the agency covers the full tuition price or a portion thereof. Additionally, such agencies may not cover the cost of registration fees and security deposits, and in some cases, may not cover 100% of the tuition cost. The payment of all associated fees (including late fees, registration fees, security deposit fees, and excess tuition not covered by the agency) will be the responsibility of the family. This also includes payment of tuition if the agency drops the family for any reason.

## **Withdrawal and Termination Policies**

### **Termination Policy**

The Sunshine Day Camp Program may terminate a child's enrollment effective immediately upon written notice if any of the following conditions arise:

- 1) Child's behavior threatens the physical or mental health or well-being of another child at the Sunshine Day Camp site.
- 2) Parent's behavior threatens the physical or mental health or well-being of another child or staff person at the Sunshine site.
- 3) Any payment owed by the parent is not paid within 10 days after such payment is due.
- 4) The child is picked up late more than two times in any 30-day period.
- 5) If a parent continues to bring a child that displays evidence of obvious symptoms of illness on more than three occasions within any 30-day period, or the parent fails to pick up the child from a Sunshine Day Camp site promptly when notified that the child is ill.
- 6) Parent refuses to follow Sunshine Day Camp's policies and procedures found in the Parent Handbook, or other policy information.

If Sunshine Day Camp terminates the child's enrollment the Security Deposit and a portion of the unused tuition fee paid in advance will be refunded. This is calculated and prorated on a daily basis for the rest of the prepaid, unused tuition.

### **Withdrawal Policies**

Parents may withdraw their child from the Sunshine Day Camp Program at any time. To receive your security deposit back, please provide a one month notice in writing of withdrawal. Failure to give a 30-day prior written notice shall result in a forfeiture of the Security Deposit.

### **Changes**

All tuition, fees, admission and general policies are subject to change by Sunshine Day Camp. Parents will be notified at least 30 days prior to any policy change, tuition rate change or fee increase.

### **Arbitration/Dispute Resolution Agreement**

The parties shall make a good faith attempt to resolve any dispute or claim (tuition or other claim) arising out of or related to this Agreement through negotiation. Within 30 days after notice of a dispute or claim is given by any party, the parties shall meet and make a good faith attempt to resolve such dispute or claim.

If any dispute or claim arising out of or related to this Agreement is not settled by the parties within the 30-day negotiation period, the parties will attempt in good faith to resolve such dispute or claim by mediation. The parties of the mediation shall share the costs of mediation equally. Any settlement reached by mediation shall be resolved in writing, signed by the parties, and shall be binding on them.

In the event that any dispute or claim arising out of or related to this Agreement is not settled by the parties within the 30-day negotiation period or by mediation, the dispute or claim shall be finally resolved by binding arbitration in Los Angeles, California, under the Rules of JAMS by a single arbitrator appointed in accordance with said Rules.

**Attorney's Fees, Costs and Expenses**

In any action, including alternative dispute resolution actions, by either party or to collect damages caused by any breach of this Agreement, the successful party, shall be entitled to recover its costs, expenses and reasonable attorney's fees from the other party.

## Additional Program Details

At Sunshine Day Camp, we know all about what children want—and what parents expect—in a before and afterschool program. We also know how to meet the unique needs of children on school break or during summer camp. In fact, we have more than 30 years of experience keeping school-age kids happy, busy and productive as they navigate the challenges of elementary school – kindergarten through 6<sup>th</sup> grade.

Our School-Age Program is dynamic and unique. Children thrive in our program, which is devoted to safety and fun in a wholesome, nurturing, character-enriching environment. (Sunshine Day Camp offers a special way for school-age children to spend mornings and late afternoons – or a full day if on spring break or at summer camp) with other children. Sunshine Day Camp provides dependable transportation to and from your child’s school if you are traveling to one of our facility’s off site. After school, your child can be with friends, enjoy a delicious snack, work on homework, and participate in a wide range of recreational indoor and outdoor activities.

You will have peace of mind knowing that your child is not only in a safe, nurturing environment, but is enjoying a great time unwinding from a long day at school.

### We Keep School-age Children Busy and Happy

At Sunshine Day Camp, we provide an active program run by highly-trained staff members... not simply baby-sitting. Our fun, structured activities are specifically designed to challenge and interest school-age children at every grade level. All activities are age-appropriate and led by professional counselors who always have your child’s interest at heart. Here is a sample of just a few of our many activities:

- **Arts and Crafts** – Create an artistic masterpiece from a palette of paints, watercolors and chalks.
- **Indoor Games** – Challenge your friends to a game of checkers or a variety of board games.
- **Cooking** – Whip up a fruit salad or some fabulous chocolate chip cookies in our Sunshine kitchen.
- **Dramatic Play** – With your imagination, the possibilities are endless with our dress up play, from holding lovely tea parties to going on “patrol” as a police officer.
- **Playground** – Our children LOVE the beautiful Southern California weather, and thoroughly enjoy whizzing down slides, going high on a swing, or climbing on our outdoor equipment.
- **Sports and Games** – Dribble a ball on a basketball court, score a goal on the soccer field or just run on our grass field. It’s all great exercise.

## Monthly Character Traits

Perhaps the most unique aspect of the Sunshine Day Camp program is its “Character Education” component, developed by the founders of the school. This character curriculum is built into the very fabric of the program, teaching children personal responsibility, respect for others and the value of compassion and caring. Each month, our program focuses on a particular character trait and its definition. Here are the character traits we focus on throughout the year:

- **August – Obedience and Respect:**

“Doing what you are told the first time with a happy heart.”  
(a.k.a. “First time listening”)

- **September –Forgiveness:**

“To forget someone’s wrong doing.”

- **October –Perseverance:**

“Finishing what you start with a happy heart.”

- **November – Thankfulness:**

“Having an attitude of gratitude.

- **December – Generosity**

“It is better to give than to receive.”

- **January –Manners:**

“Using polite words and actions.”

- **February – Love:**

“Thinking of others before yourself.”

- **March – Trustworthiness:**

“Truthful words and truthful ways.”

- **April – Responsibility:**

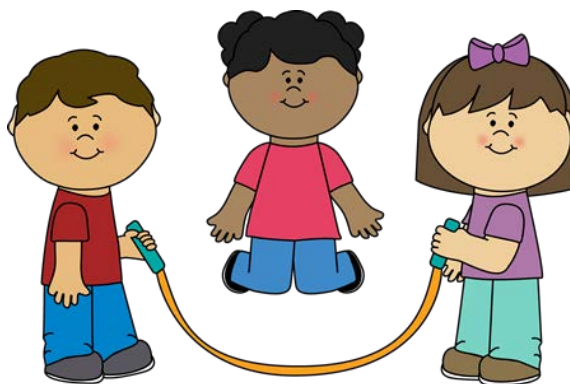
“Doing what you’re supposed to do when you are supposed to do it.”

- **May – Patience:**

“Waiting with a happy heart.”

- **June – Kindness and Fairness:**

“Treating all others the way you would like to be treated.”



## Sample Kindergarten Schedule

To give you an idea of the day in the life of our kindergarten students, here is a sample schedule. Of course, this schedule is subject to change based on school dismissal times.

### Morning Group (P.M. Kindergarten)

- **8:30 a.m.** – Free play/Walk to Kindergarten room
- **8:30 to 8:50 a.m.** – Morning snack
- **8:50 to 9 a.m.** – Bathroom run
- **9 to 9:30 a.m.** – Circle Time
- **9:30 to 10:15 a.m.** – Arts & Crafts
- **10:15 to 10:25 a.m.** – Bathroom run
- **10:25 to 11 a.m.** – Indoor/outdoor game



### Afternoon Group (A.M. Kindergarten)

- **Noon to 12:30 p.m.** – Indoor Centers
- **12:30 to 12:40 p.m.** – Bathroom run
- **12:40 to 1:10 p.m.** – Circle Time
- **1:10 to 1:50 p.m.** – Arts & Crafts
- **1:50 to 2 p.m.** – Bathroom run
- **2 to 3 p.m.** – Rest Time



### After School Group (All Kindergarten)

- **3 to 3:15 p.m.** – Wake-up time
- **3:15 to 3:45 p.m.** – Snack
- **3:45 to 4:45 p.m.** – Free play
- **4:45 to 5 p.m.** – Bathroom run
- **5 to 5:30 p.m.** – Group time
- **5:30 to 6 p.m.** – Indoor centers or games
- **6 to 6:30 p.m.** – Extended Care



## Sample Daily Schedule – School Age Grades 1 to 6

To give you an idea of the day in the life of our school-age students, here is a sample schedule. Of course, this schedule is subject to change based on school dismissal times.

- **6:30 to 8:15 a.m.** – Inside Centers
- **8:15 to 8:30 a.m.** – Transition/Walk students to school
- **8:30 a.m. to 2:20 p.m.** – No school/summer camp activities (see weekly information sheet for details)
- **2:20 to 3 p.m.** – **1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> Grades:**
  - School Dismissal
  - Inside Centers
  - Homework
- **3 to 3:15 p.m.** – Snack
- **3:15 to 4 p.m.** – Outside free play or homework
- **4 to 5 p.m.** – Structured group activity #1 such as science, craft, art, cooking
- **5 to 6 p.m.** – Structured group activity #2 including outdoor game/activity
- **6 to 6:30 p.m.** – Extended Care – Inside game or Inside centers



## Summer Camp Program

What would summer be like without Sunshine Day Camp summer camps? Thousands upon thousands of children in the Santa Clarita Valley have been enjoying these amazing programs for more than three decades, making memories that will no doubt last a lifetime.

During our summer camp program, which is designed for our young elementary school-age children, children will enjoy features like field trips, special guest entertainers, water play, theme-based on campus days, and fun indoor and outdoor activities. Our field trips are optional, meaning parents who wish to have their child stay on campus can do so.

## Conclusion

We want to thank you for allowing us the opportunity to work with your family. We feel it is a special privilege to do so. As stated in our Mission Statement, we really strive to provide a safe, loving, consistent, secure, moral, exciting, and “special” place that each child looks forward to coming to each and every day. Additionally, we really care about what you think! Our goal is to provide an atmosphere that your child—and you—feels comfortable in. To do that, we strongly encourage you to provide us with feedback—both positive and constructive. Take advantage of opportunities to let your director know how we’re doing when they ask. Again, we look forward to serving you and your family!