



# R.O.C.K.

AFTERSCHOOL

SAN JOSE  
PARKS, RECREATION &  
NEIGHBORHOOD SERVICES  
Building Community Through Fun

## **PARENT/CAREGIVER HANDBOOK**

### AFTERSCHOOL POLICIES AND PROCEDURES

## Afterschool Policies and Procedures

### About R.O.C.K. Afterschool

- The R.O.C.K. Afterschool Program provides students with a safe after school environment to engage in learning curriculum that supports the school and neighboring community and ensures that participants are engaged in positive out-of-school-time activities until 6:00 p.m. Program activities and themes will be linked to school/school district academic priorities, with the goal of creating a seamless transition for participants from the school day to R.O.C.K. Afterschool. R.O.C.K. Afterschool programs at school sites are only intended for youth enrolled at the same school campus. City staff will work closely with school staff to ensure that the school culture is supported and reinforced during the R.O.C.K. Afterschool program with opportunities for participants to be actively engaged in activities such as:

### Homework Assistance

- During designated academic support time, staff provide students with 30-60 minutes of assistance with homework. Those that complete their homework early or do not have homework will be provided with expanded learning opportunities (including silent reading, grade-specific educational packets, or other quiet activities). We encourage families to check homework when students arrive home.

### Enrichment Activities

- During enrichment activity time, students participate in a wide variety of activities depending on the theme of the week or month. Each month, families will receive a calendar of planned activities centered around STEAM (science, technology, engineering, art and math) that encourage creativity, social-emotional learning, self-expression and development of the whole child.

### Physical Activity

- The Center for Disease Control and Prevention (CDC) recommends children have 60 minutes or more of physical activity each day and the program encourages students to stay active for at least 60 minutes a day. The incorporation of sports and large, cooperative group games promotes physical fitness, teamwork, skill building, fair play, and positive self-esteem.

### Healthy Snack

- Nutritious choices support healthy eating habits for participants. Healthy, nut free snacks are obtained from the Second Harvest Food Bank and available to students on an as-needed basis. Average snack options consist of granola bars, fruit cups, and fresh fruit.

### California Quality Standards for Expanded Learning Programs

- City of San José youth programs align with the California Quality Standards for Expanded Learning Programs. Throughout the school year, the R.O.C.K. Afterschool program will contribute to children's learning through:
  - A safe and supportive environment - the program provides a safe and nurturing environment that supports the developmental, social-emotional and physical needs of all students.
  - Active and engaged learning - the program design and activities reflect active, meaningful and engaging learning methods that promote collaboration and expand student horizons.
  - Skill building - the program maintains high expectations for all students, intentionally links program goals and curricula with 21st-century skills and provides activities to help students achieve mastery.
  - Youth voice and leadership - the program provides and supports intentional opportunities for students to play a meaningful role in program design and implementation, and provides ongoing access to authentic leadership roles.
  - Healthy choices and behaviors - the program promotes student well-being through opportunities to learn about and practice balanced nutrition, physical activity and other healthy choices in an environment that supports a healthy lifestyle.
  - Diversity, access and equity - the program creates an environment in which students experience values that embrace diversity and equity regardless of race, color, religion, sex, age, income level, national origin, physical ability, sexual orientation and/or gender identity and expression.

**R.O.C.K. Afterschool is a license-exempt program**

## Afterschool Policies and Procedures

### Sign In and Sign Out

- All students will be signed in by City of San José staff.
- Students must be physically signed out by an authorized caregiver every day. People designated by the parent/caregiver on the Emergency Form may pick up students. City staff will ask for identification from unfamiliar adults.
- If anyone other than those listed are to pick up the student, we must have authorization from the parent/caregiver before the student can be released. The person picking up the student must be at least 18 years old.

### Late Pick Up Policy

- If you have an emergency and are unable to pick up on time, please contact the site phone number or supervising Community Center.
- Participants must be picked up at the scheduled program end time. If, after five minutes, a participant is not picked up, we may charge \$1.00 per participant for every minute thereafter. If fees are not paid within 1 week of the late pickup date, your child will be suspended until the fee has been paid. Fees can be paid by cash, check, or credit card at the supervising Community Center. Please make checks payable to “City of San José.” Excessive late pick-ups will result in the removal from the program with no refund. Excessive late pick-ups defined as 5 (five) or more in one month.
- Emergency contact information will be used in the case of late pick ups or emergencies. In the case of late pick ups, City of San José staff will proceed with the following steps.
  - Contact Parent or Caregiver.
  - Contact Emergency contacts.
  - Contact CPS or PD. Once SJPD and/or CPS have been contacted, your child must remain on site until they arrive.

### Field Trip Policy

- Families opting not to participate in field trips are responsible for finding alternative care for child(ren) not attending the trip. The City will not provide a prorated refund for those that elect not to participate nor will onsite care be available.

### Student Belongings

- Program has limited storage and facility space. We do not recommend that students bring any personal items they cherish from home. City of San José staff are not responsible for any lost or stolen items, including cell phones and electronics.
- Cell phone use at program is only allowed during designated times. City of San José staff may confiscate cell phones if used during undesignated times and will return them at the end of program.

### Payment Plans Policy

- Automatic payments are processed on the twentieth (20th) day of each month. A full payment is required to hold your child’s spot for the following month. Additionally, if payment is not received by the 1st of the month, participants will be withdrawn from the program. If your credit/debit card account changes, please notify the community center front desk staff.

### Un-enrollment Policy

- When un-enrolling your participant from the program, we request that you complete a "Refund and Cancellation" form with the supervising community center at least two (2) weeks prior to the participant’s last day. This will allow us to stop your automatic payment on time. Refunds will be given for overpayment of fees, or paid time after your two weeks program cancellation notice has elapsed. A \$10 cancellation processing fee will be applied for refund requests.

## Afterschool Policies and Procedures

### Staff Safety Measures

- All City of San José employees engaged in youth programming are fingerprinted and undergo a thorough background check and clearance from the U.S. Department of Justice and Federal Bureau of Investigation.
- All City of San José employees engaged in youth programming must be cleared of tuberculosis by a certified medical practitioner
- 1:20 Staff to Participant Ratio: City of San José youth programs maintains a staff to participant ratio of approximately 1:20. Through low participant to staff ratios, PRNS programs provide staff the ability to be more vigilant and ensure the safety of all participants.
- 1:1 Staff to Participant interactions are not permitted: In order to ensure youth safety, the City of San José does not permit adult staff to be alone with youth participants at any time. Staff to participant ratios must be maintained at a minimum of 2:1.
- Mandated Reporting: All City of San José employees engaged in youth programming are mandated reporters of child abuse and neglect and are required to report any issues to Child Protective Services.
- Annual Staff Training: prior to the start of program, staff complete trainings that reinforce safety measures, best practices and policy updates.
- Emergency Procedures: All sites have Emergency Action Plans and drills are practiced routinely. In case of an evacuation, participants will be kept at the designated safe reunification site and parents/caregivers will be contacted as soon as possible. Check with program supervisors for more information.

### Inclusion

- We welcome people of all abilities and ages to participate in our programs. If you or your child requires accommodation due to a disability, behavior concern, severe allergy, etc., please let us know at the time of registration to allow adequate time to process requests. Requests can take up to two weeks.
- City of San José is equipped with an inclusion specialist who is utilized by program supervisors, to support participants, when needed.

### Illness

- If participants display signs or symptoms of illness, please keep them at home and notify City of San José staff of their absence. We rely on parent and caregiver cooperation to prevent the spread of communicable diseases.
- If participants become ill during program, parents and caregivers will be notified and asked to make arrangements to pick up as soon as possible.

### Injury

- City of San Jose staff will administer basic first aid and notify families and caregivers of minor injuries at pick-up.
- Families and caregivers will be contacted immediately in the event of serious injuries.

### Medication Permission and Release Forms

- For any medication administered in program, a Medication Permission Form and Release Form must be completed by parents/caregivers and the participant's physician. Please contact the program supervisor to receive a copy of the Medication Permission Form and Release Form.
- In the event of a severe allergy emergency, City of San Jose staff will provide a first aid response.

### Toileting Practices and Procedures

- Participants must demonstrate the ability to independently use the restroom unassisted. Staff will actively promote healthy hygiene practices and handwashing procedures. Participants will be supported and prompted with simple reminders throughout the course of the program to use the restroom, in support of toileting independence.
- For the health and well-being of all staff and program participants, City staff may contact parents/caregivers if an accident occurs. Staff is not authorized to change soiled clothing or assist with personal hygiene tasks. In the event a participant has an approved accommodation to utilize training underwear or pull ups, staff cannot check for accidents or assist with changing if soiled. Parents/caregivers may be requested to assist with changing, if necessary.
- The complete PRNS Toileting Policy can be shared upon request.

## Afterschool Policies and Procedures

### Behavior Expectations and Consequences

- All participants, parents and caregivers are expected to comply with PRNS codes of conduct, policies and procedures.
- City of San Jose staff direct participant behaviors towards agreements/behavior guidelines/behavior expectations, which generally include being respectful, responsible, and safe towards themselves, others, staff, and property.

### Pink Slips

- One-time behavior violations, repeated violations, or chronically disruptive behaviors may result in the City of San Jose staff issuing a “pink slip” to document the conduct violation. Consequences for conduct violations will match the severity of the incident and may include verbal warnings, loss of participation in program activities, one-day or multi-day suspensions from the program, or removal from the program without a refund of prior fees paid.
- Examples of behavior violations or disruptive behaviors include:
  - Verbal or physical behaviors that demand constant staff attention.
  - Behaviors that threaten or cause physical or emotional harm to others or to City of San Jose staff.
  - Actions that disregard safety and behavior agreements.
- The “pink slip” is meant to facilitate conversations with families and caregivers to provide support with behaviors. We are committed to the safety and well-being of all participants and finding a path for participants to successfully stay in our programs. Some behaviors could result in immediate suspension or dismissal. A sample conduct violation form is attached. Discipline information is confidential and will not be shared with others.

**Conduct Violation (Pink Slip)**

While attending City of San José Out-of-School Time programs, all participants are asked to comply with all PRNS policies and procedures.

- Be respectful to everyone and community property.
- Follow directions provided by the staff.
- Stay in assigned areas.
- Keep hands, feet, inappropriate comments, and objects to yourself.
- Use respectful language.
- Bring your homework to program everyday.
- You are not permitted to sign yourself out or leave before the scheduled time without proper advance notification from a parent/guardian to an afterschool staff member.

Student's Name: \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_ Site Name: \_\_\_\_\_

Reported By: \_\_\_\_\_

Violation: \_\_\_\_\_

\_\_\_\_\_

**DISCIPLINARY ACTIONS TAKEN:**  
(Depending on the severity of the behavior/action any of the following disciplinary actions may occur)

- Verbal warning
- Removal from activity
- Verbal warning with parent notification
- Inclusion specialist notification for observation
- Parent conference to establish a behavior contract and possible suspension
- Removal from the program with no refund of prior fees paid

**NEXT STEPS:**

\_\_\_\_\_

**COMMENTS:**

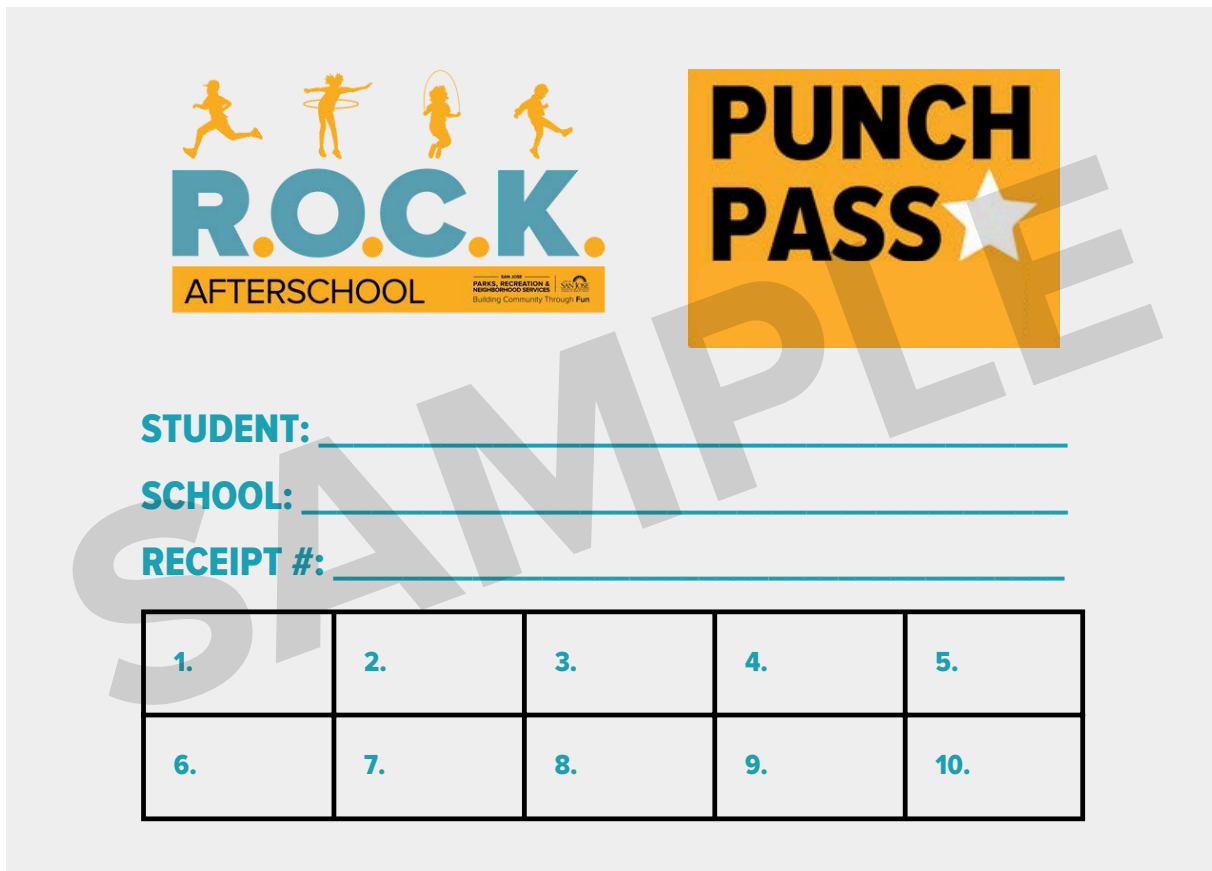
\_\_\_\_\_

\_\_\_\_\_

Student Signature \_\_\_\_\_ Parent/Guardian Signature \_\_\_\_\_

### Punch Pass Policies

- By registering for this program, you agree to the following terms:
  - Passes are only valid during the purchased school year.
  - All punch passes expire on the last day of that school year.
  - Non-refundable. All purchases are final.
  - No cash value for punch passes.
  - Passes are non-transferrable to another site, program, or activity.
  - Only sold in increments of ten (10) visits.
  - Passes are only valid on school days.
  - One punch per visit per enrolled student.
  - Passes cannot be shared by siblings.
  - Maximum number of punch pass cards purchased at one time is four (4).
  - Punch passes will be held at the school site and monitored by City of San Jose staff.



The image shows a sample punch pass card. On the left is the R.O.C.K. Afterschool logo, which includes icons of a runner, a hula dancer, a child on a pommel horse, and a child on a pommel horse. Below the logo is the text "R.O.C.K. AFTERSCHOOL" and "SAN JOSE PARKS, RECREATION & NEIGHBORHOOD SERVICES Building Community Through Fun". To the right of the logo is a yellow box with the text "PUNCH PASS" and a white star. Below the logo and box are three lines for "STUDENT:", "SCHOOL:", and "RECEIPT #:". At the bottom is a 2x5 grid of boxes numbered 1 through 10, representing the punch visits.

1.	2.	3.	4.	5.
6.	7.	8.	9.	10.