

# Pinole Youth Center Parent/Guardian Handout

Welcome to the Pinole Youth Center School Year Programs!  
Please take a moment to review this important information included in this Handout.

## Basic Information

Contact Information: (510) 724-9004 – Youth Center Office  
(510) 724-9052 – Youth Center Main Room  
Staff: Joanna Altman, Youth Services Coordinator  
Emergency Use ONLY! Cell phone - (510) 418-0313  
Alternative Contact: Cheers Echevarria –Leary, Recreation Office Assistant  
Office - (510) 741-2999  
Location: Pinole Youth Center, 635 Tennent Avenue, Pinole  
Shannon ASP: 685 Marlesta Road, Pinole  
RM#:11 / Phone #: (510) 672-5974

## Procedures

**No Drop In:** All Youth Center participants must arrive during their scheduled hours and stay until either they are picked up or the program is over at 6:00pm. **Please contact the staff if you know your child will be late or absent. Refunds, credits, or discounts are not given for missed days or weeks.** If your child will not be attending the PYC program, or will not need transportation please call and leave a message for staff at 724-9052. For all other inquiries please contact the office at 724-9004. For Shannon participants only please call 510-672-5974.

**Pick Up:** If your child is not enrolled in the Afterschool Transportation Program, then the Pinole Youth Center is not responsible for how your child gets to the Pinole Youth Center. **Please pick your child up by 6:00pm daily.** Any child picked up later than 6:00pm will be charged \$1 per minute after the grace period of 5 minutes. This fee must be paid in full at the program site when the child is picked up. The late pick up fee **MUST** be paid by the last day of the month in order for your child to register for the subsequent month. **The Pinole Youth Center, Shannon Elementary, and their staff are NOT responsible for your child once the site is closed.** If you are interested in setting up a carpool with another youth and his/her parent/guardian please give the Coordinator your name, phone number, and address to be shared with others interested.

**Parent Information:** All receipts, calendars, and any program information will be placed in a file box located near the sign-in/sign-out area. The files are in alphabetical order by CHILD'S LAST NAME. Please check this file box regularly for new information and updates.

**Transportation:** If your child(ren) are enrolled in the PYC Transportation program we ask that you call 510-724-9052 and leave a message for Leaders if your child will not be attending for the day. Additionally, if your child will not be coming every Thursday, for example, please let us know when that schedule will begin and when it will end. Booster seats will be mandatory for children 6 & under or less than 60 pounds participating in the transportation program, in order to comply with State Law. We have a very intricate pick up schedule in order to ensure that EVERY child is picked up within 0 to 15 minutes of dismissal. Therefore, we ask that your child go immediately to the vehicles upon dismissal so that all the children are

picked up within an appropriate amount of time. The **1-3 grade children are picked up upon their dismissal and the 4-8 grade children are picked up upon their dismissal, so please make sure your younger children are not waiting for their older siblings.** Your child(ren) will be picked up in City of Pinole vehicles ONLY. The fleet includes a large 15-Passenger van, a 12-Passenger van, a 7-Passenger minivan, and a 6-Passenger car. All vehicles are white with the City of Pinole Seal on the front doors.

- Ellerhorst children will meet the vehicle on the left side of the school next to the flag pole.
- Stewart & Collins children are asked to wait in front of the office and staff will stop in the turn-about to pick up children.
- Pinole Middle School children are asked to wait on the side walk across the street from the basketball courts next to the yellow school buses.

Children should not be walking into the street to get to the vehicles. Please ask your child to wait until the vehicle comes to a complete stop next to the side walk and the Leader signals for the children to come. We will talk to the children about vehicle safety the first week of the program, but we ask for you to also discuss this topic with your child.

**Personal Items:** Be aware that any personal items brought to the program site, such as money, iPods, walkmans, CDs, video games, skateboards, etc., are the responsibility of the youth participant only. We are not responsible for any personal items that are lost or stolen. Cell phones are only allowed during free time to text, otherwise cell phones will be taken from your youth and returned at the end of the day. If problems persist, then cell phones will not be allowed at all. Skateboards will not be used during program hours per Police Code and the safety of your youth and others. Video games, iPods, CD, music, etc. may only be used during free time. Video games brought to the program site must be rated either T(teen) or E(everybody). All DVDs/videos must be rated PG-13 or under (Note: Staff will take measures to ensure the appropriateness of movies prior to viewing). All music CDs must be free of inappropriate and explicit language such as swear words, and references to drugs, violence and gangs.

**Snack:** The Pinole Youth Center highly suggests that your child be fully energized to participant in the programs. The program sites provide very limited snacks. If your child needs snack daily, please provide them with either money or snacks. Snacks are available for purchase at the program sites' Snack Bar at minimal cost. Snack Bar Punch Cards are also available to help eliminate the risk of your child losing his/her money. Punch Cards may be purchased at the Pinole Youth Center in increments of \$25, \$20, \$15, \$10, \$5, or any lesser amount you may choose, and are kept in the Snack Bar for future use. **Snack Bar Punch Cards are non-refundable and expire 6/10/10.**

### Health

**Illness/Injury:** If a participant appears to be ill, the parent/guardian will be contacted to pick up their youth if it is deemed severe enough. We ask that your child stay at home if sick. All staff members are trained in Basic First Aid and CPR. A first aid kit is always available onsite and on all field trips. If your child's injury is severe enough to need professional attention, we will make all attempts to contact parents/guardians listed as emergency contacts and will take the appropriate steps.

**Medications:** If your child needs assistance with administering a medically necessary prescribed medication, you **MUST** complete the Parental Consent and Directions to Staff for self-Administration of Medicines Form. All medications, both prescription and over the counter, must be provided to staff in its original packaging with your child's full name written on the container.

## **Feedback and Being Involved**

The Pinole Youth Center works to be responsive to youth, parents, volunteers and community members. Please tell us your ideas, concerns, comments and suggestions. We will continue to change our programs and services accordingly to meet community needs.

## **Registration**

**Payment Deadlines:** All payments are due by the 20<sup>th</sup> of each month prior to the month for which you are registering. For example, if you are registering for February, then that payment is due January 20<sup>th</sup>. If the 20<sup>th</sup> falls on a weekend, then payment is due the following Monday.

**Delinquent Payments:** Late fees will be assessed at a cost of \$10 per week after the 20<sup>th</sup> of the month. If payment is not made by the 25<sup>th</sup>, including the late fee, then a child's space in the program may be forfeited for the upcoming month. Consistent delinquent payments may result in removal from the program. All fees, including registration and late fees must be paid in full by the last day of the month. Otherwise, your child may not be registered in the subsequent month.

**Securing Participant Spot in Upcoming Months:** Upon registration you may make a scheduled partial payment to guarantee your child a program space in the month you are making a payment for. This payment is \$15 per month for the Before Care and/or Afterschool Program and/or \$10 per month for the Transportation Program. **The remainder of the balance is due BY the 20<sup>th</sup> of each month prior to the month you have paid the scheduled payment**

Scheduled Payment, how it works: If you pay \$150 Scheduled Payment to secure your child's space for September through June (Afterschool Program), then it is your responsibility to pay the remaining monthly balance (\$35 for residents/\$50 for non-residents) by 6:00pm on the 20<sup>th</sup> of each month beginning August 20<sup>th</sup>.

**Payment Methods:** We accept cash, check, and credit cards (Visa and MasterCard only). **As a reminder, once a payment is made it is non-refundable. Please note we do not prorate our programs.**

**Payment by cash:** Bring cash directly to the Youth Center and do not mail cash. Give the cash directly to a Youth Center staff person, do not set it on an unattended desk.

**Payment by check** (payable to City of Pinole): Bring checks directly to the Youth Center or by mail: Pinole Youth Center, 635 Tennent Avenue, CA, 94564. Please note that bounced checks are subject to a \$20 Bounced Check Fee, plus the original amount the check was written for. Payments not received within 30 days of notification will be sent to collections. Persons with bounced checks on their record may not thereafter submit payment via check to the City of Pinole, and must choose from an alternate form of payment.

**Payment by credit card:** Complete the Payment Options Form including credit card information and bring it to the Pinole Youth Center, mail, or fax to (510) 724-1528. Automatic withdrawal option is available, please specify.

**Financial Assistance:** Financial assistance is provided on a first come, first served, and most needed basis. It is required to ask for a financial assistance form, fully complete it, and return it to the Pinole Youth

Center with all required information. The Youth Services Coordinator or his/her designee has final say on award of financial assistance based on qualifications and number of participants already receiving financial aid.

### **Discipline Policies**

The Pinole Youth Center and all its Program Sites are safe zones for all youth, which means we encourage and maintain a safe, respectful and appropriate environment. We have a no tolerance policy for disrespectful, teasing, bullying & fighting behavior.

#### **RULES**

##### **1. RESPECT EACH OTHER AND RESPECT DIVERSITY**

No put-downs, swearing or fighting. Respect everyone's personal and public property. Do not use others' property without permission.

##### **2. SAFE AND SOBER SPACE**

Absolutely no smoking, drugs or alcohol allowed anywhere in or around the Youth Center, regardless of age.

##### **3. BE NICE AND PLAY FAIR**

Fighting, destructive behavior and comments are not tolerated.

##### **4. THE YOUTH CENTER BELONGS TO EVERYBODY**

Share... It's for all of us. Help keep your Youth Center clean. Clean up trash and put away what you use.

##### **5. APPROPRIATE BEHAVIOR AT THE YOUTH CENTER AND ALL PROGRAM SITES**

Listen to the staff, be aware of your surroundings and behave appropriately in public.

##### **6. STAY IN THE PROGRAM BOUNDARIES**

This includes the Youth Center and Fernandez Park & the Shannon classroom and playground.

#### **DISCIPLINE PROCEDURES**

If a rule or policy is violated the following steps will be taken:

- The staff will discuss the violation with the participant and give an appropriate warning with clear consequences if their behavior continues. Parents/Guardians will be notified.
- If the behavior does continue or is initially severe enough, the staff will contact the parent/guardian and remove the participant from the situation as needed.

The staff reserves the right to suspend or expel a youth participant from the program at any time based on the severity of their actions. The parent/guardian will always be contacted if this step is taken.