

Pinole Youth Center Parent/Guardian Handout

Welcome to the City of Pinole Youth Programs!

Please take a moment to review the important information included in this handout.

Basic Information

Contact Information: (510) 724-9004 - Youth Center Office
(510) 724-9052 - Youth Center Main Room
Emergency Use ONLY! Camp Cell Phones Numbers:
Discover - (510) 418-1068 Adventure - (510) 672-1343 ICE - (510) 672-1379

Staff: **Joanna Altman, Youth Services Coordinator**
Emergency Use ONLY! Cell phone - (510) 418-0313
jaltman@ci.pinole.ca.us

Sports Coordinator
PMS Office - (510) 307-4534

Alternative Contact: **Cheers Echevarria -Leary, Recreation Office Assistant**
Office - (510) 741-2999
recreation@ci.pinole.ca.us

Locations: Pinole Youth Center, 635 Tennent Avenue, Pinole
Sports & Fitness Facility, Pinole Middle School, 1575 Mann Drive, Pinole
Pinole City Hall, 2131 Pear Street, Pinole

Procedures

No Drop In: All Youth 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.**

Pick Up: We are not responsible for how your child gets to or from the Program. **Please pick your child up by scheduled end time of the program(s) he/she is registered in.** Any child picked up later than the scheduled end time will be charged \$1 per minute after the grace period of 5 minutes. The late pick up fee **MUST** be paid by the last day of the current registration period in order for your child to register for the subsequent weeks. **The Pinole Youth Center, Sports & Fitness Facility, 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.

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 child(ren) and returned to you at the end of the day. **If you insist on calling your child, please contact the Youth Center Main Room or your child's camp** (numbers are listed above). If problems persist, cell phone will not be allowed at all. Skateboards will not be used during program hours per Police Code and for the safety of your child(ren) and others. Video games, iPods, CD, music, etc. may only be used during free time. Video games brought to the Youth Center 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 and Project Discover will only watch PG and under). 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 site provides very limited snacks. If your child needs snack daily, please provide them with either money or snacks. Snacks are available for purchase at the programs 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 amount you may choose, and are kept in the Snack Bar for future use. **Snack Bar Punch Cards are non-refundable and expire on the last day of camp, except for current Afterschool Program participants.**

Health

Illness/Injury: If a participant appears to be ill, the parent/guardian will be contacted to pick up their child(ren) 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

Securing Participant Spot in Summer Camp Weeks: Upon registration, you may make a scheduled partial payment to guarantee your child a space in that week. This payment is \$25 per week for the Pinole Summer Camp Program. **The remainder of the balance is due BY the Tuesday, 5:00pm, of each week prior to the week for which you are registering.** For example, if you paid \$25 for Week 2, it is your responsibility to pay the remaining balance (less the \$25 already paid) by the Tuesday of Week 1 by 5:00pm.

Delinquent Payments: Late fees will be assessed at a cost of \$10 for all late payments, beginning the following Wednesday of the week prior to which you child is registering to attend. **Note: If there are any waitlisted children, your spot WILL be bumped if you do not pay on time.** 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 Friday prior to the week you are registering. Otherwise, your child may not be registered in the subsequent week.

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 that 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, Pinole, 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. Submission of a financial assistance form is a Recreation Department requirement. Fill out the form and return it to the Pinole Youth Center with all the required information. The Youth Services Coordinator or his/her designee has the final say on recipients 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 ZERO TOLERANCE policy for disrespectful, teasing, bullying, fighting, & sexual type behavior or attitude.

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 & all other offsite program boundaries.

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 the 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.