



# **EXPANDED LEARNING FAMILY HANDBOOK FOR KIDS CLUB / NEXT GENERATION PROGRAMS**

On behalf of the  
Pleasanton Unified School District  
we would like to welcome your family to our  
Expanded Learning Program.

This handbook is a comprehensive guide to understanding  
the policies and procedures of the  
Pleasanton Unified School District's Expanded Learning Program.  
Please read this handbook carefully, and keep it handy for reference  
throughout the school year.

The content of this handbook may be changed at any time to meet the  
safety needs of your child and/or the Expanded Learning Program.

# WELCOME



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# PROGRAM OVERVIEW



The Expanded Learning Opportunity Program is part of the Pleasanton Unified School District and is administered by the Student Support Services Department. Kids Club/Next Generation are the Expanded Learning Programs in PUSD. The Expanded Learning Opportunities Program (ELO-P) provides funding from the California Department of Education for after school and summer school enrichment programs for transitional kindergarten through sixth grade.

“Expanded learning” means before school, after school, summer, or intersession learning programs that focus on developing the academic, social, emotional, and physical needs and interests of pupils through hands-on, engaging learning experiences. It is the intent of the Legislature that expanded learning programs are pupil-centered, results driven, include community partners, and complement, but do not replicate, learning activities in the regular school day and school year. For more information, including curriculum, please click [here](#).

Students who meet the criteria for the Free and Reduced Meal Program, or are classified as foster youth, homeless, or are English Learners are eligible for the ELOP program. These qualified students will be given priority status on the waitlist .

**Mission:** The mission of the Pleasanton Unified School District (PUSD) states that our students will make a better world. Our vision is that every student will be a resourceful, resilient, responsible and engaged world citizen. We believe with guidance and support all students can reach their greatest potential.

**Philosophy:** Pleasanton Unified School District aims to improve the outcomes of all its students by focusing on the implementation of:

- **Curriculum and Instruction:** All students regardless of race, ethnicity, socio-economic status or gender will be proficient/advanced and college /career ready upon graduation. Optimize student learning by utilizing innovative technologies.
- **Learning Environment:** All students and staff are provided a high-quality physical environment that facilitates teaching and learning. Every student and staff will feel safe, respected, and enjoy positive connection.
- **Personal Growth:** Empower all students to develop character, compassion, civility, and community consciousness.
- **Fiscal Stewardship:** Students will be central to all fiscal decisions. Ensure fiscal health through investing in today while planning for tomorrow.

# PROGRAM OVERVIEW



## **Expanded Learning Curriculum:**

Staff facilitate children’s learning through developmentally appropriate practices that support growth through play, exploration, curriculum, daily routines, universally designed indoor and outdoor environments, and meaningful interactions with peers and teachers. Our project based approach gives students the opportunity to explore and learn hands-on. Learning opportunities are embedded within children’s daily routines and play. We also promote learning by building a sense of community within the classroom. The environment is designed to be navigable by a young child, promote independence, and allow the child to make meaningful choices within established boundaries. We encourage children to become critical thinkers by engaging in dialogue and extending learning experiences that simultaneously support multiple areas of child development. Projects and activities are developed from the children’s interests, developmental needs and abilities.

**Enrichment** - Staff implement the following curriculum in their regular activities:

Second Step - Second Step Out-of-School Time is a research-based, social-emotional learning (SEL) program designed specifically to meet the needs of out-of-school time settings. This program helps teach social-emotional skills like community-building, empathy and kindness, and growth mindset to children from TK/Kindergarten through Grade 5.

Leader In Me - Leader in Me is a character education program that helps students, educators, and families develop leadership and life skills. Leader in Me is a comprehensive PK–12 framework that nurtures student leadership, fosters a culture of trust, and boosts academic success. This proven approach empowers students, educators, and families with essential leadership and life skills, preparing them to excel.

7 Habits of Highly Effective Teens (6th grade) -This curriculum emphasizes on developing and adopting seven crucial habits to be successful in life, including being proactive, prioritizing tasks, and seeking mutual benefits. It provides practical insights to help teens navigate challenges in today's world.

# PROGRAM OVERVIEW

**Children's Rights:** The Expanded Learning Program is proud to support these rights for each of our students. Each child receiving services from the Expanded Learning Program shall have rights which include, but are not limited to, the following:

- To be accorded dignity in his/her personal relationships with staff and other persons.
- To be accorded safe, healthful and comfortable accommodations, furnishings and equipment to meet his/her needs.
- To be free from corporal or unusual punishment, infliction of pain, humiliation, intimidation, ridicule, coercion, threat, mental abuse, or other actions of a punitive nature, including but not limited to: interference with daily living functions, including eating, sleeping, or toileting; or withholding of shelter, clothing, medication or aids to physical functioning.
- To be free to attend religious services or activities of his/her choice and to have visits from the spiritual advisor of his/her choice. Attendance at religious services, either in or outside the facility, shall be on a completely voluntary basis. Decisions concerning attendance at religious services or visits from spiritual advisors shall be made by the parent(s) or guardian(s) of the child.
- Not to be locked in any room, building, or facility premises by day or night.
- Not to be placed in any restraining device, except a supportive restraint approved in advance by the licensing agency.

**Parent Involvement & Education:** Our goal is to provide a welcoming environment for families and invite them to participate as equal partners in the education of their children.

Opportunities to participate include, but are not limited to:

- Parents/guardians may request a conference with their site lead at any time. During this time, you will have a chance to discuss your child's development and work towards defining goals for the child. Kids Club/Next Generation may also request a conference with parents to discuss behavior issues when it is deemed necessary. Additionally, daily communication is a good idea to keep the lines open.
- Volunteer parent/guardian representatives from each Kids Club/Next Generation site meet at least once a year and make recommendations regarding the operation of the program to the Expanded Learning Program Director. Please see your site lead if you are interested in serving as a representative.
- A parent board for most up to date information including menus, schedules, disaster plans, rights and PUSD information.
- Resource information and newsletter sent monthly.



# PROGRAM OVERVIEW

**Staff Qualifications & Staff Professional Development:** Our goal is to implement a staff development program that adequately equips each staff member with the information necessary to carry out his or her assigned duties. A site lead manages the Expanded Learning program at each location. Supporting the site lead, are a number of expanded learning educators and expanded learning hourly program aides. The exact number is dependent upon the size of the site.

Our program makes professional development of individuals working with children and families a priority. All staff hold the appropriate child development permit and attend ongoing trainings related to child development.

**Group Sizes:** Adult to child ratios are planned for in advance and followed for each age group based on the Title 22 regulations.

## Kids Club/Next Generation

TK	1:10
K - 6 <sup>th</sup>	1:20



**Open Door Policy:** You may visit your child's site unannounced to observe your child at any time during operational hours. Our program is based upon a partnership with parents of the children enrolled. Parents are highly encouraged to participate in their child's program.

### Volunteer Clearance

Individuals who would like to volunteer in our programs will be required to complete the [PUSD Volunteer Clearance Application](#). Individuals who would like to participate on field trip during our Kids Club Summer Camp program will need Level 2 Clearance. Additional guidelines for volunteering can be found [here](#).

# PROGRAM OVERVIEW

**Equal Access/Non-Discrimination Statement:** Services are provided without discrimination to ensure that the Expanded Learning program and activities are available to all persons without regard to sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, or mental or physical disability. The Expanded Learning Program does not discriminate in determining which children are served as defined by the Americans with Disabilities Act (ADA). The Expanded Learning Program welcomes and enrolls children with disabilities, makes reasonable accommodations, and works with the family to implement those accommodations for children with disabilities. This program refrains from religious worship or instruction.

**Reasonable Accommodations:** PUSD Expanded Learning welcomes and celebrates students of all backgrounds and ability levels, as we know that having a dynamic and diverse group of students is what makes PUSD schools special. Students with Individualized Education Programs (IEPs) or Section 504 Accommodation Plans (504s) are encouraged to enroll in expanded learning, including after-school programming. Outside of the school day, PUSD is required to provide reasonable accommodations to support students with disabilities.

A requested accommodation is reasonable if it:

- Maintains safe learning environments for all participants
- Does not fundamentally alter the nature of the program goals
- Enables program staff to perform their core functions
- Does not create an undue burden

Expanded Learning is able to implement many types of common accommodations. If a requested accommodation is determined to be unreasonable, program staff will notify the parent/guardian or adult student in writing within 14 days of the request.

**Confidentiality:** The use or disclosure of any information maintained in the basic data file concerning children and their families is limited to purposes directly connected with the administration of the program.



# GENERAL POLICIES



## Program Operating Dates and Closures

The Expanded Learning Program operates a year-round program. Parents will be asked to re-register each school year and summer session. Failure to do so may result in loss of a child's spot.

During the school year, the program operates from **7:00am - 9:00am / 11:30am - 6:00pm** (exact times depend on school site schedules). During the Summer, the program will be open full days from **7:30 am to 5:30pm**. On holidays and school breaks, such as Winter and Spring Break, program hours are **7:30am - 5:30pm**.

The Expanded Learning Program closes on scheduled holidays and Professional Development days in accordance with the District's CSEA contract. A schedule of dates the Program will be closed is provided to enrolled families each year via email. In addition, the program will post a reminder notice, and the calendar is available at any time on our website.

Families will be notified of any change in this schedule with 30 days written notice. Here is a list of the days we are generally closed:

Independence Day Holiday	Depends on day of week for July 4th
Labor Day Holiday	Monday in September
Veteran's Day Holiday	Depends on the day of week for November 11th
Thanksgiving Holiday	Generally the Wed-Fri of Thanksgiving Week
Winter Holiday	Usually the week in between Christmas and New Year's, but depends on the days of the week
Martin Luther King Jr. Holiday	Monday in January
Lincoln's Day Holiday	Monday in February
President's Day Holiday	Monday in February
Spring Break Holiday	Changes every year according to CSEA Negotiations
Memorial Day Holiday	Monday in May
Juneteenth Holiday	June 19th

# GENERAL POLICIES

## Daily Schedule

The Expanded Learning Program schedule is posted on the Parent Information Board at each school site.

Below is a Sample Daily Schedule for a **Full Day at Kids Club**

7:00	Site opens - Breakfast Table open - Students have the choice of activities, art, easel, computer, games, manipulatives and books
9:00	Outside Open - Students have the choice of outside or inside play, interest areas, art projects, etc.
9:30	Morning Snack is offered, all areas open both inside and outside
11:45	Students meet for short group and wash up for lunch
12:00	Students eat lunch at the lunch tables outside
12:30	Outside play - Free choice/Group games
1:00	Quiet reading inside - Students read books or write in journals - Kindergarten students are read to by Staff
1:30	Quiet Activities - Games, puzzles, group games, reading and journaling can be continued
2:00	Choice of outside or inside activities
2:30	Afternoon snack is offered - Both inside and outside areas are open
5:00	Outside closed - students have choice of inside activities and interest centers, etc
6:00	Center Closes

Each day a variety of activities are offered, including, but not limited to; seasonal sports, cooperative games, drama, STEM projects, arts and crafts. Students are free to participate in activities of their choice.

Children are also free to play on their own, look at books, enjoy quiet time, or just sit alone or talk with a friend. Other activities are based upon the students' interests. Snack is served every afternoon, and whenever possible, the students help to prepare and serve the snacks.

# GENERAL POLICIES



**Nutrition Services:** Our goal is to ensure children have nutritious meals and snacks during their time in the program. Meals and snacks that are culturally and developmentally appropriate and meet the federal Child Care Food Program nutritional requirements. Students help to plan snack menus, prepare the snack, serve and develop skills in food preparation, handwashing and safe use of small appliances.

All enrolled students in Pleasanton Unified School District are eligible to receive a breakfast and lunch every school day, at school, at no charge to your household in compliance with federal regulations and the District's Wellness Policy. Please inform your site lead if you are interested. Your child is also welcome to bring their own breakfast and lunch from home. We do not provide accommodations to heat or chill items.

**Food Allergy Action Plan:** The Pleasanton Unified School District requires that any child with a documented food allergy have a Food Allergy Action Plan (FAAP) on file. This may include allergies that require an EpiPen prescription. PUSD must have a copy of this form in the child's file to uphold the plan. Regulations require the form to be updated annually and/or whenever a child's condition or the terms of the FAAP change. Also, you need to have a physician complete a Medical Statement to Request food accommodations that outlines their specific medical condition and the dietary restrictions or modifications necessary to manage it.

**No Outside Food:** Children may bring food for their own consumption only. There are many children who have serious food allergies. In order to maintain a safe environment, we do not allow any outside food to be brought in, with the exception of a personal home lunch. All program locations are nut free. Please refrain from sending any nut based food product with your child.

# GENERAL POLICIES

## Kids Club Program TK Nap Policy

### Purpose

Our goal is to support the physical and emotional health of our Transitional Kindergarten students. We understand that a transition from full-day school to an after-school program can be tiring. Providing an optional rest period allows children to recharge and better engage in the afternoon's activities.

### Eligibility and Nap Time

- **Eligibility:** Naps are optional and are available to all enrolled TK students.
- **Nap Time Window:** Naps will be offered daily after lunch. This timeframe allows for a smooth transition from the school day and sufficient time for students to wake up before snack time and scheduled activities.

### Nap Environment and Supplies

- **Environment:** The nap area will be in a quiet, supervised room with soft lighting. We will create a calm atmosphere with quiet music or white noise.
- **Supplies:**
  - The program will provide a clean, individual nap mat or cot for each napping child.
  - Parents are responsible for providing a small, labeled blanket and a pillow or stuffed animal (lovey) if their child prefers one. All personal items must be taken home each Friday for cleaning.



# GENERAL POLICIES

## Kids Club Program Toileting Policy

### General Policy

We believe in supporting children's self-help skills. To participate in our program, students must be independently toilet-trained. This means the child is able to communicate their need to use the restroom, manage their clothing, and attend to their own hygienic needs, including wiping themselves.

### Staff Roles and Responsibilities

Our staff will provide support and assistance to children in the following ways:

- **Supervision:** Staff will supervise the restroom area to ensure a safe environment.
- **Reminders:** We will offer gentle reminders to children to use the restroom, especially before transitions such as snack time or outdoor play.
- **Verbal Guidance:** Staff can provide verbal instructions to help a child manage their clothing.
- **Escort:** If needed, a staff member will escort a child to the restroom.

**Please note:** For the privacy and dignity of all children, our staff are **not permitted** to change diapers or to wipe children's genitals.

### Handling Accidents

We understand that accidents can happen. Our procedure for managing toileting accidents is as follows:

- Staff will provide a clean change of clothes from the child's labeled personal bag.
- The child will be given a private space, such as a changing screen or stall, to change themselves. Staff will provide verbal guidance from a respectful distance.
- Soiled clothing will be placed in a plastic bag to be sent home with the child at the end of the day.
- Staff will then help the child wash their hands and return to the group.
- Parents will be notified of the accident at pickup.



### Health and Hygiene

All children will be encouraged to wash their hands with soap and water after using the restroom. Staff will remind and supervise them to ensure proper hand-washing technique.

If a child experiences frequent toileting accidents, a staff member will contact the parent to discuss a plan of support. Continued inability to manage toileting independently may indicate that the program is not a good fit for the child's current needs.

# GENERAL POLICIES

**Parent Code of Conduct:** It is the goal of the Expanded Learning Program to create and maintain a respectful, peaceful, and secure environment for students and staff in partnership with parents/guardians and school district personnel. We strive for a positive working relationship between parents and staff in order to model for student's appropriate interactions and assist them in learning skills necessary for effective communication. Parents and visitors to our program are expected to be aware of their responsibilities and adhere to the Code of Conduct. Parents who violate the Parent Code of Conduct will have their care terminated.

## **Parents/Guardians are expected to:**

- Approach staff respectfully to help resolve issues or concerns
- Recognize that the Expanded Learning Program staff's first priority is the safety, supervision and engagement of students. Therefore, staff may indicate that it would be more effective to schedule an appointment to speak one on one with parents when a lengthy discussion or confidentiality is required. Recognize that some conversations are private and need to take place away from the students.
- Communicate with staff in a calm, respectful manner
- Work with staff for mutual understanding and the benefit of their children
- Seek to clarify a child's version of events with the program/school's view to bring about a peaceful solution to any issue
- Actively participate in plans to correct their own child's behavior
- Reinforce expectations with your child to follow site rules
- Be familiar with the Expanded Learning Program Discipline Policy and support staff in its implementation
- Reinforce expectations with your child to adhere to the Student Code of Conduct
- Refrain from approaching any child other than their own to discuss behavior concerns. All behavioral concerns should be directed to the site leader.
- Bring questions, comments, or concerns regarding programming matters directly to the attention of the site leader
- Solicit the help and cooperation of the Program Director for questions, comments, or concerns regarding programming that are not resolved with the site leader
- Acknowledge staff upon entering and exiting the program to ensure a smooth transition of supervision responsibilities of your child
- Sign child(ren) out per program policies

# GENERAL POLICIES

## **Student Code of Conduct:**

Parents: Please review this with your child and make sure that he/she understands what is expected of them while at Kids Club/Next Generation:

- I will show respect for my leaders
- I will show respect for my fellow students
- I will show respect for myself by behaving in an appropriate manner
- I will help to clean up the areas I work and eat at
- I will work to resolve problems with leaders and fellow members in a positive manner
- I will follow all instructions given to me by all leaders
- I will cooperate with fellow Kids Club/Next Generation students and leaders in all activities
- I will participate constructively in all activities
- I will seek help from leaders to solve disputes with others when needed I will be responsible for my actions

**Any behavior that threatens the health or safety of another student or staff member or the continuous inability to follow the rules and guidelines of our program may result in a family conference, behavior plan, suspension, or disenrollment from the program.**



# GENERAL POLICIES

**Code of Ethical Conduct:** All families must commit to demonstrate the following core standards/values during all interactions while enrolled in our program:

- Communicate effectively in a calm manner
- Be courteous
- Maintain order
- Show respect of others
- Take responsibility for own actions
- Be punctual
- Respect the dignity, worth, and uniqueness of each individual present at the center
- Respect diversity
- Recognize that children and adults achieve their full potential in the context of relationships that are based on trust and respect



**Violations of this code of behavior will lead to immediate termination from the program.**

**Safe School & Harassment Policy:** These guidelines are put in place to ensure a safe and conducive learning environment for all students.

**Zero Tolerance for Threatening Behavior:** Any behavior that poses a threat to the safety, welfare, or morals of others will not be tolerated.

**Strict Policy on Substance Use and Possession:** No student will be released to anyone suspected of being intoxicated or under the influence of illegal substances.

**Prohibition of Weapons and Dangerous Objects:** The possession of any weapon, including look-alike weapons or objects designed to eject projectiles, whether functional or not, is strictly prohibited.

**Condemnation of Destructive Behavior:** Any behavior that involves or leads to damage of personal or real property or harm to individuals through arson, burglary, extortion, theft, vandalism, physical assault, harassment, sexual harassment, sexual intimidation, hazing, or any other form of endangerment or embarrassment, will result in severe disciplinary action.

**Ban on Obscene and Profane Language:** The use of obscene or profane language is not permitted within the school environment. Such language undermines the values of respect and decency that we uphold.

The Expanded Learning Program requires the parents of enrolled children at all times, to behave in a manner consistent with decency, courtesy, and respect. One of the goals of our program is to provide the most appropriate environment in which a child can grow, learn and develop. Achieving this ideal environment is not only the responsibility of the employees but is the responsibility of each and every parent or adult who enters the site. Parents are required to behave in a manner that fosters this ideal environment. Parents who violate the Parent Code of Conduct will have their care terminated.

# GENERAL POLICIES

**Items from Home:** Please label all your child's jackets, bottles, water bottles, and anything else personal. Personal accessories, toys, sports equipment, electronics, food, candy, etcetera, should not be brought to the Expanded Learning Program. We are not responsible for any lost or damaged personal items.

**Homework:** As part of the daily schedule, Monday through Thursday, a time is set for students who wish to start their homework. The program will provide a quiet space, pencils and paper, and access to the Internet, when required for homework. It is the student's choice to use this time for their homework. Staff will be available to give homework assistance if needed, as well as encourage positive study habits with your child. Students who are disruptive during this time will be re-directed to another activity.

Should you wish for your child to start their homework while at Kids Club you will complete a Homework Agreement at the beginning of each school year.

For Next Generation students, homework time is part of the daily schedule for all.

**Photo Policy:** Occasionally Kids Club/Next Generation takes pictures or videos of program activities. Pictures or photos are not used without parental permission as indicated on the registration form. There is a Photo/No Photo Authorization in the registration materials on HUBBE where you can indicate whether we have permission or not to take photos and/or videotapes of your child.

**Birthdays:** We will always recognize your child on their special day, if a birthday celebration is your family's custom. A typical birthday celebration could involve child created birthday cards, a birthday crown, singing during snack time, and other recognition. While we do not allow outside food, you may bring a small goodie bag or trinket. Pencils, erasers, stickers are always enjoyed. Please note, should you want to bring goodie bags, you must bring one for every child enrolled at the site. Please consult with the site lead who can provide the enrollment number and give suggestions.

**Birthday Invitations & Social Events:** To foster an inclusive environment and minimize classroom disruptions, staff members are not permitted to distribute or assist with the delivery of birthday party invitations or other personal social announcements. We strive to ensure every child feels included during the school day, and distributing invitations in class can unintentionally lead to hurt feelings for those not invited. We appreciate your cooperation in keeping our learning environment focused on education and ensuring that every student feels like a valued member of the Kids Club community.

## **Guidelines for Families:**

**Off-Campus Distribution:** All invitations should be handled outside of school hours and off school property. This includes digital invitations, mail, or hand-delivery at a student's home.

**Privacy Matters:** To protect family privacy, the school cannot provide class lists, home addresses, or parent contact information for social purposes.

**Inclusive Invitations:** Even if you are inviting an entire class or a specific group (e.g., all boys or all girls), we ask that you still use private channels for distribution rather than bringing materials to the classroom.

**Holiday Celebrations:** Our holiday policy encourages an enhanced understanding of and respect for different cultures and beliefs of children, families, staff, and community. We offer meaningful and age-appropriate celebrations that provide the opportunity to learn about the diverse cultures in our community. We know that families can be overwhelmed by the excitement and pressure of holidays; therefore, we emphasize calm, understated expressions of celebration. We hope to give families some respite from the commercialism which has grown up around some major holidays. We know that most cultures celebrate similar milestones at similar times of year; therefore, we focus on balancing dominant and non-dominant celebrations and traditions, which enriches children's awareness of their world. We are an inclusive community where every family is welcome to celebrate together.

# GENERAL POLICIES

**Suspected Child Abuse:** Our staff are mandated reporters. The safety and well being of your child always comes first. State law requires that staff report known or suspected instances of a child abuse to Child Protective Services or to local police officials. This abuse includes physical abuse, sexual abuse, emotional abuse or neglect.

**Telephone Calls:** In the event you need to contact your child or the Expanded Learning Program, please use the site phone number. You can leave a message for the staff. We encourage students to develop decision-making skills and self-reliance during their time at school. Children are discouraged from using the phone to call home because we trust them to make sound choices and seek guidance from the staff when needed. Phone calls between students and parents should be limited to emergency situations.

**Kids Club Cell Phone / Smart Watch Policy:** Although students are discouraged from bringing cell phones/smart watches to Kids Club due to the possibility of loss, theft or damage, we understand that many families want their children to have a device to contact parents before or after school hours. Therefore, if a student chooses to bring a cell phone or smart watch, it must be turned "OFF" or placed on "Do not Disturb" while at Kids Club. The device will be placed where it will not be accessed, such as in a backpack or staff designated area. Exceptions: For educational purposes under the direct supervision of a teacher, for health reasons with prior approval from administration, or in emergencies (Education Code 48901.5, 48901.7) If your child comes to school with a tracking device such as a GPS tracker or Apple airtag, please inform your site lead. Please be aware that our school's cell phones might receive notifications from these tracking devices. By notifying us about the presence of such devices, we can ensure that these notifications do not cause any confusion with our own identification and communication systems.

**Next Generation Cell Phone Policy:** Cell phones and headphones are considered privileges and not expectations for students. While the use of student cell phones is permitted within the Next Generation, it is imperative to adhere to the following regulations:

- *Personal Device Responsibility:* Students are solely responsible for their personal devices. Next Generation cannot be held liable for any loss or damage to personal devices.
- *Designated Usage Times:* Cell phones may only be used during specific times as determined by the Next Generation staff.
- *Camera Usage Restriction:* Students are prohibited from using their phone cameras within the program premises.
- *Respectful Communication:* The use of harmful, inappropriate, or bullying language is strictly prohibited. Instances of such behavior will be promptly reported to both the school and parents for immediate action.
- *Revocation of Privileges:* Next Generation staff reserves the right to revoke cell phone privileges at any point in time.
- *Silent/Vibrate Mode:* Cell phones should be kept on silent or vibrate mode throughout the duration of the program.

**Parking:** Each site has unique parking guidelines. For specifics at each site, please visit your school's website and look for "Drop off Procedures" or talk to our staff.

It is important that when arriving to the program in the morning or departing in the evening that you park in general use parking spaces only. Parking in fire lanes or blocking gates can be unsafe for our students, staff, and families. While we wish to accommodate our families whenever possible, we are unable to pick up your child from the parking lot.

# GENERAL POLICIES

**Summer Program Options:** There are several summer program options to choose from including an option to "opt out/save your spot". More information regarding Summer Programs and Camps is released to parents in early Spring.

Hours of operation for all Summer Programs and Camps are Monday - Friday from 7:30 am - 5:30pm. Typically, the Summer calendar begins on the Tuesday of the week following the last day of school and continues until the Friday of the week before the start of the new school year. Please note that the specific dates for the Summer Programs are aligned with the school calendar, and the exact start and end dates may vary accordingly.

The Expanded Learning Summer Program provides your child(ren) the opportunity to explore a variety of enriching activities and experiences designed to stimulate their minds and ignite their imaginations. From hands-on projects that promote critical thinking and problem-solving skills to games, sports and field trips, our program is tailored to meet the needs and interests of children in grades TK-6th grade.

Highlights include:

- Weekly swim trips to the local city pool
- Field-trips to fun locations including zoos, aqua parks, museums and more
- Themed adventures on site such as "National Park Explorations and Everything Science"
- Exploring STEM projects and activities
- Cooking with Harvest of the Month fruits and vegetables
- Outdoor games and sports
- On-site special guests including Kona Ice, "Bubble Lady" and others

# GENERAL POLICIES

**Discipline & Guidance:** Rules and limits are set to keep the children safe and help them get along with other children and adults. Positive methods of guidance and re-direction is used with a big focus on social-emotional development to help children gain social skills that allow them to relate and communicate with others in a healthy way.

Our staff works to build a positive relationship with every child. Every effort will be made to handle discipline problems through redirection, problem solving, re-arrangement of the environment, and staff - parent collaboration. Open-communication with each other is key. Additionally, a child's developmental level will be a significant factor in determining the appropriate method of guidance. In guiding a child to develop self-control, staff gives special consideration to reinforcing the child's self-esteem through positive affirmation of each child's unique qualities.

PUSD does not allow physical violence in any form. In addition, the following behaviors are not permitted:

- Deliberate mistreatment of other students.
- Uncooperative, abusive behavior (physically or verbally towards staff).
- Deliberate misuse of equipment, materials and destruction of property.
- Leaving the Expanded Learning site or field trip location.
- Bringing dangerous objects to the program.
- Refusal to listen to and follow adult instructions.

Large group care is not appropriate for all students. In the event a child cannot benefit from our program, we reserve the right to terminate care.



There are three basic guidelines we use in all situations:

- We are safe in our play and interactions.
- We are respectful of each individual and the environment.
- We are friendly.

**There will be no use of corporal punishment or violation of personal rights. We do not punish or threaten our students. Children are not allowed to hurt themselves, staff, or other children.**

# GENERAL POLICIES

## **Parental Involvement with Behavioral Issues:**

Some behavioral issues require assistance from a student's parent/guardian. This may include:

- Contacting the parent/guardian with written note, incident report, phone call, or personal communication to be made aware of the situation.
- If necessary, parent conferences will be held to further address the behavioral problem. A collaborative home/school behavior plan will be developed and implemented.
- In extreme cases, if we feel that your child's safety or that of the other children is in jeopardy, you will be required to immediately remove your child from the site for the day.
- A parent may be asked to replace or repair equipment deliberately misused.
- If all interventions have been exhausted and a child's behavior does not improve, a child may be terminated from the program.

**Temporary Removal from Program:** Removing a student from the Expanded Learning Program is a disciplinary action which excludes a student from the program for adjustment purposes. A student shall be removed when it is determined that their presence causes danger to persons or property or threatens disruption of the program. An example may be overt defiance or a refusal to listen to Kids Club/Next Generation staff. No adjustments of fees are given if a student is sent home early. After a parent is reached, students are to be picked up immediately.

## **Kids Club Attendance Policy:**

A student who misses school due to illness, appointment, or suspension for behavior are ineligible to attend Kids Club on that day.

## **School Suspension:**

Students who are suspended from school and are enrolled in the Expanded Learning Program, cannot attend Kids Club/Next Generation on days that they have been suspended from school. Families are responsible for making other arrangements on those days and no adjustments in fees will be given.

**Rule Adjustment:** Please do not ask the site staff to adjust the program rules or guidelines for your child or family. If you or your child is unhappy with a certain procedure or program policy, please discuss the problem with the Program Director.

# GENERAL POLICIES

**Illness:** A child who exhibits any of the following conditions should remain at home:

1. Gastro-intestinal nausea, vomiting, diarrhea, abdominal pain within the last 24 hours
2. Throat and neck redness, spots, sore throat, infected tonsils, swollen glands
3. Eyes discharge and/or redness
4. Skin rashes, spots, eruptions, etc.
5. Nose and ears discharge with symptoms such as fever, coughing or other symptoms
6. Temperature fever over 100 degrees F within the last 24 hours. It is required that children remain at home for at least 24 hours after their fever has broken without the use of medication.
7. A child with certain communicable diseases (examples: COVID, Measles, Streptococcal Infections, Polio, Impetigo, Scarlet Fever, Scabies, Whooping Cough, Ringworm) must be kept at home. Parents should notify the program if their child has been exposed to a contagious disease. Likewise, the program will notify parents in the event of exposure via the program.

If a child is sick, the parents/guardians will be called by the program and asked to pick up their child immediately. Sick children will be isolated from the other children until they are picked up. **Students who do not attend school due to medical condition or illness may not attend Kids Club/Next Generation.**

**Chronic Health Conditions:** The Pleasanton Unified School District requires that any child with a chronic health condition work with District nurses to determine a Health Plan. Such conditions include asthma, diabetes, and/or any chronic illness that has been diagnosed by a licensed health care practitioner.

**Medication:** In the event that your child needs to take medication, a staff member may only give it to your child if your doctor provides written instructions. If your child is taking prescribed medications that must be given during class, you and your doctor must complete and submit an authorization form first. Please see the Pleasanton Unified School District Website for a copy of the Prescription or Over the Counter Medication Consent Form.

Medications must be in the original container with your child's name on the pharmacy label. Always give medications directly to the staff and do not leave it in your child's bag.



# GENERAL POLICIES

**Emergencies/Accidents:** We have to know how and where to reach you at all times! In the case of an accident, emergency numbers are accessible to all staff. In case of injury to your child, the information on your child's emergency form will direct us on what to do. Please keep the information current. It is the parent's/guardian's responsibility to update emergency form information when there are changes. This information can be updated at ANY time on the Primary account holder's HUBBE account.

In the event that the parents or emergency contacts cannot be reached, the child will be taken to the closest hospital for immediate attention. Continued efforts will be made to reach parents and emergency contacts.

If a parent or emergency contact is unavailable for transport, transportation for the child will be by ambulance. Staff cannot transport children under any circumstances. Transportation by ambulance will be the financial responsibility of the parent/guardian.



**Disaster Preparedness:** Safety is our first priority. An emergency plan is posted in the classroom and emergency drills are conducted monthly. In the event of a major catastrophe, (i.e. earthquake, fire) the children will be evacuated (when it is safe) to the school field. After the children are accounted for, it will be determined whether the building is safe for occupancy. If the children and staff are ordered to go somewhere else for safety, notes on their location will be posted.

In case of a major disaster, parents should know:

1. All staff will remain with children.
2. Staff have current First Aid and CPR training.
3. An updated emergency plan is posted at each location and is reviewed on a regular basis.
4. Programs have monthly drills – fire, earthquake, or intruder/lockdown.

# GENERAL POLICIES

**Injuries:** It is not unusual for a student to sustain a bump or scrape during normal routine play in the Kids Club/Next Generation building or on the playground. When these type of minor injuries occur, the staff will tend to the injury appropriately, e.g. washing with soap and water, applying a Band-Aid, etc. The parent will be notified with a minor incident report. This report details what happened, what the staff did to help make the student feel better and requires an adult signature. If the injury is more serious, the parent will be called to determine the best course of action for the student. Per the Expanded Learning Program procedure, we will call parents on all head injuries.

**Universal Precautions:** In order to protect the health of the students and staff, Kids Club/Next Generation staff will follow precautions when working with any accidents involving blood or excrement. Blood spills are always treated as potentially infectious. Gloves will be used to handle any injury involving blood. When such an injury occurs, a staff member wearing gloves will care for the injured student, and other students will be moved away from the area.

- Surfaces on which blood has spilled will be cleaned with a disinfectant that is approved for school use. Surfaces will air dry before reuse.
- Personnel will not rinse bloody clothing. If extra clothing is available, (this varies from site to site), clothing will be bagged and tied, and given to the child's parents/guardians.

**Sun Protection:** Excessive sun exposure as a child can lead to skin cancer later in life. Avoiding sunburn lowers the risk of skin cancer now and in the future. To limit your child's exposure to harmful UVA and UVB rays, we recommend that parents:

1. Complete the "Permission to Use/Apply" form at enrollment.
2. Apply a broad-spectrum sunscreen to all exposed skin before bringing your child to school - remember to apply sunscreen to the scalp, ear tips, the tops of the feet and the back of the neck.

**Adverse Weather / Temperature Policy:** A draft-free temperature of 68°F to 75°F will be maintained at thirty to fifty percent relative humidity during the winter months. A draft-free temperature of 74°F to 82°F will be maintained at thirty to fifty percent relative humidity during the summer months. All rooms that children use will be heated and cooled to maintain the required temperatures and humidity.

**Playing Outdoors:** Children will play outdoors when the conditions do not pose any concerns for health and safety such as a significant risk of frostbite or heat-related illness. Educators must protect children from harm caused by adverse weather, ensuring that children wear appropriate clothing and/or appropriate shelter is provided for the weather conditions. Weather that poses a significant health risk includes wind chill factor below -15°F (-26°C) and heat index at or above 90°F (32°C), as identified by the National Weather Service (NWS). Weather-related and air quality conditions will be monitored through several media outlets, including local e-mail and text messaging weather alerts.



# GENERAL POLICIES



**Insurance:** The Expanded Learning Program takes appropriate steps to protect your child from injuries. Even so accidents can happen while participating in normal activities that take place at the program. The District does not provide insurance to cover student accidents or injuries while the student is at school, going to or from school, or while attending District-sponsored activities. Optional insurance may be purchased by parents/guardians through an independent provider.

## **Children with Disabilities:**

The Expanded Learning Program is committed to providing disabled children with the opportunity to participate in, and benefit from, the program. In compliance with its obligations under Section 504, the Program does not discriminate against otherwise qualified disabled children in the provision of its program. The Expanded Learning Program will make reasonable accommodations to its program to accommodate otherwise qualified disabled children, unless such accommodations would impose an undue burden on the operation of the Program, or would alter the fundamental nature of purpose of the Program.

**Custody Matters:** The Expanded Learning Program offers support to all of our students and their families. Custody disputes between parents over children will be handled with the safety and well-being of the children involved as the priority at all times.

**Court Orders:** The Expanded Learning Program staff are prohibited from keeping a biological parent away from a child without a court order. Signed and endorsed field court orders, visitation schedules or any other court document must be provided to the parent liaison prior to the first day of attendance. The parent liaison and parents will create a court order summary action document that will be uploaded into HUBBE and be used to keep the staff informed. Our staff can only adhere to the last document received from the parents. If there is a dispute regarding pick-up or the order, we will attempt to call each parent/guardian first before involving local authorities.

# GENERAL POLICIES

## **Use of the Expanded Learning Program Computers/Technology:**

The District has provided a network to connect schools of the district and the Pleasanton Unified School District Media Center. This network connection provides students and teachers with access to a telecommunications network and to the resources which are available through the Internet. These resources are to be used only in conjunction with teacher-directed and teacher-approved educational projects.

The District makes no warranties of any kind, whether expressed or implied, for the services it is providing. The District will not be responsible for any damages, non-deliveries, mis-deliveries, or service interruptions caused by the system or user errors or admissions. Use of any information obtained via the telecommunications network is at the users own risk. The district specifically disclaims any responsibility for the accuracy of the information obtained through its services.

The guidelines below identify your child's responsibilities as a user of these resources. If any user violates these provisions, his/her access will be cancelled and appropriate disciplinary action will be taken. Parent and student signatures indicating acceptance of these responsibilities are collected annually at registration by the District.

## **Acceptable Use**

The purpose of providing access to the Internet is to support classroom instruction and educational research. The use of the Internet must be in support of teacher-directed and teacher-approved activities which are consistent with the adopted curriculum and educational objectives of the Pleasanton Unified School District. Transmission of, or access to, materials which are in violation of federal or state laws is prohibited. This includes, but is not limited to: copyrighted materials, threatening or obscene material, or materials restricted through a password or other access codes. Use for commercial or personal advertising is also prohibited.

## **Privileges**

The access to resources contained on the Internet is a **PRIVILEGE**, not a right, and inappropriate use will result in the cancellation of those privileges. The site lead will determine when a student has violated these provisions based upon recommendations from the instructor. Renewal of the privilege is at the sole discretion of the site lead.



# ATTENDANCE

**Reporting Absences & Late Arrivals:** Please call, text or email your site if your child will be absent or will arrive at a different time than usual. It is also important to notify the program if you take your child from school for doctor appointments or if your child went home sick or injured. The Expanded Learning program expects your child to report at the end of EACH school day.

Repeated failure to notify Kids Club/Next Generation in advance of a child's absence is grounds for termination of services. Since Kids Club/Next Generation requires notification in advance of a child's absence, all sites have voicemail, email, and cell phone texting capacity to accommodate a family's absence reporting 24-hours a day.

**Sign In & Out Procedures:** Parents or authorized individuals must sign their child in and out every day, using their full legal signature. If the authorized individual is under the age of 18, a consent form must be signed by the parent or legal guardian. Arrival and departure times are also required daily. Each child must be accompanied into the room by an adult/guardian.

Staff will only release children to adults listed on the Emergency form unless the parent has notified the staff in advance and **in writing** that another individual is authorized to pick the child up.

After the morning program time, TK and Kindergarten students are escorted to and from school on a daily basis. Students attending grades 1st through 5th are released for school by the Kids Club staff in accordance with their school schedules. Staff will sign students back in when they return to the program at the end of their school day.

**Right to Refuse Child Release** We may refuse to release a child if we have reasonable cause to suspect that any person picking up a child is physically or emotionally impaired in any way that may endanger the child. To protect your child, we may request that another adult listed as an Emergency and/or Emergency Release Contact pick-up the child or we may call the police to prevent potential harm to you or your child. Reoccurring situations may result in the termination of your child from the program.

**After School Check-In Procedures:** When a child who is scheduled to attend Kids Club/Next Generation does not arrive, and the site has not received an absence call from the child's parent/guardian, we will institute an immediate search.

An unexcused absence will initiate the following actions:

- The school office will be called to see if the child was absent or dismissed from school.
- An All-Call over the school's speaker system may be done asking for the student to report to Kids Club/Next Generation.
- Parents of the child that did not check in to Kids Club/Next Generation will be contacted via text or phone call.
- If a child's parents cannot be contacted, all additional contacts on the HUBBE account will be called. Messages will be left if no one is available.
- Then, as a final recourse, the Pleasanton Police Department will be called and sent to the child's home.

Please help us to avoid unnecessary concern about a child's safety by calling or emailing your site whenever your child will be absent from the program. Continued unexcused absences can result in program termination.

# ATTENDANCE

**Change in Schedule:** Parents should leave information with Kids Club/Next Generation staff regarding any changes in daily scheduling. The Expanded Learning Program needs these communications in writing. Kids Club/Next Generation provides “After School Activity” forms for those times a student is involved in a club or team meeting. If someone else will pick up the student, the person should be listed on the HUBBE account. These forms are available at the site.

## **Bike/Walk Home:**

Student(s) can be released from Kids Club/Next Generation to walk/bike home if they are at least 8 years old. A parent must request a bike/walk release permission form obtained from the site lead. Permission is granted on an individual basis and only if it is consistent with student safety. **Please note:** An 8-year-old child cannot walk/bike a younger sibling home. If a child is going to accompany a younger sibling home, they need to be at least in 5th grade.

Parents assume FULL responsibility and liability for the walker/rider’s conduct and bicycle. All bicycles must be parked in the bike rack and locked. Helmets **MUST** be worn by all students riding to and from school.

## **Late Pick-Up Policy:**

Part-Time TK/Kinder pick-up time is 2:45pm. Parents are considered late if they arrive after 2:46. We acknowledge that delays may occur while signing your child out due to being 2nd or 3rd in line, however, it is imperative to plan accordingly.

Kids Club/Next Generation closes promptly at **6:00pm each day/5:30 pm summer** unless otherwise notified. When a parent finds it impossible to pick up his/her child(ren) by closing hour, it is the parent’s responsibility to:

1. Contact an authorized adult designated on the child’s HUBBE account. Inform the authorized adult that the child must be picked up from Kids Club/Next Generation by the closing hour.
2. Notify the Kids Club/Next Generation staff of the action taken.

Parents should identify a minimum of **TWO** people who are in our local area that they authorize to pick up their child(ren) from the program on their child’s HUBBE account.

While we understand a late pick up may happen from time to time, on time pick up of your child(ren) is required. **If you are late three or more within a month or have a consistent pattern of late pickups -- your services will be terminated.** We are happy to work with our families in connecting them with rideshare/carpool options if available.

## **Before/After Contracted Hours Late Fee:**

The late fee is \$5.00 for the first 5 minutes after the closing hour to pick up your child, and an additional \$2.00 per minute charged after that. This fee will be charged automatically to your HUBBE account. The late pick up fee is charged on a per child basis.

If your child has not been picked up within 30 minutes after closing, and we have not heard from you or any of the contacts you have listed on your emergency form, Kids Club/Next Generation will call the Pleasanton Police Department or Child Protective Services of Alameda County.

# ATTENDANCE

**Disenrollment:** When a family chooses to disenroll from the program, they are required to notify the program in writing at least 2 weeks in advance of the last day of attendance. Failure to give two weeks written notice will result in a bill in the amount of one-half of the monthly fees if applicable for a fee paying family.

Enrollment may also be terminated by Kids Club/Next Generation without two weeks written notice, under the following conditions:

- The experience is too stressful for an individual child
- The students and or parent/guardian's behavior has an adverse effect on the other students either directly or indirectly, by requiring staff time otherwise needed to operate the program.
- The fees are not paid.
- The student is not signed in and out in accordance with policy.
- Repeated late pick-ups after 6:00pm
- Failure to comply with program health and safety standards.
- A staff member is verbally or physically abused by a student, a student's parent/guardian or by any other person involved with the child.



# SELECTION & ENROLLMENT PROCESS

## **Admissions/Waiting List:**

Kids Club is available to students enrolled in Transitional Kindergarten through 5th Grade. Students must be enrolled and attending the school at the designated Kids Club site. Next Generation serves 6th grade students. Students who meet the criteria for the Free and Reduced Meal Program, or are classified as foster youth, unhoused, or are English Learners are eligible for the ELOP program. These qualified students will be given priority status on the waitlist.

To access the waiting list for the Expanded Program, please fill out the following [form](#). If you have any further questions, please email us at [enrollment-eel@pleasantonusd.net](mailto:enrollment-eel@pleasantonusd.net) or call the Expanded Learning Program at (925) 462-0830.

## **Enrollment Priorities:**

Our enrollment is continuous and we are dedicated to filling every available spot as quickly as possible. In alignment with California state guidelines, we prioritize our foster/unhoused youth, English Language learners, and economically disadvantaged families first.

The Extended Learning Opportunity Program (ELOP) offers after-school care and enrichment sessions to TK-6th grade students throughout the school year. Additionally, they can access an additional 30 non-school days outside the regular school year. This program provides comprehensive support, totaling 9 hours per school day.

Enrolled students receive **after-school only** care for the school year and an additional 30 non school days of care. These 30 days include school holiday breaks, teacher work days, and minimum days. The last day of eligibility is during the second week of June (exact day is dependent upon school calendar). Eligible students do not automatically qualify for participation in any summer programs.

Participation in the Kids Club Expanded Learning Program is free to students who meet the criteria for the Free and Reduced Meal Program, or are classified as foster youth or unhoused. We offer an environment where all children can thrive without any financial burden.

Enrolled students who have secured a child care subsidy contract (Hively\*) can receive **both** before and after-school care for the school year. Enrolled students who have secured a child care subsidy can also receive care during school breaks, teacher work days, minimum days and summer. Our family support specialist will help families with the subsidized child care options process. Please note that child care subsidies, such as Hively, do not cover late pick-up fees; therefore, parents/guardians are personally responsible for paying these charges in full at the time they are incurred.

## **Part Time TK/K:**

Kids Club offers both Full Time and Part Time enrollment for TK and Kindergarten students. Part Time students attend from 7:00am–2:45pm daily. Part Time students may attend Kids Club non school days on a space-available basis for an additional fee of \$65 per day. On school minimum days, students must be picked up at their regular 2:45pm dismissal time. Part Time TK students will receive a Part Time spot in Kindergarten the following year. Part Time families are automatically placed on the waitlist for a full time spot.

# SELECTION & ENROLLMENT PROCESS

## Tuition Paying Family Fees and Other Fees

At each of our sites, there are a limited number of tuitions slots available each year.

**Registration Fee:** A one-time, non-refundable registration fee of \$150 per child is due at the time of enrollment.

**Monthly Program Fees:** Monthly fees for the 2026–27 school year are listed in the fee schedule below. Fees remain the same regardless of attendance, and no credits are issued for vacations or absences. Fees are due by the 15th of each month. Payments are processed through HUBBE, our online registration and payment portal. You will receive a registration link upon acceptance into the program. We do not accept cash or checks for tuition payments.

**Late Payment:** Payments made after the 15th of the month will incur a \$20 late fee charged directly to your HUBBE account.

**Late Fee:** The late fee is \$5 for the first five minutes after your scheduled pick up time and an additional \$2 per minute thereafter. This fee is automatically charged to your HUBBE account and is on a per child basis.

### Consistent late pick-ups are grounds for termination of services

**Termination of Services:** Outstanding balances must be resolved by the end of the school year. Failure to clear a balance will result in program termination and ineligibility for summer registration. While payment plans may be arranged on a case-by-case basis, services will be discontinued for accounts that remain delinquent or if the family is unresponsive to contact attempts via phone or email.

The Expanded Learning Program reserves the right to modify any of the fees and conditions, programs or policies.

### Kids Club/Next Generation

Full Time:	TK/Kinder	\$800/month
	1st- 5th	\$650/month

Part Time:	TK/Kinder	\$550/month
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School calendar year only. Pickup must be by end of school site day. Bell Schedules vary by site.

### Next Generation

Full Time	\$400 Month
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# GRIEVANCE / COMPLAINT PROCEDURES

## Complaints Regarding Program Staff:

Program staff work to ensure that you and your family have a positive experience in the program. If you have concerns that are not complaints of unlawful discrimination or alleged violations of laws/regulations and would like to make a complaint, please follow the escalation process, so that concerns can be addressed and resolved in the correct manner.

<b>Level 1:</b>	Complaint is brought to the attention of the site lead
<b>Level 2:</b>	If complaint is not resolved by the site leader, it is brought to the attention of the Program Director
<b>Level 3:</b>	If complaint is not resolved by Program Director, it is brought to the attention of the Deputy Superintendent of Student Services

## Uniform Complaint Procedure:

Complaints of unlawful discrimination and alleged violations of federal or state laws, or regulations governing educational programs may be addressed by filing a complaint using the Uniform Complaint Procedures. Procedures are mailed annually to parents or are available anytime by contacting the Pleasanton Unified School District

## Food & Nutrition Program Non-Discrimination Statement & Complaint Procedure:

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotope, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint form (AD-3027) found online at [usda.gov/oascr](http://usda.gov/oascr), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form.

To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: 1) Mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 | 2) Fax: (202) 690-7442 | 3) Email: [program.intake@usda.gov](mailto:program.intake@usda.gov). This institution is an equal opportunity provider.