

Family Handbook



Palo Alto Community Child Care
Learning, Playing, Growing Together

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Welcome

Welcome to Palo Alto Community Child Care. It is our pleasure to work with you and your child. Each PACCC program complies with all PACCC standards and policies, as described in this handbook. Administrative services and consistent financial support, as well as subsidies for qualified families, are provided to each program. Fees for child care are paid directly to PACCC as stipulated in each family's contract.

PACCC History

The first PACCC center was a preschool center that opened in 1974 with help from the City of Palo Alto and lots of volunteers. Today PACCC serves about 800 children in 19 centers, including 8 programs serving infants, toddlers and/or preschoolers, and 11 after-school programs in Palo Alto.

PACCC Philosophy

PACCC programs were created to provide comprehensive child care within the framework of quality developmental standards. While building a sense of community for all children and families, our goal is to enhance each individual child's self-concept. Age-appropriate experiences provide opportunities for independent decision making and social interaction while challenging both physical and cognitive skills. From this basic philosophy, each individual program develops its own style, with help from parents, staff and children.

PACCC Board of Directors

As a non-profit corporation, the role of PACCC's Board of Directors is vital to ensuring PACCC's fiscal stability, continued commitment to quality programming, and responsiveness to the community's ever-changing child care needs. The dedicated volunteers that comprise the Board are PACCC parents, grandparents and community members. If you would like more information about the Board, please call PACCC's Executive Director at (650) 493-2361.

PALO ALTO COMMUNITY CHILD CARE

Learning, Playing, Growing Together

Established in 1974, PACCC is a non-profit child care provider and child care community resource with 8 infant-toddler and preschool centers and 11 Kids' Clubs (located on-site at Palo Alto elementary schools) and a provider of State of California, City of Palo Alto and agency subsidies to families in need of quality child care.

PACCC'S VISION

A future where every child reaches his/her full potential; teachers are valued; and families are supported in raising their children.

PACCC'S MISSION

As a community leader in Palo Alto, PACCC partners with parents and regional agencies to provide quality, professional and accessible childhood care and education.

PACCC'S VALUES

PACCC values **dedicated, highly-qualified teachers...**

by recognizing that teachers are PACCC's greatest asset and setting high standards for salaries and benefits.

PACCC values **nurturing...**

by supporting children, families and staff and leading with our hearts.

PACCC values **life-long learning...**

by providing the tools and experiences appropriate to the needs of each child, parent, teacher and volunteer thus enabling every individual to embrace a lifetime of growth.

PACCC values **safety...**

by ensuring that all environments are safe for children to freely explore.

PACCC values **diversity...**

by creating a place for all to belong and bringing diverse peoples together.

PACCC values **community-building...**

by fostering trusting relationships between children, families, teachers, and all community members.

PACCC values **leadership in the child care profession...**

by modeling professionalism through accreditation, collaboration and advocacy.

PACCC values **organizational sustainability...**

by implementing and following responsible policies and procedures.

Adopted December 12, 2007

Licensing and Quality Standards

All PACCC programs are licensed by the California Department of Social Services, Community Care Licensing Division. The California Department of Social Services works to protect the safety of children in child care by licensing child care centers and family child care homes. Their highest priority is to be sure that children are in safe and healthy settings. If you have any questions regarding licensing, contact the local office responsible for Community Care Licensing (address and phone below).

Annual visit reports from Community Care Licensing are available to you to review at each center.

Department of Social Services
Community Care Licensing
San Jose District Office
2580 N. First Street, Suite 300
San Jose, CA 95131
(408) 324-2148

The licensing agency has the authority to interview children or staff, and to inspect and audit child or facility records without prior consent.

All PACCC programs are supported by a variety of quality assessment systems such as Desired Results, Environment Rating Scales and/or accreditation through the National Association for the Education of Young Children (NAEYC). These systems measure quality in a variety of ways including parent surveys, staff surveys, assessments of children's progress and on-site observation tools.

PACCC's Federal Employer Identification Number

94-2242823

Staff

Each staff member meets or exceeds all qualifications as required by the State of California. Staff names and qualifications may be obtained from the director upon request.

PACCC promotes and encourages the continuing education and training of every employee.

Training provided includes health topics, discipline, special needs, professional development and curriculum development, just to name a few. All staff are required to complete, and bi-annually renew, CPR and first aid training.

Ratio

PACCC programs provide ratios that promote high quality standards.

Infant/Toddler: 1:4

Preschool: 1:6 or 1:8, depending on the program

School Age: 1:10

If a teacher is pulled away from the group due to an injury or illness, PACCC ensures the appropriate staffing coverage to maintain licensing ratios.

Children and Youth Served

Children and families are served without regard to sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, or mental or physical need. PACCC programs operate without religious instruction or worship of any kind.

PACCC welcomes children who need special services or provisions. Many of our facilities are set up for non-ambulatory children. It's important to meet with your center director to discuss your child's needs and how we might best serve them in our program. PACCC understands the requirement of the Americans with Disabilities Act (ADA) and strives to make accommodations when possible. Periodically we use community resources to assist us in providing the best care to every child and family. We use the services of Children's Health Council, Family and Children's Services, Parents Place, and other consultants to provide parent training and staff training.

PACCC's Outreach Program and the Provider Connection provide trainings on different topics relating to those with special needs.

Financial Assistance

In keeping with PACCC's stated mission to "provide accessible childhood care and education," PACCC contracts with the City of Palo Alto and the State of California (through the Palo Alto Unified School District) to receive funding for qualifying families in exchange for quality child development services. Contact PACCC's Financial Coordinator for more information.

Hours and Days of Operation

For program hours please see 'Program Locations' on page 32.

Holidays (child care is not available on these days)

Independence Day

Labor Day

Thanksgiving (Thursday and Friday)

Winter Holiday (2 days)

New Year's (2 days)

Martin Luther King Day

President's Day

Memorial Day

All PACCC centers are also closed two to three additional days a year for staff in service/training. One month's notification of these dates will be given.

Holidays and Staff In-service Days (School-Age only)

In most cases, school-age programs are open from 7:30 a.m. to 6:00 p.m. on PAUSD school staff development days and vacations. Any child enrolled full-time (has contracted care until 6:00 p.m.) on the day on which the holiday occurs is eligible to receive care during these hours at no extra cost (holiday care is calculated into full-time fees). A sign-up sheet will be posted in advance of the holiday. Your child must be signed up in order to receive care on that day.

All children not regularly enrolled full-time on the day on which the school holiday occurs must sign up on the waiting list. In this case, holiday care has not been included in your fees and you will be charged the holiday rate for the day. Ask your director for the current rate.

Waiting list priority is as follows:

- 1) Children who are regularly enrolled part-time (contracted care until 2:45 p.m.) on the day on which the holiday occurs.
- 2) All other children will receive care on a first-come, first-served basis, according to the waiting list.

All parents who have signed up on the waiting list will be notified in advance as to whether or not we will be able to provide care on the holiday.

All children who receive holiday care will have been signed up on the waiting list. No drop-in care will be available.

Emergency Closing

In the event of an emergency closing that requires an evacuation, program staff will note the evacuation site on the door of the building. Families may also contact the PACCC office at (650) 493-2361 for evacuation details. Please become familiar with your center's evacuation sites.

Enrollment and Registration Procedures

To begin the enrollment process, an initial registration orientation is required to complete appropriate forms, discuss policies and procedures of the center, and answer any questions you may have about the program. You will also become familiar with program philosophy, program goals and activities. This orientation must be scheduled in advance with the director. Parents are encouraged to bring their children to the orientation to participate in activities, meet center staff and other children, and become familiar with the classrooms and the playground. Most children feel much more comfortable in the program having had this initial short visit while the parent is with him or her. Please plan to spend about 30 minutes so you and your child have time to observe and explore after the tour of the center. At many programs you will be encouraged to visit often prior to your child's first day.

Waiting List Priorities

Acceptance into a PACCC program from the waiting list will be based upon the schedule needed compared to the space available, and on the following priorities:

- 1) Family currently enrolled in a PACCC center
- 2) Resident of Palo Alto
- 3) Date of wait list application
- 4) Non-ambulatory children will always receive priority for the licensed non-ambulatory slots.
- 5) Child Protective Services referred families will always receive priority.
- 6) Families on the city/state subsidy program eligibility list will always receive priority for the designated subsidized child care slots at each center, when funds are available.

Special consideration may be given, based on needed mix of age groups, families undergoing crisis, full time working parent(s), neighborhood school (school-age only), or other extenuating circumstance, with approval of PACCC's executive director.

Enrollment Forms

The State of California requires that the following be on file at the center before your child can attend:

- | | |
|--|---|
| 1) Identification and Emergency | 10) Sunscreen Release |
| 2) Preadmission Health History | 11) Photo Release |
| 3) Parents Rights | 12) Immunizations (infant-toddler, preschool only) |
| 4) Personal Rights | 13) Needs & Services Plan (infant only) |
| 5) Physician's Report (infant-toddler, preschool only) | |
| 6) Introduction of Child | |
| 7) Field Trip/Medical Consent | NOTE: All forms can be found on PACCC's website, |
| 8) PACCC Contract | www.paccc.org . The forms can be downloaded and saved, |
| 9) ADA Form (school-age only) | making it convenient when forms need to be updated. |

Payment and Fees

Tuition

Tuition is established prior to admission according to your child's schedule. Any schedule changes or termination of services should be indicated to the center director. Please see page 11 for specific Schedule Change and Withdrawal procedures. A current Monthly Fee Schedule is available from your center director or on PACCC's website.

Deposit Policy

Parents registering their children in a PACCC program will be assessed a deposit fee. The fee will equal one-half of the monthly rate of care. Deposit will be applied to the last two weeks of enrollment. Any existing tuition credit at the time of contract termination will be refunded 4 to 6 weeks after the child's last day of care. If two (2)-weeks' advanced written notice has not been given prior to termination of a contract, no refund will be given.

Registration Fee

A one-time, non-refundable fee of \$50 will be charged for each new registration or re-registration after termination. If the child is continuing enrollment from another PACCC program, this fee will be waived.

Payment of Tuition (Fees)

Monthly payments are due the 1st of each month. Tuition is considered late on the 5th of the month. If PACCC does not receive payment by the 5th of the month, a \$50 late payment fee will be assessed. If payment, including the \$50 fee is not received by the 11th of the month, services will be suspended until payment is received in the PACCC office.

Checks should be made payable to: PACCC

There are several options for making your monthly tuition payments:

- 1) Mail or drop off payment to the offices of Palo Alto Community Child Care, 3990 Ventura Court, Palo Alto, CA 94306.
- 2) Use the tuition box at your center during the 5 business days prior to the 5th of each month. Payments may not be made at the center at any other time. Cash payments may only be made at the PACCC office.
- 3) Your bank account can be automatically debited by the fifth of each month. Contact the PACCC office at (650) 493-2361 or request the form from your center director to use this option.

Billing questions or arrangements for payment should be directed to the PACCC Accounting department, (650) 493-2361. **No payment arrangements can be made at the center level.**

Tuition Changes

PACCC will give a 30-day written notice for all changes in tuition fees.

Returned Checks or Auto Debits

Checks or auto debits returned from the bank will be subject to a \$20 service charge. If a check or auto debit is returned, you will be notified by phone or email and will be expected to submit payment, with the service charge included. If two checks or auto debits are returned from the bank within a school year, cashier's checks or money orders will be required for future payments. If a check is returned due to bank error, a letter of explanation from the bank will be accepted and the service charge waived.

Extra Hours

Extra hours may be arranged in advance with the center director and permitted on a space-available basis. If extra hours beyond the contract's scheduled hours are used, the center director will give the parent an invoice, which is to be paid within ten (10) days.

Late Fees

If a parent picks up his/her child after the contracted hour, there is a late fee charge of \$2.00 per minute per child. You will receive an invoice from the center for the amount owed. Late fee payments are due within ten (10) days. **Termination of services may occur if parents are late when picking up their child(ren) four (4) times in a contract year.**

Drop-In Care (School-Age only)

Drop-in care is for families that do not have a regularly scheduled contract. Drop-in care must be arranged in advance and will be permitted on a space-available basis. If drop-in care is used the center director will give the parent an invoice, which is to be paid within ten (10) days. Ask the director for current hourly rate.

Absences

Please notify your center by phone or in writing as early as possible regarding your child's absences. Tuition guarantees your child's place at the center; therefore, no tuition credits or make-up days will be given. Tuition remains the same whether or not the child attends. (See page 14 for School-Age Notification of Absence Policy.)

Notification of Changes to Child's Records

The program must maintain current and accurate records in case of emergencies. Forms, including address, home and work telephone numbers, work location, names of at least three authorized persons to pick up your child, and record of immunizations must be kept current at all times. It is your responsibility to notify the director of any changes. This is done for the safety of your child. If you transfer to another PACCC location, it is your responsibility to complete and update new forms. All forms can be found on PACCC's website www.paccc.org for easy updating.

Schedule Change and Withdrawal

All families are committed to their contracted fee until the end of a month, even if a reduction in hours is requested by the parent/guardian.

Advance written notice must be given for any reductions in hours or termination of care.

- If notice for reduction in hours is received by the 15th of the month, it will be effective the beginning of the following month.
- If notice for reduction in hours is received between the 16th and the end of the month, it will be effective the first of the month following a one-month waiting period.
- Termination of care becomes effective after a two (2)-week written notice period.
- A maximum of three (3) schedule changes shall be permitted within a contract year.

Written notice must be given to request an increase in hours (if the center director confirms that space is available, the increase in hours will take effect immediately). If it is a mid-month change, the fee will be prorated for that month.

Moving From One PACCC Program to Another

Frequently, as children grow, families choose to stay within PACCC for child care services. Your center staff can help you learn about other PACCC programs and will be able to discuss with you how to prepare for the next transition. In addition, families may choose to transfer to another PACCC program for other reasons. Please contact the PACCC office at 650-493-2361 to learn about other PACCC programs.

Transfer of Enrollment Forms

If your child is moving from one school-age program to another within the same school year, the paperwork in your child's current center file may be transferred to the new program. You will be asked to ensure that all information is accurate and up to date.

Due to the nature of the required paperwork and tremendous changes in development, if your child is moving within the infant-toddler and preschool programs you will be asked to complete all new forms for the transfer.

All required forms can be found on PACCC's website (www.paccc.org) and can be downloaded and saved. Doing this will save you time and effort if or when forms need to be updated.

All new forms are required in the following situations:

- When there are substantial changes in the information
- For movement within infant-toddler and preschool programs
- When moving from a preschool program to a school-age program
- When attending a summer school-age program

Suspension or Termination of Services

Child care services can be terminated or suspended for the following reasons:

- If parents/guardians are late when picking up their child(ren) four (4) times in a contract year.
- If payment is not received by the 11th of the month, or payment is late on a continual basis.
- If your child endangers the health or safety of children or staff; continuously refuses to follow acceptable rules of behavior; habitually uses profanity, vulgarity or obscenities; possesses or uses illegal substances or possesses drug paraphernalia or weapons; steals or damages school or private property; leaves the child care premises without permission.
- If the behavior of the parent(s)/guardian is inappropriate or abusive toward staff or children, or if the parent(s)/guardian continually does not follow PACCC policy as outlined in this Handbook.

Your Child's Day

PACCC programs offer children a variety of appropriate experiences throughout each day. Depending on the needs of the children they will be offered indoor play, outdoor play, social experiences, and arts and crafts, just to name a few. Please refer to newsletters and calendars for specific information.

Each PACCC program makes communication between program and family a priority. Through frequent verbal and written communication, families are informed of what to expect each day. Whether it's a field trip or a need for diaper supplies, your program staff will notify you.

Infant Charts

In PACCC infant-toddler programs, parents and staff utilize an infant chart. The chart has spaces to list what your child ate, when he/she slept, and when diaper changes occurred. Please complete the chart upon arrival. This helps us determine what your child may need at any particular time. Also, write and communicate any special information for the day. You can count on us to do the same!

Rest Time/Naps

Infant-Toddler and Preschool

All ITP programs offer children a nap time. For infants, we follow their individual pattern. Toddlers and preschoolers usually nap at the same time each day. Please discuss with your director what items are necessary for you to bring for your child.

Infants under the age of 1 year will always be placed on their backs to sleep. If your infant under 1 year of age needs to be placed on his or her stomach for sleep due to medical reasons, a physician's authorization will be required.

School-Age

This is a quiet time, which occurs after Kinders have had a chance to eat lunch. It lasts about 30 minutes. We read books or listen to quiet music. We do not expect the children to sleep, just to rest quietly. This time is necessary for energetic participation in the program.

Homework (School-Age only)

After p.m. snack, Monday through Thursday, PACCC school-age programs have a 45-minute to 1 hour homework time. Children with homework are encouraged to work on it. There is always staff available to help and encourage the children. If a child does not have homework or is too young for homework, they may either read silently or listen to a teacher read. If you would like your child to do his or her homework at the program, please let us know.

Optional Services

At different times of the year, some programs offer classes such as dance, computer and gymnastics for an additional fee. The option for participation is left open to each family.

Daily Preparation

Clothing

Our programs offer lots of fun and play! For this reason we request that you dress your child comfortably and in clothing that may get dirty. We suggest that extra clothing be kept on hand at the program and it be labeled. Find out from your center director what is necessary for your program.

Diapers

Each infant-toddler program has its own practice regarding diapers. Some provide disposable diapers while others ask the parents to do this. Please see your director for specific information.

For those families providing diapers, we will accept disposable or cloth diapers.

Bottles

At the infant-toddler programs families provide formula or breast milk. Formula must be provided in the original, factory-sealed container only; bottles made at home are accepted but can only be used for the day it arrives. Bottles must be dated and labeled with child's name.

Please keep your child's teachers up to date on progress or your desire to transition your child from a bottle to a cup. The teachers can help identify strategies to assist you -- just ask!

Personal Property

PACCC programs are not responsible for any personal belongings brought to the program. If your child is bringing personal items to the program, please be sure to label items.

Some items are necessary for your child's comfort during the day, including nap time. Please consult with your program staff regarding necessary items and how they are cared for.

Children need to be aware that toys from home may get broken at the center. PACCC programs are not responsible for toys that break, get lost or are stolen. If toys cause a problem, children will be asked to keep them in their cubbies. Weapons, including toy weapons, are not allowed at our programs.

Attendance and Absences

Please notify your program by phone or in writing as early as possible regarding your child's absences. Most PACCC programs have an answering machine, so you may call any time to leave a message. Tuition guarantees your child's place at the center; therefore, no tuition credits or make-up days will be given for any reason. Tuition remains the same whether or not the child attends.

Notification of Absences (School-Age only)

Your child's safety is our first priority, so it is crucial that we know when your child will not attend the school-age program. Parents are required to notify their school-age program if their child will be absent from the program for any reason. If your child is absent from the program without notification, the staff must follow the "missing child" procedure (as outlined below), which pulls the staff away from their duties with the other children at the center. Due to valuable staff time spent searching for missing children, the following "Non-Notification of Absence" policy will be followed:

- 1) Written warning after the first "Non-Notification" of your child's absence.
- 2) \$25 penalty fee will be assessed for each "Non-Notification" thereafter.

If your child is absent from his/her elementary school due to illness, he/she may not attend Kids' Club. Please call and notify the staff of the absence.

"Missing Child" Procedure (School-Age only)

There are several procedures in place to ensure the safety of our kids. We want you to be aware of what we do to keep track of your children.

Children will be required to come to the sign-in teacher to be checked in on the sign-in sheets upon arrival. Each time we finish signing all children in, we follow this order of checking for children that are not accounted for, according to their contracted schedule:

- 1) Check the parent notebook, staff notebook, email and voicemail for any messages.
- 2) Call the school office to find out if the child went home sick or to an appointment.
- 3) Do a search of the school grounds, talk to the classroom teacher and ask other children if they know the whereabouts of the child in question.
- 4) Call parent(s) at home and at work. We will leave messages.
- 5) Call authorities if we were not able to gather any information about the child's whereabouts.

***We never believe the word of a child solely. We always check with the parent(s) for verification of the child's whereabouts, so please communicate with us whenever your child will be absent.

Other attendance checks occur during the day, as follows:

- At approximately 3:30 when we gather for group time.
- At approximately 5:30 when we come in from outside.

Arrivals and Departures

Sign-In/Out

It is a Licensing requirement that each child must be signed in and out by a parent or authorized parent representative every day in the Sign-In/Out books located in the Parent Center. The time and a full, legal signature are required.

Non-Parent Pick-Up

Children will be released only to individuals authorized on the child's Identification and Emergency Information form. Any changes in persons authorized to pick up your child must be submitted to the center director **in writing** by the parent. Due to licensing regulations, a parent signature is required for changes. Phone and/or email authorization will not be accepted.

Program staff will check the photo ID of any newly authorized individuals.

In addition, it is our responsibility to ensure the safe exit of every child and we will not release a child to any adult who appears inebriated or acting in an erratic behavior.

School-Age Programs

If your child is to be involved in after-school activities, i.e., soccer, music, dance, Scouts, that are not a function of our program, we will need a letter of permission from you to release your child (see director for a release form). Once your child is released from our program, we are no longer responsible for them until they return to us from the activity. Your child must be signed back in to the program at the agreed upon time. This policy applies even if the activity is on the school campus. If you would like staff to sign your child out to walk or ride their bike home, please fill out the release form. Please discuss this kind of decision with your child to make sure he/she is comfortable. We do not recommend this for children younger than fourth grade.

Program staff will sign your child in each day after school. On full days, the parent or authorized parent representative is responsible for signing your child in as well as out.

Please see page 15 for our procedure if a child does not arrive at the program after school.

Late Pick-Up

If a child has not been picked up by closing time, the program staff will try to contact the parent(s) and/or authorized persons. If the child is still in our care one hour past closing time, the program staff will exhaust all possible sources and then contact the police department. The police department will determine if shelter care is necessary. Staff will post a notice, on the center door, of the phone number of the precinct and will continue to try to reach the parent(s).

Please remember, late fee is \$2 per minute per child.

Field Trips

Infant-Toddler and Preschool

Planned field trips are infrequent in PACCC's infant-toddler and preschool programs. When they are planned, in order for them to be successful, we may ask families to help transport and chaperone children. We will give you advance notice of upcoming field trips. Sometimes a program will take an impromptu walk to a nearby park or around the neighborhood. A sign is posted of the destination of the walk if all staff and children are vacating the program location.

School-Age

PACCC's school-age programs plan field trips as often as possible. They will usually occur on school holidays. Transportation will be provided by contracted, professional bus drivers. We also take walking trips to nearby places. Parents will always be informed in advance of a field trip. There is usually no extra cost for field trips. Please read all center communication for field trip information.

Smoking

Smoking is prohibited in and around all PACCC program locations.

Illness and Communicable Diseases

PACCC's Health Policies and Procedures have been established to ensure the health and safety of each child. We realize that it is very difficult for working families to stay home with sick children, but for the health and well-being of both your child and the other children, it is important that ill children have a chance to recover before returning to their program.

PACCC employs a part-time registered nurse who is available to answer questions. She periodically visits the programs to ensure health policies are followed and to provide support to staff and parents. The nurse will be involved in training the staff to care for children who have special medical needs. If you have any question regarding whether your child is healthy enough to attend, please contact your director or ask your director for the nurse's phone number.

A quick health assessment will be done daily as your child enters the center. This is a licensing regulation (SDSS 101326) "for ensuring that children with obvious symptoms of illness including but not limited to fever or vomiting are not accepted." This regulation requires that the person bringing the child remains until the assessment is complete.

You are requested to notify the center any time your child is absent. If the absence is related to illness, please inform us of the symptoms and/or illness. Also, please notify the center of immunization updates as this information is mandated by our licensing agency and the Public Health Department.

For the protection of everyone, children with contagious conditions may not be present at the center. If your child is present and exhibits Excludable Symptoms, you will be asked to pick up your child within one hour. During this time, your child will be safely isolated from well children. The following list of **Excludable Symptoms** was developed with guidelines from the Center For Disease Control and American Academy of Pediatrics. It is also noted when your child may return to the center following an illness. To ensure the best health for your child and others, please cooperate with this policy at the same level you would expect from other parents.

FEVER

Child will be excluded:

with a temperature at or above 100 degrees axillary.

Child can return:

when temperature is below 100 axillary or normal for that child for 24 hours.

DIARRHEA

Child will be excluded:

with three or more unexplained diarrhea stools (loose, watery, or mucus filled) in a day. An attempt will be made to provide parents with an informational call after the second episode of diarrhea.

Child can return:

when diarrhea has not occurred for 24 hours.

VOMITING

Child will be excluded:

when vomiting occurs and lacks a clear reason (i.e., too many rounds on the tire swing).

Child can return:

when vomiting has not occurred for 24 hours.

SKIN RASH

Child will be excluded:

with any generalized skin rash until determined to be non-contagious.

with any skin rash with fever, drainage or behavior change.

Child can return:

when skin rash is diagnosed as non-contagious AND accompanied by a doctor's note.

PINK EYE

Child will be excluded:

with conjunctivitis which is characterized by eye drainage that is yellow or greenish in color that returns soon after being removed.

Child can return:

when eye drainage is no longer evident. Typically after 2 - 3 doses of medication drainage will disappear.

MOUTH SORES

Child will be excluded:

with any mouth sores (in or around the mouth) until determined to be non-contagious.

Child can return:

when mouth sores are diagnosed as non-contagious AND accompanied by a doctor's note.

HEAD LICE

Child will be excluded:

with evidence of live lice. Please ask center staff for information about treating head lice.

Child can return:

when there is no evidence of live lice.

CHILD FEELS TOO POORLY TO PARTICIPATE IN NORMAL CENTER ACTIVITIES

Every effort is made to address each family's unique needs within the limits of our resources.

A child made irritable by illness or injury is not only uncomfortable but also takes an inordinate portion of attention from staff, thus decreasing our ability to care for other children.

Child can return when he/she can fully participate in normal center activities.

If your child develops symptoms of infectious illness, as previously described, during his/her day you will be asked to pick up the child within one hour. We strongly encourage a visit to the doctor for a diagnosis and any information that can be shared with center staff to ensure the health of your child and others.

The exclusion and return of an ill or injured child will be at the discretion of the center staff and/or PACCC nurse. Their decision will be based on current medical information and health policies.

Sharing of information related to your child's health is important to the quality of care we provide you and your child as well as the other children. We will notify families of exposure to any communicable disease. Our goal is to keep the children healthy and we appreciate your support of these policies.

School-Age Programs Only: If your child is absent from his/her elementary school due to illness, he/she may not attend Kids' Club. Please call and notify the staff of the absence.

IMMUNIZATIONS (Infant–Toddler and Preschool only)

All children must be up-to-date on their immunizations and cannot be admitted to the program without proper immunization documentation. If a child is not immunized due to medical reasons, proper documentation must be provided in order to admit the child into the child care program. This includes a doctor's note, signed by a licensed physician, which includes the following information:

- That the physical condition or medical circumstances of the child are such that the required immunization(s) is not indicated
- Which vaccines are being exempted
- Whether the medical exemption is permanent or temporary
- The expiration date, if the exemption is temporary

If a child is not immunized as required for child care entry due to medical reasons, it may be necessary to exclude the child in the case of an outbreak of any one of the diseases protected by immunizations. Staff will follow the recommendations of the Public Health Department.

Medication and Special Health Needs

Medication

Only prescription medication will be administered at PACCC programs. Medication must be in the **original** prescription bottle with your child's name on the bottle. For ALL medication, please:

- 1) fill out a Medication Release form for the duration for which the medication will be given. These release forms may be found in the parent area, or ask a teacher.
- 2) sign the form.
- 3) give the form and the medication to a teacher.

Please note: Inhaled medications and Epi Pens require specific instruction from the parent/legal guardian and the child's physician. Please ask your Director for the appropriate forms for these medications.

If non-prescription medication (over-the-counter) is prescribed by your child's physician, it must be in the original container and accompanied by a note from the physician stating:

- the reason for the medication
- how long the medication should be given
- the exact times and dosage for the medication

Upon giving your child the medication, the staff person will log the dosage and time given on the medication release form. Please check the form to confirm that the medication was given.

Diaper Cream/Lotion Application (Infant – Toddler and Preschool Only)

In order for us to apply diaper cream or lotion to your child(ren), a Diaper Cream/Lotion Application Release form must be completed. Creams containing medicines (e.g., lotrimin, calamine, Neosporin, hydrocortisone, etc.) **REQUIRE** a physician's prescription and Medication Authorization form.

Allergies

Upon enrollment, please notify your program staff of any allergies to food or medication or other food restrictions that your child has. Also, please write the allergies in the appropriate boxes on the enrollment forms. These forms are kept in your child's file and our emergency book. The allergies will be posted in the appropriate area in each program. We will make every effort to work with you and your child to accommodate special dietary needs. If allergies or food restrictions are severe, we may ask you to provide supplemental food items.

Chronic Health Condition

If a child has a chronic health condition that must be monitored, parents should notify staff upon enrollment to ensure that the child's needs are met. This may be necessary for children with conditions such as asthma, heart conditions, ADD, ADHD, etc.

PACCC Nurse

The PACCC nurse is available by phone to staff and parents at any time. The nurse can also make scheduled visits to the program. The nurse will help to educate the staff about a child's special needs and to train the staff to deal with an emergency that directly relates to a child's chronic or special medical need. Consult your center director for PACCC's nurse contact information.

Accidents and Emergency Procedures

Accidents and Injuries

If your child is injured at a PACCC program, the staff will give the appropriate first aid for the injury. If the injury is serious and requires a physician's or dentist's attendance, the parent(s) or authorized persons will be notified immediately. If no one designated for emergency contact is available, we will call 911. If you will be away from your usual contact phone, please be sure to leave a phone number where you may be reached. If transportation by emergency services is required, a staff member will accompany the child, whenever possible. Staff are not allowed to transport children.

All minor accidents are documented and parents are notified either verbally or in writing. Please ask the center director how this information is typically communicated at your center.

If any questions arise pertaining to necessary first aid (for non-life threatening situations) the staff will contact PACCC's registered nurse. The staff may also contact a parent or other legal guardian to notify of an injury that may not require immediate medical attention. This is to ensure the safety of the child and give the parent the opportunity to seek medical attention immediately if desired.

All PACCC staff are CPR certified and first aid trained.

Update of Emergency Information

To effectively meet the needs of the children, all information on the emergency forms must be kept current. It is the responsibility of parent(s) to inform the program of changes in the following information:

- Home address and phone numbers of parent(s)/guardian(s)
- Work place or school phone numbers
- Name, address and phone number of child's physician
- Person(s) authorized to pick up the child
- Person(s) to contact in a medical emergency if parent is not reachable

Disaster Emergency Procedures

Each PACCC program has a Disaster Plan in the case of earthquake or fire. A copy of this disaster plan is in the center office for your information. Each program also maintains an "Earthquake Box." The box contains a 72-hour supply of food, water, blankets, flashlights, and other emergency supplies for the children and staff if an earthquake or other disaster should occur.

If an earthquake or other disaster leaves a program uninhabitable, we will relocate to another safe location. Each program has a designated primary and secondary evacuation site. The program staff will post a note on the outside door of the center as to the location. No child will be dismissed from the program unless a parent (or individual previously designated by a parent) comes for him/her.

The staff conducts routine earthquake and fire drills with the children to help prepare them for an emergency situation.

Here are a few things to remember to assist with our response in an emergency:

- No child will be allowed to leave with another person, even a relative or babysitter, unless that particular person is listed on the child's emergency form. With this in mind, if your child's emergency form is not up to date, please complete a new one!
- All parents or designated persons who come to pick up children must sign them out at the program or at the temporary relocation site.
- Please do not call the program. We must have the phone lines open for emergency calls.
- As soon as possible, come to the program to pick up your child and any others for whom you are the emergency form designee.
- Park on the streets or in an area that leaves the driveway and parking areas clear for emergency vehicles.

Transportation

Palo Alto Community Child Care does not offer a transportation service. If transportation is required for school-age off-site activities, PACCC will contract with a licensed bus company.

At the infant-toddler and preschool programs, occasional off-site activities take place. In almost every case the families will be asked to volunteer to drive their own cars. Children under the age of eight (8) must be secured in a car seat or booster. Children under 8 who are 4'9" or taller may be secured by a safety belt in the back seat. A Volunteer Driver form must be completed for each driver. This form asks for proof of auto insurance. PACCC staff may not drive children during these activities.

Outdoor Weather Safety Procedures

Sunscreen

In order to protect your child from the sun, we ask that you apply sunscreen before arriving at the program. Teachers will re-apply sunscreen as needed. In order for us to apply sunscreen you must complete a Permission to Apply Sunscreen form. Parents should supply their own sunscreen if a child has skin sensitivity or allergies. We spend a lot of time outside!

Outdoor Play

Please make sure your children are dressed appropriately for the weather. Drinking water is always available. We also incorporate water into daily activities at most programs, especially on really hot days. Please provide extra clothes for this purpose.

Snacks and Nutrition

Infant-Toddler and Preschool

At all ITP programs a morning snack, an afternoon snack and a hot lunch are offered daily. Daily hot lunch consists of protein, grains, fruits, vegetables and milk. Lunch is prepared at the PACCC kitchen and delivered to the programs. PACCC's nurse is involved periodically in menu planning to ensure healthy selections.

The menu for the week is posted in the parent area. We strive to provide child-friendly, nutritionally balanced meals and snacks that children enjoy.

All meals are served and eaten "family style" to create a social environment which encourages children to taste everything and to encourage independent eating skills. The teachers eat with the children to model tasting, eating skills and to encourage conversation. Toddlers are encouraged to ask for "more please." Preschool children are invited to "pass the fruit, please," help themselves to seconds, and to pour their own milk.

Food is never withheld or used as a reward or bribe.

At the infant-toddler programs families provide formula or breast milk. Formula must be provided in the original, factory-sealed container only; bottles made at home are accepted but can only be used for the day it arrives and must be dated and labeled with child's name. The center also provides jarred baby food. Parents are responsible for keeping food charts updated. This allows caregivers to be consistent with the food your child receives at home. No new food, including milk, will be served to your child before it is introduced at home and authorized on the child's Needs and Services Plan.

School-Age Programs

Snacks

PACCC school-age programs have a "no junk food" policy. Snacks are provided by the center in the afternoon on regular school days and in the morning and afternoon on full days. Snack consists of at least two food groups and is served family style. Staff sit with the children at snack time to help promote and encourage conversation and good table manners. Snack is a fun time and children are encouraged to try "new" types of food. No child is ever excluded from snack for disciplinary reasons.

Lunch

Kindergartners bring their own lunches. **On school holidays everyone needs to bring a lunch.** We always have water available. Please put your child's name on the lunch box or bag. Lunch is a social time. We try to keep it as pleasant as possible with a teacher eating at the lunch table. We encourage children to eat most of the nutritious food in their lunch before they eat dessert. We also save uneaten food to give you an idea of how much to pack. You may get notes about your child's likes and dislikes. Please discuss this and, if possible, have him/her help with lunch preparation. Please ask us if you need ideas for lunches.

PACCC Birthday Treat Guidelines

Birthday celebrations are an important part of your child's experience in our programs. We emphasize birthdays as a celebration of the child as a unique person, rather than emphasizing a birthday treat. The following guidelines for acceptable birthday treats have been created to support our *Healthy Food and Beverage Practices with Children*. Please refer to them if you would like to bring food into our programs as part of celebrating your child's birthday. All birthday treats must be planned in cooperation with program staff. See your center director for additional guidelines that may apply at your particular program. Some programs prepare all birthday treats at the center and outside treats are not allowed.

List of recommended birthday treats (all treats must be **NUT FREE**):

- Whole grain muffins
- Fresh fruits
- Low fat yogurt parfaits with fresh fruit and nut-free low fat granola
- Banana bread
- Zucchini bread
- 100% fruit juice popsicle
- Share your healthy treat ideas with our staff!

NOTE: Avoid high calorie/low nutrient density foods such as donuts, cupcakes, cake, cookies, candy, etc.

Guidance, Discipline, and Behavior Management

Infant-Toddler and Preschool Programs

Discipline is designed to promote the development of self-direction, self-control, and socially acceptable behavior. This is accomplished through respect for the individual child, a positive attitude, sensitivity, consistency, firmness, and conflict resolution techniques.

From the earliest age, a child's behavior is viewed from a developmental perspective. Appropriate behavior and expectations will differ with the developmental age and level of each child. Staff members recognize their responsibility to model the behavior expected, provide an appropriate environment and consistently set limits. Consistent limits are stated positively and refer to specific behavior rather than the child. Children are empowered by acknowledgment of feelings and being provided with alternatives. When one child's exploration conflicts with another person, we view it as a conflict resolution situation and apply a problem-solving approach. As children are able, they are encouraged to be involved in the rules and solutions. Parent/staff conferences provide an opportunity to explore philosophy, expectations, family practices, and the child's ongoing development. In addition, staff is supported by professional community referrals, such as Children's Health Council, Family and Children Services and Parents Place. **Corporal punishment is never used.**

School-Age Programs

Self-esteem and successful social interaction are top priorities in terms of what we teach at PACCC school-age programs. We treat the children with love and respect and expect them to treat others (children and adults) in the same manner. There are several ways in which we foster these qualities.

Modeling is very important. Children are always watching and imitating what we do and say. Teachers talk to children in a calm, honest, concerned manner, whether it is about what they did on the weekend or about not teasing other children.

If rules are broken which affect the physical or emotional safety of the child or others, there is one warning given as well as a brief explanation of the rule. If the behavior persists, the child is removed from the situation to either collect his/her thoughts or find another activity. Praise is the most frequently used means of reinforcing good behavior. If the child's behavior interferes with the rights of others, but is not damaging, the child is then told when or where the behavior may be appropriate. **Corporal punishment is never used.**

Children are encouraged to express their feelings and ideas with each other and also to "listen" to each other. This process often conveys the meaning of the situation better than an adult could. Behaviors that occur repeatedly will be discussed with the parent or guardian in an honest and non-threatening manner. Since both parents and center staff are interested in the welfare of the child first, we need your support and would like to extend our support to you.

Other concepts we try to promote are excitement in learning, cooperation, truthfulness, consideration, and patience with themselves and others. We see discipline and guidance not as an end in itself, but as a process of helping children grow. If your child is currently having difficulty in some developmental or emotional area, please advise the staff upon enrollment or at any time during the year. The staff welcomes the opportunity to work with you on a plan for success for your child at the center.

In general, rules are made by staff and children. Discipline is designed to promote the development of self-direction, self-control and socially acceptable behavior. This is accomplished through sensitivity, consistency, fairness, and follow-through.

All Programs

Sometimes a child has emotional or social needs that cannot be met in our program. In such a case, a conference will be set up with the parent(s) and staff, outside professional observations will be made (with parental permission), and a reasonable probationary period will be set. Withdrawal of service is a last resort only when physical or emotional safety is an issue. In the event a child's behavior continues to endanger the safety and well-being of others participating in the program, PACCC reserves the right to discontinue service if the above steps have been followed and resolution cannot be reached.

The Following Behaviors Are Not Acceptable (and may be cause for suspension or immediate termination of child care services)

- Endangering the health and safety of children and staff.
- Continual refusal to follow acceptable rules of behavior.
- Habitual use of profanity, vulgarity, obscenity, racial or other offensive remarks.
- Possession or use of illegal substance or possession of drug paraphernalia or weapons.
- Theft or damage of school or private property.
- Leaving the premises without permission.
- For school-age programs: if your child is suspended from school he/she will not be able to attend Kids' Club on the days of suspension.

Confidentiality

Personal and emergency information about your child will be kept on file at your center. This information, as well as conversations between parents and staff, will be held in confidence. Center staff have access to children's files as needed.

Only Community Care Licensing and Child Protective Services have the authority to interview children or staff, and inspect and audit child or facility records without prior consent. PACCC is required to make provisions for private interviews with any child(ren) or any staff member, and for the examination of all records relating to the operation of the facility. Community Care Licensing or Child Protective Services shall have the authority to observe the physical condition of the child(ren), including conditions which could indicate abuse, neglect or inappropriate placement, and to have a licensed medical professional examine the child(ren).

On occasion, staff are asked to provide information about a child with other relevant providers, agencies, or other programs. Staff will obtain written consent from the family prior to sharing any information.

Section 11166 of the Penal Code requires any child care employee to report any known or suspected instance of child abuse to a child protective agency.

Release of Records

On occasion parents request copies of forms kept in the child's file. When copies are requested, PACCC will follow this procedure:

- PACCC will provide copies of any educational forms for the parent(s) or legal guardian. Educational forms include, but are not limited to, any form kept in the child's file such as health, assessment, and emergency information.
- PACCC will provide copies of business forms only to the parent(s) who has contracted the care with PACCC. Business forms include contracts, billing information, attendance records.
- If copies of attendance records are requested, PACCC will provide up to one month of records unless otherwise required by a court order.

Communication

PACCC program staff are committed to building lasting relationships with families. These relationships are based on trust, respect, acceptance, and appreciation of one another. We believe that the best way to build a relationship is through open and honest communication that is motivated by the common goal of meeting your child and family's needs and interests.

Daily Check-In

We feel that daily interaction with parents is the most valuable tool for a successful relationship. Please take time at the beginning of the day to communicate to your child's teacher any information or special needs that might help your child have a good day. Please communicate this to your child's teacher verbally, or write it in the log book. If you have a message or concern that you prefer remain private, please let a teacher know, and we will pass the information on to the other staff discreetly. In turn, at pick-up time, the staff will make an effort to communicate with you about your child's day.

We encourage you to pick up your child at least 15 minutes prior to closing time so that you have time to receive information about your child's day.

White Boards and Bulletin Boards

Each program has display boards that will communicate a variety of information to you. Check these boards each day for little "snippets" about the day's activities, the children's experiences, and special events. These boards keep monthly calendars of special events, news flashes, and parent reminders.

Log Book

A parent log book is kept at most programs. It is usually found in the parent area. This book is another way for all of us to pass on information. Please address sensitive issues privately with the appropriate person.

Family Mailbox

Each family has a mailbox for memos and newsletters, notes from the teachers about your child's day and special events. Please check your mailbox each day, as we almost always have something important to tell you!

Conferences

Each PACCC program holds parent/teacher conferences. This is a time for the families and teachers to come together to assess your child's development and to develop goals for your child. Teachers are also available to conference with families upon need or request. Please check with your program staff regarding timing for conferences. We encourage daily questions or concerns too. When frustrations arise let us know. We'll help you understand your child's behavior and provide some strategies.

Special Events

PACCC programs hold family events. Parent education, potlucks, meetings, work days, and other opportunities may be available. We value the connection that is made with families during these special times. It also shows the children that there is a special connection between the home and program. Please ask your program staff about the traditional events held in your program.

Newsletters

Each program provides ongoing communication via newsletters or email updates. PACCC publishes a newsletter, as well. These communication tools provide you with a variety of pertinent information regarding your child's care, upcoming events, and center closings, just to name a few. Please take the time to read these newsletters.

Communication with PACCC

Do you have a question, comment or concern that has not been addressed to your satisfaction at your program? PACCC wants to help! Families may contact the Program Coordinator at any time for any reason. If this person does not address the question or concern, families may contact the Associate Director or the Executive Director. All of these people may be reached at the PACCC Administrative office at (650) 493-2361.

Parent and Guardian Involvement

Family Surveys

PACCC programs will survey families annually to allow for feedback on the service we provide. In addition, in school-age programs your child will be asked to fill out a user survey in the winter. We use the results of all surveys to formulate goals for the program.

Parent Involvement

Parent involvement in PACCC programs encourages continuity between the home and the place where the children spend a large portion of their day. Parent participation also leads to closer relationships among the parents themselves, giving the children a wider sense of community and allowing parents to communicate with each other.

There are many ways for parents to be involved in their child's program. These may include special events, parent meetings, parent jobs to support the function of the program, and sharing a special tradition, a family recipe, or skill with the children and staff. All families are encouraged to participate in a way that is meaningful to you.

Visiting the Program

Parents and guardians are welcome visitors to their child's program at any time during operating hours.

Staff Services Outside of Program Hours

The connections you will make with your program staff will likely become very close and comfortable. Often this creates a situation in which families wish to extend these relationships into other aspects of their daily lives.

If a family wishes to utilize a teacher's skills outside of the program, such as babysitting, house sitting, etc., it is with the family's understanding that the program and PACCC are not responsible for staff behavior outside the center environment and hours of operation.

In addition, it is important to understand that our teachers are professionals. If you would like to know if a teacher is interested in additional work opportunities with your family, please consider approaching your center director first. Your center director will likely know if any of the teachers are interested, or they can ask the staff for you. We appreciate your respectful consideration of our teaching staff as professionals.

Staff Appreciation Gift Guidelines

In support of our goal to provide the highest quality care and education for mid-peninsula children, PACCC employs outstanding child care professionals. PACCC recognizes that families often wish to express their appreciation for these fine staff members in many thoughtful ways. However, PACCC does not encourage nor promote staff gifting. If families wish to give individual or group gifts around the holidays or at the end of the school year, PACCC believes that careful consideration and respect should be shown to all involved.

Based on thoughtful discussions, including consideration of parent and center staff input, the PACCC Board of Directors has adopted the following guidelines to assist families in appropriate and respectful giving:

- 1) Gifting is always voluntary.
- 2) Coordinated group gifting may not involve any PACCC resources or personnel.
- 3) Solicitation for group gifting must be respectful of an individual family's ability to give.
 - a) Organizers of group gifts should refrain from suggesting a donation amount.
 - b) Any appearance of a "requirement" or "expectation" to contribute toward a group gift should be explicitly avoided.
 - c) Family participation is strictly confidential.
 - d) Group gifts should be presented as "from all center parents", regardless of actual contributions.

In Closing...

Thank you for choosing Palo Alto Community Child Care as your partner in the healthy development of your child. We are committed to making your and your child's experience with us a positive and enduring one. Please let your program staff know if you have any questions regarding this handbook, or about PACCC.

We are happy to have your family here!

Infant-Toddler Programs					
Program	Address	Phone and Email	Facility Number	Ages Served	Hours
Infant-Toddler Center (ITC)	4111 Alma Street Palo Alto, CA 94306	(650) 493-2240 itc@paccc.org	430700958	2 months – 2 years	7:30am - 5:45pm
Mini Infant Center (MINI)	3149 Waverley Street Palo Alto, CA 94306	(650) 424-9130 mini@paccc.org	434410810	2 months – 2 years	7:30am - 5:45pm
Neighborhood Infant-Toddler Center (NITC)	311 N. California Ave Palo Alto, CA 94301	(650) 321-3493 nitc@paccc.org	430702323	2 months – 2 years	7:30am - 5:30pm
Sojourner Truth Child Development Center (STCDC)	3990 Ventura Court Palo Alto, CA 94306	(650) 493-5990 stcdc@paccc.org	430709415	2 months – 2 years	7:30am - 5:30pm

Preschool Programs					
Program	Address	Phone and Email	Facility Number	Ages Served	Hours
Barron Park Children's Center (BPCC)	800 Barron Avenue Palo Alto, CA 94306	(650) 856-7559 bpcc@paccc.org	434400473	3 years - kindergarten	7:30am - 6:00pm
College Terrace Children's Center (CTC)	2300 Wellesley Palo Alto, CA 94306	(650) 858-1580 ctc@paccc.org	430701197	2.5 years - kindergarten	7:30am - 6:00pm
Downtown Children's Center (DCC)	555 Waverley Street Palo Alto, CA 94301	(650) 321-9578 dcc@paccc.org	430700018	2 years - kindergarten	7:30am - 6:00pm
Ellen Thacher Children's Center (ETCC)	505 E. Charleston Rd Palo Alto, CA 94306	(650) 494-1467 etcc@paccc.org	434400381	2.5 years - kindergarten	7:30am - 6:00pm
Sojourner Truth Child Development Center (STCDC)	3990 Ventura Court Palo Alto, CA 94306	(650) 493-5990 stcdc-ps@paccc.org	430702825	2.5 years - kindergarten	7:00am - 6:00pm

School-Age Programs					
Program	Address	Phone and Email	Facility Number	Ages Served	Hours
Addison Kids' Club (AKC)	650 Addison Avenue Palo Alto, CA 94301	(650) 323-4007 akc@paccc.org	430709991	Grades K – 5	After School - 6:00pm
Barron Park Kids' Club (BPKC)	800 Barron Avenue Palo Alto, CA 94306	(650) 856-1220 bpkc@paccc.org	430710194	Grades K – 5	After School - 6:00pm
Besse Bolton Kids' Club (BBKC)	500 East Meadow Palo Alto, CA 94306	(650) 856-0847 bbkc@paccc.org	434404887	Grades K – 5	After School - 6:00pm
Duveneck Kids' Club (DKC)	705 Alester Avenue Palo Alto, CA 94303	(650) 328-8356 dkc@paccc.org	430710050	Grades K – 5	After School - 6:00pm
El Carmelo Kids' Club (ECKC)	3024 Bryant Street Palo Alto, CA 94306	(650) 856-6150 eckc@paccc.org	430710193	Grades K – 5	After School - 6:00pm
Escondido Kids' Club (EKC)	890 Escondido Road Stanford, CA 94305	(650)855-9828 ekc@paccc.org	430709752	Grades K – 5	After School - 6:00pm
Hoover Kids' Club (HKC)	445 E Charleston Rd Palo Alto, CA 94306	(650) 565-8847 hkc@paccc.org	434408800	Grades K – 5	After School - 6:00pm
Juana Briones Kids' Club (JBKC)	4100 Orme Street Palo Alto, CA 94306	(650) 856-3874 jbkc@paccc.org	434404885	Grades K – 5	After School - 6:00pm
Ohlone Kids' Club (OKC)	950 Amarillo Avenue Palo Alto, CA 94303	(650) 493-0774 okc@paccc.org	430710052	Grades K – 5	After School - 6:00pm
Palo Verde Kids' Club (PVKC)	3450 Louis Road Palo Alto, CA 94303	(650) 852-9475 pvkc@paccc.org	430709757	Grades K – 5	After School - 6:00pm
Walter Hays Kids' Club (WHKC)	1525 Middlefield Rd Palo Alto, CA 94301	(650) 325-5350 whkc@paccc.org	430710045	Grades K – 5	After School - 6:00pm