

CITY OF HERCULES

TINY TOTS PRESCHOOL PROGRAM PARENT HANDBOOK

Tiny Tots Programs



Tiny Tots Preschool Philosophy

The Tiny Tots Preschool program is designed to develop the “whole child” in all aspects of your child’s development are included in each day’s activities. We encompass and enhance social and emotional development through directed activities, play and instructional material and music and so much more. The Preschool programs are theme-based curriculum with an academic component to all our classes. Children are encouraged to explore and learn through play and discovery of their environments around them. You will receive a monthly calendar telling you the daily events, you will always know what is happening in the classroom. What is your child discovering today?

Legal Requirements

The state law does authorize the supervising staff member of the facility to deny access to a parent/guardian in the case that the parent/guardian is behaving in a manner which poses a risk to the children or staff in the facility, or the adult is a non-custodial parent/guardian, and the facility has a court ordered restraining order on file. Read your information packet for detailed information on parents’ rights.

State law also requires personnel to report any possible incidents of child abuse or neglect that may be observed within the program, to the Children’s Protective Services. Any unusual skin markings or unusual behavior patterns must be reported to the Children’s Protective Services. Failure of program personnel to report suspected or known abuse or neglect may result in prosecution by the Children’s Protective Services.

Personnel

All personnel working within the children’s programs are screened and subject to background investigations as mandated by the State. Prior to employment with the City of Hercules, all staff must undergo a comprehensive health screening, including a TB test, drug test, criminal record clearance, a child abuse index clearance, and fingerprinting. In addition, all staff qualifying as Leaders within the childcare programs must have Early Childhood Education units/Education teaching units. Each staff participates in several training programs that review updated policies, COVID-19, enrichment education and emergency procedures. In addition, staff are required to maintain current certificates in CPR and Basic First Aid.

New location for Preschool

We are excited to announce that the Preschool Tiny Tots program for the City of Hercules is getting their own building. What was once the Teen center located at 2007 Refugio Valley Rd, next to the Hercules Community center will now become the preschool building as of the Fall 2024. We will have an Open House the week prior to the first day of school. The building will be in transition till August to get ready for the new preschool program- school year 2024 -2025. We can’t wait!



Little Dynos:Age 3 by August 5, 2024 to 3’s Y (36-47months)

Designed to introduce 3-year-olds to their first pre-school experience. The emphasis of this class is learning through collaborative play with an academic component. The curriculum skills are based on an introduction to shapes, letters, colors, and STEAM activities. The children work in groups to build their Social /Emotional development through these age-appropriate activities and peer connections. Lots of hands-on activities. The emphasis of this class is using the tools of learning and gaining a positive self-image.

Pre-K Multi-Age: Ages 3.5 by September 2, 2024, to 4’s Y (42 to 58 months)

This is a mixed-age preschool class “Multi-age”. Children will learn responsibility, independence and build confidence. We will introduce several basic areas: emotional, cognitive, fine motor, gross motor, social and sensory development. Stressing and encouraging the preschoolers to play and interact with a varied of classroom learning centers and ages. Children in this class will move to Jr. Kinder, Transitional kindergarten or possibly a Kindergarten program.

Jr. Kinder Program: Age 4 by September 2, 2024, to 5’s Y (48 to 60 months.)

Jr. Kinder is offered to students who are 4 - 5 years old. We help prepare your child for kindergarten by providing them with a strong foundation of cognitive and developmental curriculum. Children in this class are building on the curriculum skills they learned in the Pre-K Multi-Age class. With an enhancement on STEAM group activities and a positive self-help attitude. This class is for the child who could not get into kindergarten this year due to the age cut-off date but is ready to learn and be challenged. Our 4-year-old program is a thematic-based program with an academic component to promote kindergarten readiness.

NEW PRESCHOOL ENRICHMENT PROGRAMS

Enrichment Fridays

This is a theme base fun class. Each Friday we will explore the theme for the month. From exploring STEAM, gardening, and much more. This is exciting interactive class where we can get dirty with paints or digging in the dirt.This class is about creative activities,cooperative play and social interaction with our peers.

Enrichment Fridays	3.3 to 5’s-mixed age.	Friday only - 3 month sessions- starting in August 2024.	12:45p – 2:45p	New Preschool building
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Preschool Readiness – THIS CLASS START IN JANUARY 2025.

Preschool readiness is about taking the first steps towards going to preschool.Children will be encourage to learn through play and the discovery of their classroom environment.Preschooler will explore different sensory learning stations through arts & crafts activities and getting messy.This class is about getting comfortable in social environment. In a gentel way we work on the separation anxiety preschooler have from separating from their parent. The preschooler in this class can wear pulls but must be at the end of potty training.See the registration form for more details.

Preschool Readiness	2.8 months to 3’s	Starting Jan. 14 th ,2025 T/TH	PM -TBA	New Preschool building
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Program Procedures

Preschool Center office:

Any questions regarding billing must be directed to the Community Center not the site staff. The Community Center office hours are M –TH 8:30a-5pm. You can reach CC office staff at 510.799.8291/799.8290. If you have concerns about your child’s classroom and you cannot direct it to the classroom teachers, please feel free to call the Recreation Manager at 510.799.8230.

Children’s Records-**NEW online emergency packet.**

Every child enrolled in the Preschool Program must have completed an emergency packet, this is mandatory. Your child cannot start unless we have all forms completed before the school start date .Please see the deadline for due dates. information enclosed:

1. Picture of child wallet size.
2. Pre-Admission Health History
3. Parent Agreement Waiver Form
4. Emergency Information Card/Consent for Medical Treatment
5. Immunization Record/Physicians Report - All children in the Preschool Program must have a current record of immunizations. State Health Department regulations require that each child have a minimum of 3 polio, 4 DPT, 1 MMR {must be on or after the first birthday}, 1 HIB {given on or after the first birthday}, a 3-dose series of Hepatitis B, and 1 Varicella {chicken pox}.
6. Require a copy of birth certificate.
7. Changes like address, phone number, or changes in who is authorized to pick-up your child. Court ordered restraining orders must be on file at the center sites.

All packet forms must be turned in after you register.

We have a new system this year where you will fill out and update your packet online. This system will have deadlines for turning in your completed paperwork with more details to come. The only form you turn in to the Community center is the Registration form with payment. It is also extremely important for parents/guardians to update their packet information if there are any changes.

Holiday Program Schedule

You are not charged for breaks during school year like, November- Thanksgiving, December -winter, February- President’s, and April - spring breaks. We try to follow the West Contra Costa Unified School District school calendar. See the Holiday schedule for the preschool days that the program closed. Fees are based on the days in session ONLY.

Classroom ventilation

We will introduce fresh outdoor air as much as possible, for example by opening windows and the classroom door. Each classroom has an air conditioning unit to provide optimal air quality using the setting that brings in outside air.

Emergency Advisory Notice

We will close if there is an advisory that we are experiencing poor air quality, or weather issues. The resource index for poor air quality conditions that we currently use is the air quality index on www.airnow.gov. At an unhealthy 171 or above we will follow the lead of the West Contra Costa Unified School District guideline and cancel classes. See attached chart on the AQI concerns and rating index.

AQI Index-Guidance for Poor Air Quality Conditions

Air Quality Index	Concerns	Camps/Childcare/Outdoor sports camps
Good 0 - 50		It's a great day to be active outside.
Moderate 51 -100	Children who are unusually sensitive to air pollution could have symptom example asthma-wheezing.	Good day to be active outside.
Unhealthy for sensitive groups. 101 – 150	Air Quality is Unhealthy for sensitive groups. Children, teenagers, older adults and those w/ breathing or heart issues should limit outdoor activities.	Consider moving lunch and other outdoor activities indoors. If engaging in vigorous outdoor activities, limit to a maximum of 15 minutes. Excuse children with sensitivity to air pollution (e.g., asthma) from outdoor physical education activities.
Unhealthy 151 – 200	<i>Per policy at 151 we will move all outdoor activities inside. At 171 we cancel programs.</i>	Sensitive groups: Avoid prolonged or heavy exertion. Consider moving activities inside for everyone.
Very Unhealthy 201 -300	Everyone should be active indoors only.	Re-schedule outdoor events and will consider closing programs.
Hazardous 301 – 500	Program closed.	All programs are closed

Drop-Off and Pick-up

Parents/guardians, the gate and classrooms will be locked during the program hours. Please ring the bell or knock on the door when you find them locked. Please remember, doors open at the start of class and again at the end of the day.

- We are requesting that the same parent/guardian drop-off and pick-up as often as possible to limit interactions with multiple persons.
- For the safety of the children, parents need to be prepared to show your ID for Check-Out, if a different parent is picking up. But as stated above we are trying to limit multiple interactions.
- An employee will be responsible for signing each participant in and out of the program.
- Before entering each child must have a Health screening completed by a staff person. Caution a participant with a fever of 100 F or higher will be asked to go home.

Late Pick-up

Children must be picked up on time. **We will enforce our late fee of \$3.00 per minute one free late.**

Create a goodbye ritual with your child.

“Saying good-bye” please read it if your child is having challenging time separating.

Suggestions:

- Develop a special handshake or special wave.
- Hug, kiss, high five and goodbye!
- Tuck a transitional object (i.e., a small photo or a special charm and wishing stone.) in your child’s backpack and fill it with love before you drop your child each day.
- Love notes in the lunch box remind your child that mom and dad love them and will return soon.

Lingering, and being uncertain yourself can give messages to the child that you are not sure about leaving and maybe this is not a safe place to be! When you are ready to leave, signal a staff member to help take the child

so that you can go. Keep your Good-Byes short, positive, and loving. Do not sneak away. This causes more stress for your child later in the day.

We can suggest two terrific books to get ready for the first day of Preschool: Anna Dewdney's Llama Llama Misses Mama and Audrey Penn's The Kissing Hand both will help ease the process of separation for the Preschooler. We hope these suggestions help.

Pick-up Process

1. Be on-time for Check-Out each class has a different pick-up time to keep classroom separated. Late pick-ups make things very difficult for the next group waiting for pickup.
2. Only authorized persons, who are listed on the emergency form, are allowed to pick up the child.
3. If you need someone else to pick up your child in an emergency, you must phone the school classroom or give a written note in the morning. Staff will need to see a valid ID before releasing their child.

Please be assured that we will call you if your child needs you! Our policy is to call our parents after 20 minutes of crying to come pickup. We will also ask you for suggestions if the crying continues after two weeks. There are times when a preschooler is not ready for a preschool environment. Together we will work out a plan for preschool success.

The Classroom



Birthdays

Birthdays can be celebrated with a small treat from home at the end of class. We require you to tell us in advance so we can plan. Your child's teacher must know in advance if you would like to bring a birthday treat. We are happy to celebrate your child's birthday, but time does not allow us to have a "Birthday Party". Please remember to provide healthy snacks such as fruits and vegetables, muffins, small pizza bites, or cheese and crackers. Sweet, gooey cupcakes look festive, but children generally do not eat them.

We suggest a goodie bag to go home due to all the nut allergies. All our programs are - no nuts or nut-based products this is a "Peanut/Nut Free Zone".

Holiday Celebrations

We understand families have traditions and celebrations it is part of growing up. We make every attempt to provide a wide variety of seasonal and cultural experiences for our classes. We do not celebrate religious holidays. If you wish for your child to not participate in classroom activities, we will do our best to accommodate your family. Another option is for you not to bring your child that day, this will be your choice.

Halloween day: We have a parade with the children in their costumes. Parents are welcome to come and take pictures. We ask that children wear friendly costumes, nothing scary or no masks. Make sure it is a costume that your child can sit in or move around in.



Toys

Please do not allow your child to bring toys to school. They can be easily broken, and sometimes cause conflict between the children. "Share Days" are the only days that a child can bring toys from home. Children are

encouraged to bring items to share that correspond with the letters of the month.

**PLAY GUNS ARE NEVER ALLOWED.*



Proper Attire

Remember we get messy in Preschool. Children enjoy making a mess and we encourage it! Some of the most enjoyable activities include water, paint, shaving cream, glue, slime, and paste. We want your child to become involved without fear of getting good clothes dirty. We ask that children wear comfortable, sturdy, washable clothing. Please do not tell your child not to get dirty. Getting dirty can be a very valuable teaching tool. Open toe sandals, a shoe with heel, thong, Crocs, and jellies can be dangerous, so we ask that children do not wear them to school. Also make sure you provide your child with a set of extra clothes that are labeled with his/her name on them. These clothes can stay in his/her cubby in a zip lock bag.



Outside Play Areas – Active Space

The outdoor environment is the best solution to success and fun. Using our large motor skills is our goal! We encourage outside play and use the parks and field for outside play and group games.

Snacks



We require all parents to bring a healthy snack and drink for their child in a small lunch box. Please label your snack box with your child's name. Snack is not intended to be a meal- breakfast or lunch. Children get overwhelmed with sizable portions. Before snack we practice good handwashing to the Happy Birthday song two times. Staff will assist in the set-up and cleanup and the snack takes about 20 minutes to eat.



Hand washing Hygiene procedure

- Frequently wash hands with soap and water for at least 20 seconds or use CDC approved hand sanitizer.
- Teach children how to wash their hands for at least 20 seconds, by singing the “Happy Birthday” song twice as a suggestion.
- All employees will carry hand sanitizer in the emergency backpack along with the regular items in emergency backpack.

Bathroom Requirements

- Children must be **completely potty trained and no pull-ups**. Your child must be able to use the restroom without help. The program does not have the resources to provide one-on-one supervision. Your child will be dropped if he/she has pull ups or cannot attend the restroom on their own.



Progress Reports

Our program will offer progress reports during the preschool year: first in middle of January and the second one the last week of school in May. Areas of assessment are as follows; language skills, social and emotional skills, motor skills, listening skills and interest level.

Special needs or Fears

Our goal is to strive towards providing the best Preschool experience. Please provide us with a note regarding how we can help your child accomplish this goal. You can attach it to the registration/emergency packet. This information allows staff to provide the best care for their child.

Accessibility - Special needs

Please note on the Emergency Information card under medical if your child has an allergy, or any disabilities. All children are welcome, and we do our best to accommodate those with a disability. The program does not have the resource to provide one-on-one attention/care. Prior to enrollment, you need to contact the Recreation Manager to discuss the appropriateness of the child's placement. In some cases, if you provide an assigned aide, it can make all the difference for the child and the program you enrolled in.

Parent Volunteer –Room parent/family member: depending on the current season.

Parents, grandparents, or guardians can volunteer in the classroom. Volunteers will spend one hour volunteering. Volunteers will have a chance to observe the children and assist in activities and projects. There are many things you can participate in: story time, music - play instrument, cooking project and any other special talent you may have that would enhance our program. Classroom volunteers are beneficial to the children in the classroom. There will only be one volunteer per day in each classroom. We will put out a monthly volunteer's sign-up sheet at the sign-in table for hours/days we need volunteers in the classroom. We start our volunteer program around October 2 of each year. Thank you for volunteering in the City of Hercules Preschool program, we appreciate our volunteers!

What you need to do first:

1. Go to the City Hercules web site, toggle Human Resources. All volunteers must have their fingerprints/Live scan done through a police department. City of Hercules volunteers will have their fee for this process waived.
2. You need to put on your application that you wish to volunteer at the City run Preschool program and add the class you wish to volunteer in. The Recreation Manager will contact you when you have completed this process.
3. We must keep a copy of the fingerprints/Live scan for our files to be able to volunteer in our Children's Programs. This paperwork will be kept with your application, along with your volunteer hours.
4. Volunteers must have proof of a TB test and be updated on their immunization shots. You can provide an updated shot record from your own Doctor for this process.
5. All volunteers must have a picture ID that we can keep with your application to have on file.
6. Volunteers must always be under the direct supervision of a teacher – cannot be left alone with children. (For the Lupine site the volunteer cannot take a child to the bathroom).
7. Volunteers cannot just work with their family members; they need to be able to help with the whole classroom. If this becomes a distraction, we may ask you to leave.



Unacceptable Behavior

The following guidelines will only be implemented after behavior modification and all previous steps have been followed. If a child persists in displaying unacceptable behavior, these additional procedures must be followed.

1. The child will be reminded of the rules of the Preschool Program. At this time, an Incident Report of the unacceptable behavior will be written, and parents notified that their child is having trouble in adjusting to the program rules.
2. Parent Conference: The parents will be called to have a face-to-face conference. The staff will explain the nature of the child's problem and shall notify parents that their child will be placed in the "Warning System". Staff will also notify the Recreation Manager that the child is being placed on this system.
3. The Warning System: The warning system is only used if unacceptable behavior continues despite all staff's efforts to re-direct a child. The child shall be given two warnings. The third incident will mean a one-day suspension from the program. The child will not be allowed to attend the program on his/her next scheduled day. Parents will not be reimbursed for any suspension days. If any child receives two suspension days, he/she will be immediately dropped from the program.

Parents, please be assured that these incidents happen rarely. We must, however, have a policy to deal with such problems to ensure the integrity of the Preschool programs, in addition to having the best possible environment for the children. We do understand that this could be your child's first year in a group environment and they are still learning their boundaries and limitations.

Dismissal from Preschool Program

The City of Hercules reserves the right to terminate registration in the Preschool Program at any time, if it has been determined that this action is necessary and in the best interest of the program. The Recreation Manager will schedule a meeting with the parents to discuss the reasons. In general, registration may be terminated for the following reasons:

1. It is determined by the Recreation Manager that our program is unable to meet your child's needs.
2. Parent/guardian has not cooperated with the Preschool Program regarding the child's discipline needs, example biting behavior.
3. Your family is not following the health and safety protocols or other regulations to keep us all safe.
4. If full payment is not received by the due date, your child will not be allowed to continue in the program.
5. Other reasons which may be unique to the Preschool Program.

Health Matters



Safety Protocols

We ask that parent/guardian and employees complete a health screening before coming to the program each day. All children in attendance must be healthy enough to participate in the center's daily routine. A child who is running a temperature of 100 F degrees or more will not be allowed to remain on site. If your child displays any of the symptoms below, you will need to pick up your child immediately. If the parent/guardian is unavailable, the other people on the emergency authorization card will be contacted. We do not want to share the illness with others. Do not return till your child is well from his/her illness. Please notify us if your

child is dealing with an illness. You can call the classroom phone after 9:00am if your child is not coming to school. Our contact information is on the last page of this handbook.

Wellness Questions for your household, in the last 24 hours.

The parent/guardian will be asked to confirm that their child does not have the following.

Symptoms:

A fever, cough, running nose, new loss of taste or smell, shortness of breath, chills, headache, sore throat, and flushed cheeks.

Infectious illness

Your child should stay at home if he/she has a contagious illness like chicken pox, pink eye, lice, Fifth disease, diarrhea, Impetigo, and fever. If your child Pediatrician has confirmed the illness let us know. As always, your information stays private. Families must be notified when a child has been exposed to an infectious disease in the classroom.

What if my child/family member/staff tested positive for COVID?

If any of the above develops symptoms of COVID-19 or test positive for COVID-19 they should not return until they have met all the guidelines stated in the Contra Costa Health Order.

All children in attendance must be healthy enough to participate in the Center's daily routine.

We ask that you contact the Recreation Manager immediately and it will be kept confidential. We must inform our families that they might have been exposure.

Any of our programs can be cancelled due to illness in the program, or change in State, County, or Federal guidelines.



Allergies


Food allergies policy: All Children's programs are **NUT FREE ZONES**. We have several children in our program with different food allergies. Please make sure you fill out the emergency forms with clear directions. You will need to fill out the "Parental Consent & Directions for the Self-Administration of Medicines, Release Waiver form." You must request this form on the Emergency Information card in your packet.

Parents must understand that for some children this can be a life-threatening. We ask that everyone adheres to our policy of a NUT FREE ZONE.

Medication

Emergency contacts and medical release forms are on file for each child at the program site. Each site has appropriate first aid supplies on hand for very minor injuries, such as shallow cuts, scratches, or scrapes. For serious injuries, such as severe bleeding, a breathing problem, or unconsciousness, assistance will be obtained through the 911 emergency services.

The staff is not allowed to administer any form of medication. That includes, but is not limited to, prescription and non-prescription medicine.

If your child uses a breathing treatments or epinephrine (Epipen) injector  that can be stored in the class with emergency supplies labeled clearly with your child's name on it or with the child. We understand this is a life-or-death issue for your child. In the case of an emergency, such as an allergic reaction, staff will give Epipen per directions and will immediately call 911.

If your child requires other types of medication you will need to make arrangements. Or have an authorized representative come and give your child the medication. Please discuss any medical issues with the Recreation Leader III or Recreation Manager before your child begins the program.

Emergency Medical consent

Emergency contacts and medical release forms must be on file for each child at the program site and kept updated by the parent.

For serious injuries, such as severe bleeding, and breathing problems we will contact the 911 emergency services. Epinephrine pen will be used in case of an allergic reaction and assistance will be obtained through the 911 emergency services as well.

Emergency

The City of Hercules does not pay for ambulance services or medical treatment. An attempt will be made to gain permission from the parent/guardian for non-serious emergency use of an ambulance, as in the case of a suspected broken bone. Parents/guardians will have the choice to transport by ambulance or they may transport the child in their own vehicle. If staff are unable to contact parents/guardians, staff will follow the medical advice from paramedics and transport the child by ambulance if recommended. Ambulance Company Policy does not allow staff to ride in the ambulance with the child. If parent/guardian cannot be contacted, a staff member will follow and will remain with the child at the hospital until the parent/guardian can be reached. In non-serious emergencies, the parent/guardian may ask that the child remain on site until the parent/guardian can arrive to pick up.

REMEMBER: The City of Hercules does not pay for ambulance service or medical treatment.

Payment Procedures and Billing Information



Program Fees

You pick your plan options A/B. Program fees are the responsibility of the person who registers the child. For those who have split households this is between you and the person you are splitting the payment with. The whole payment needs to be received on time. We do not get involved in split payments for households, if you are the one registering the child, *you are* responsible for the whole tuition, not half of the payment. The fee option fees do not include Thanksgiving, Winter, February, and Spring breaks, you are not charged for those weeks, see the Parent Billing installment plan cycles and Holiday calendar.

Payments Options

Option #A 2 payments -50% due at time of registration and 50% due by August 5, 2024. If you drop the program early, you will owe the \$99 to \$100 discount given for this option.

Option #B Installment Plan. This plan is **9 equal installment** payments first one due at registration and ending on April 3, 2025. This fee option is due on the 5th of the installment cycle. The due dates and withdrawal dates are both on this form.

1. This plan is **9 equal installment** payments first one due at registration and ending on April 3, 2025. This fee option is due on the 5th of the installment cycle. See option #B installment plan billing cycle form. Due dates and withdrawal dates are both on this form.

2. **How can I pay:** Payments for programs can be paid the following ways:
- **Web trac:** visit www.ci.hercules.ca.us; click on Park and Rec online login into the system, roll over my account in blue toolbar. Click pay old balance link, select what you like to pay for. Click Parks & Rec Online web trac. If you do not have your log-in information, please email PRRegistration@ci.hercules.ca.us or call 510-799-8291.
 - **Auto-debit payment:** We will run your authorized payment on due dates. You should receive your household receipt through email. Make sure you mark the payment option withdrawal you wish. If it's only one-time we will destroy your authorized auto-debit after the transaction is completed per your instruction.
 - **Credit card** – authorization sheet must be filled out with packet. We will run your payment on due dates. It is your responsibility to notify us and update your credit card by the 4th of the month. If the card is declined the 1st NSF \$41.00 fee. Call the CSC at (510) 799-8291 with new credit card information. Payment must be made within 5 days, or you could be dropped from the program.
 - **Phone:** 510-799-8291/799-8290 pay with credit card/debit card over the phone and email packet. We would prefer you to pay through WebTrac.
 - **Outside Mail-Slot:** window 24 hours a day no cash can be received through this option. Community Swim Center open by phone/email only - at 2001 Refugio Valley Road, Hercules Ca 94547. Monday – Thursday hours 8:30a – 5:00p.
3. If full payment is not received by the 10th day of the installment cycle, your child will not be allowed to return to the program until your balance is paid in full.

Attendance Policy

- If your child is absent due to illness or a vacation, we would appreciate you calling us. We do not allow make-up days or give credits for missed days. We do not refund for days missed.
- **Transfer:** No transfer policy for camps due to extremely limited enrollment space. Programs are based on a 1st come and 1st serve policy.
- **Refunds:** there will be no refunds unless the City must cancel because we cannot staff, or do not get the enrollment minimums. In which a full refund will be given. **No refunds after March 4th, 2025.**
- **Cancellations:** will not be permitted nor refunds. A medical exception may be made on a per case basis.

Early withdrawal from Program

There is an **\$80.00 Withdrawal fee** with your drop notice. If dropping, you are responsible for the whole installment cycle, no pro-rating in middle of cycle. Drop before the due date, for example one week prior to the 5th of the installment cycle. See the Installment Plan form for the withdrawal dates. Parents/Guardians are required to give one-week notice in writing to the office prior to leaving the program. If one-week notice is not received, the participant is financially responsible for all fees per your chosen option/ installment plan, even if the child does not attend. Please do not rely on program staff or community center staff to inform the site of the withdrawal. You must fill out a Drop Notice and drop in payment box at the Community Center or hand to the office staff with the \$80.00 withdrawal fee. This fee cannot be waived, it is a process fee.

All questions regarding tuition are on the parent fact sheet called Fee Information. You will find the two different payment options and an explanation of any additional fees. For your convenience we have an Installment Plan Billing schedule sheet for the option #B families.

Frequently Asked Questions



- **What is the City's Tax ID Number?**

The City of Hercules Tax ID Number for childcare credit is #94-6027345.

- **Where do I mail my child's installment payment?**

If paying by check you can mail your installment payment to the Community Swim Center, 2001 Refugio Valley Road. The Community Center office hours 8:30a-5:00p, Monday – Thursday. Payment can also be dropped off at the Community Center 24-hour mailbox-checks only anytime. Please see other options on how to pay.

- **What did my child do today?**

Please refer to the Parent Information Wall to see the lesson plan. There you will find a monthly lesson plan or calendar of your child's daily activities for you to review. We encourage all parents to take a copy of the monthly lesson plan that goes out at the first of the month! You can also stay back in your child's classroom and ask the teacher after everyone has been picked up if you have any concern.

- **I would like to see more academic activities. I want my child to learn how to read.**

The Preschool program is based upon enrichment, socialization, academics, and a play-based learning environment. We do provide a thematic-based program with an academic component. We help your child develop self-confidence and self-esteem, along with a sense of responsibility and independence.

- **Does my child need to bring a snack every day?**

Parents are responsible for bringing a small snack each day for their child. We are a **Peanut/Nut Free Zone**; please do not bring any of these products on site. (See the guidelines under snack.)

- **Can I bring a Birthday cake for my daughter birthday?**

I refer you to our Birthday policy ... We like to celebrate all birthdays on the last Thursday of each month. You need to make arrangements prior with the classroom teacher regarding a Birthday snack. (See Birthday guidelines.)

- **Can my child bring his toy truck to play with?**

We only allow children to bring their toys on a special share day, see the lesson plan for what day your child can bring his/her toy.

- **Can we bring a potluck to celebrate an event?**

We prefer to not have potlucks due to the many allergies. The teacher will post a sign letting you know if you wish to contribute to a good bag, you can. This is not mandatory, but many parents ask how they can help.

- **My daughter lost her jacket. Do you have a lost and found box?**

Lost and found items are kept in a box clearly labeled "Lost and Found" in the Tiny Tots classroom. Parents, please make sure to have your child's name labeled on their personal possessions. Lost and found items are kept on site for two weeks, and then donated to Goodwill or another charitable organization.

- **My son is having a hard time adjusting in class, who do I talk to?**

The best person to talk to is the classroom teacher. She/He can give you suggestions on introducing the preschool classroom to your child. Let your teacher know that you need to talk. They will give you the private time to do so.



Program Site Location

Do not mail anything to the preschool center address. All mail needs to go to the main address at the Community Center below.

Preschool center

2007 Refugio Valley Rd.
Hercules, CA 94547
Office/Classroom # (510) 799.8289

Mail or drop off payments to the Community Center

Open M-TH 8:30am-5:00pm (510) 799-8291 /8290

Parks and Recreation Office
2001 Refugio Valley Rd
Hercules, CA 94547
Prregistration@ci.hercules.ca.us.

Recreation Manager –Ambra Garfield

Community Center 2001 Refugio Valley Rd.
(510)799-8230, agarfield@ci.hercules.ca.us

M-TH 7:30am – 5:30pm

Please call if you need information regarding the preschool programs or have a concern.

We want to thank you for giving us this opportunity to be of service to you and your family. Our staff will constantly strive to earn your continued confidence. Please let us know if you have any suggestions or ideas regarding the program and feel free to call us if you need further assistance.