



# City of Pinole

## Recreation Department

### Youth Programs Policies and Procedures

#### Contact Information:

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Recreation Coordinator  
(510) 724-9004 – Youth Center Office  
(510) 685-9388 – Youth Center Cell Phone (after school hours)  
Email: youth@ci.pinole.ca.us

#### Welcome to the City of Pinole Youth Programs

*Please take a moment to review the important information below.*

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Registration is required for each session and is based on a first come, first served basis. Wait listed registrations will be served in the order they were received. Registration for wait listed registrants is not guaranteed and is dependent on availability.

Pinole Residents must show proof of residency (current utility bill with address and name matching that on DMV ID) at time of registration in order to receive resident rate.

Financial Aid is not available.

#### Payment Information:

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ENRICHMENT PROGRAMS/ SPECIALTY CAMPS/SPORTS PROGRAMS: Payments are due at the time of registration. Youth who have not paid in full, will not be allowed to participate in the programs.

**Payments are non-refundable and programs may not be prorated for irregular attendance.**

We accept the following forms of payment: cash, check, and credit cards (Visa and MasterCard only).

-Payment by cash: Bring cash directly to the Youth Center (do not mail). Give the cash directly to the Youth Center Coordinator.

-Payment by check (payable to City of Pinole): Bring checks directly to the Youth Center. Please note that returned checks are subject to a \$20 Returned Check Fee, plus the original amount the check was written for. Payments not received within 7 days of notification of a returned check will be sent to collections. Persons with outstanding returned checks on their record, must choose an alternate form of payment (Visa or MasterCard). If a returned check goes unpaid, the family and child will be unable to register for City of Pinole programs for one year.

-Payment by credit card:

1. Enter your credit card during online checkout process
2. In person at the PYC

#### PROCEDURES:

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All youth participants must arrive during their scheduled hours and stay until the end of their scheduled program. Only registered children may attend the City of Pinole Youth Programs. Youth must sign in with a recreation leader or instructor at the beginning of each program or class.

Please contact the coordinator (510-724-9004) if you know your child will be absent. Please contact us by 8am. Refunds, credits, or discounts are not given for missed days or weeks. If you need to contact PYC staff during the afterschool hours please call, 510-685-9388.

#### Pick Up

Child must be picked at the conclusion of each class at the assigned program location. Any child picked up later than the scheduled end time will be charged \$1 per minute after the grace period of 5 minutes. The late pick up fee MUST be paid by 6 pm Friday of the week the cost was incurred in order for your child to register and attend following months. The City of Pinole and their staff are NOT responsible for your child once the site is closed. All authorized persons that enter our facility/school, must first CHECK IN WITH STAFF, before signing in/out the children. IDs will be checked for any and all persons not known to Staff on duty.



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### **Enrichment Programs/Specialty Camps/Sports Programs**

Youth must be preregistered for all enrichment programs, specialty programs and sports programs. The length of the enrichment programs and sports programs during the school year (September- May) will be 8 weeks long unless noted on the schedule. Specialty Camps and Summer Sports Programs (June-August) will be weekly, Monday - Friday with morning and afternoon sessions available. Parents are responsible for reviewing each schedule and ensuring youth attend the sessions during the scheduled dates. Makeup classes for missed sessions will not be offered to youth enrolled. Holidays and scheduled no class dates are listed in the enrichment description. All schedule information is available via our online system.

### **Material Fees**

Material fees are determined by each instructor prior to the start of each session and is available at the time of registration. Material fees must be paid directly to the instructor on the first day of class. Failure to pay may result in dismissal from the class and no refund will be issued. The material fees are non-refundable because instructors must purchase the materials prior to the start of the classes.

### **Cancellation/Makeup Policy**

All programs are subject to cancellation prior to the start date if enrollment is below the required minimum. Staff will contact you if class is cancelled due to low enrollment and a full refund will be given. Families will be notified five business day prior to the start of the class if the youth program has been cancelled. If an instructor has an emergency and cannot provide a substitute, class may be cancelled. The coordinator/instructor will notify all families and offer a makeup class to participants.

### **Outdoor Classes/Rainy Day Policy**

In the event of rainy weather conditions, outdoor classes may be cancelled or moved to the Pinole Youth Center. The instructor/coordinator will notify all families of any changes prior to the start of the class. If needed a makeup class will be offered to all participants.

### **Transportation Waiver**

Due to weather conditions, outdoor classes might be relocated to the Pinole Youth Center as needed. Transportation will be provided in a City of Pinole vehicle driven by city staff. All youth who must be transported to the Pinole Youth Center from their designated enrichment location must have a signed transportation waiver on file. The transportation waiver will be available to complete during the registration process if required for your child's class.

### **Photo Consent**

The City of Pinole takes photos and videos of its activities and events. The City may use these photos or videos in future educational and/or community informational purposes, either printed or otherwise (including, but not limited to, use on the city's website and on its public television station) produced by the City of Pinole. Further, there is no monetary compensation for this consent. Participants are given the option to decline this consent during the registration process.

### **Refunds**

Registration fees for all youth programs are non-refundable. The City does not prorate or provide credits for missed or partial days of participation.

### **Personal Items**

Be aware that bringing personal items of value to the program site such as money, cell phones, video games, skateboards, etc., is strongly discouraged. Personal belongings are the responsibility of the youth participant only. We are not responsible for any personal items that are damaged, lost or stolen. Participant use of electronics (including cell phones) is prohibited during program hours. If your child is found using electronics or other items deemed distracting to program, the device will be collected and returned to parent/ guardian by the PYC staff at the end of the day. If you must contact your child, please contact program staff at the numbers listed above and encourage your child to refrain from using personal devices during programs.



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### Health

Illness/Injury: If a participant appears to be ill, the parent/guardian will be contacted to pick up their child (children). If there is fever, vomiting, diarrhea, and/or lethargy that prevent your child from engaging in the program, we ask that your child stay at home. All staff members are trained in Basic First Aid and CPR. A first aid kit is always available onsite and offsite. If your child's injury is severe enough to need professional attention, we will make all attempts to contact your listed emergency contacts first and will take the appropriate steps needed in the case of an emergency. Please refer to the Consent to Treat and Liability Waiver sections of the Registration Form for details.

**Medications:** The Pinole Youth Center does not administer or store medications.

### Feedback and Being Involved

The Pinole Youth Center and its staff work to be responsive to youth, parents, volunteers and community members. Please share your constructive ideas, concerns, comments and suggestions in person or by emailing [youth@ci.pinole.ca.us](mailto:youth@ci.pinole.ca.us). We will continue to adapt our programs and services accordingly to meet community needs.

**Youth Participants Full Name** \_\_\_\_\_

**Parent/Guardians Full Name** \_\_\_\_\_

***In signing this form, I have read, understand and agree to the above policies and procedures. I agree to pay all fees associated with program registration. I understand that completion of this form is required for me or my child to participate in the City of Pinole programs.***

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_



# City of Pinole Recreation Department

## **Behavior Expectations Policy**

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*The Pinole Recreation Department would like to welcome you and your youth to our programs. To ensure that your child gets the most out of our programs in a safe and undistruptive facility, we have developed behavior expectations. These guidelines are designed to inform parents/guardians and participants of the Youth Recreation Programs what is expected of them while they are participating in our programs. The following is a list of rules to guide participant behavior, the list is not intended to be all-inclusive. We appreciate all opportunities to join with parents to inspire a dynamic recreational environment at any of our recreational programs. We hope that by working together we can encourage high standards of behavior in our youth.*

Youth Program participants shall:

- Treat others the way you want to be treated
- Respect all youth participants, Pinole Youth Center staff/instructors and property.
- Participants should follow instructions and rules as stated by Pinole Youth Center staff/instructors.
- Participants shall use appropriate language.
- Stay within the eyesight of a Recreation Leader and instructor.
- Stay within the boundaries of the Pinole Youth Center or boundaries given by a Leader or instructor.
- Bring any hazardous, dangerous, and concerning issues which may result in harm to youth to the attention of staff right away.

**I understand that all participants are expected to follow all rules established by Pinole Youth Center staff/class instructor, and any failure to comply may result in dismissal from the program. I understand that no refunds or credits will be given if disciplinary action is taken. This policy is to ensure the safety of youth, staff members, volunteers, and the general public.**

**Pinole Youth Center staff reserves the right to determine if a participant has violated a policy, the severity of the violation and the proposed action.**

**Please be reminded that the Recreation Department offers recreational programming. While we make every effort to create a warm and engaging program for all children in our care, our staff are not trained in therapeutic or behavior modification practices.**

**Anyone included on registration material as an emergency contact should be available to pick child up within 20 minutes.**

**Parent Signature (Required):** \_\_\_\_\_

*I have read the Behavior Expectations Policy, reviewed it with my child and he or she agrees to follow the expectations outlined above. I also understand that if my child does not follow the rules, I will be contacted, and disciplinary action taken will be based on the severity of my child's behavior.*

**Date (Required):** \_\_\_\_\_