



RC Learn and Rec. Childcare FAQ's

Q: Who will be assisting with virtual learning?

A: City staff will be providing support to registered participants. Participants are responsible for knowing their virtual learning (Zoom) time meetings. Staff are there to provide a safe working space and support.

Q: Are you considered an inclusion program

A: Yes, all City programs are considered inclusion programs. However, if you feel your child needs an aid/assistance, then accommodations will be made. For safety purposes, the aid/assistant will need to complete a volunteer application and are will need to be fingerprinted and cleared prior to entering the program. Aid/Assistant will need to complete a weekly intake form and have temperature checked daily.

Q: Do children/participants need to provide their own supplies?

A: Yes, each parent will need to provide their child with supplies such as: pencils, sharpeners, pens, markers, crayons etc.

Q: Are City staff accredited teachers/aids?

A: No, City staff are not accredited teachers/aids

Q: Is my child required to wear a mask?

A: Yes, the Community Services Department will follow the guidelines and recommendations set by the County of San Bernardino Health Department as well as the California CDC. The safety of our participants is our number one priority, and face masks will be required inside the building. Masks can be taken off when the children are outside, as long as social distancing can be met.

Q: How will you minimize the risk of potential exposure to COVID-19 between participants?

A: The same groups will be kept together throughout the week. Staff will restrict mixing between groups. Participants and staff will always be required to wear a mask while indoors. Participant temperatures will be checked daily. Each area will be sanitized throughout the day. Sinks for handwashing and hand sanitizer will be available to participants and staff use. An hourly handwashing/sanitizing schedule will be enforced by staff.

Q: What is your procedure for participants that have become sick during program hours?

A: Non-Emergency: In a non-emergency situation (i.e. sick child, minor injuries, etc.) the parent/guardian will be notified immediately. In some cases, the parent/guardian may be called for assistance. For the safety of all children, CSD staff reserves the right to send a sick child home and not permit them to return until accompanied by a medical notice indicating that they may



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safely participate in the program.

Emergency: In case of a severe injury or illness, the parent/guardian or persons listed in order on the Emergency Card will be called immediately. If emergency medical treatment is necessary, the CSD staff will call the paramedics (even if a parent/guardian cannot be reached). The Emergency Card authorizes a child to be treated by emergency medical personnel. Parents/guardians are responsible for all ambulance and medical costs.

Q: Do parents/participants need to provide personal laptops and headphones?

A: Yes, each participant will need to provide their own laptops (Chromebook) with a password enabled, and headphones. Please make sure that each item is labeled properly with child's first and last name.

Q: How will participants' personal items be stored?

A: Each child will be assigned a cubbie(s) for their personal supplies (backpack, lunch etc.) Chromebook and laptops will be locked away in each classroom's storage with a check in and check out process.

Q: What is the expected attire for participants?

A: Clothing should be practical and comfortable. Shoes should be safe and enclosed. Parents may send an extra set of clothing – including socks.

Q: What is the check-in/ check-out process?

A: Check-in/check-out will be conducted outdoors at assigned classroom and will be sufficiently spaced and marked to ensure participants and parents/guardians can line up six feet apart. Upon arrival, participants will receive a health screening, which includes the taking of their temperature with a contactless thermometer. Participants must not have a temperature of 100 degrees Fahrenheit or higher. Participants will be asked to confirm that they are not exhibiting COVID-19 symptoms as indicated by CDC guidelines.

Q: Will there be breaks for participants to remove their face coverings?

A: Yes, there will be opportunities for mask breaks outside the facility, while maintaining social/physical distancing.



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Q: How will you properly follow social/physical distancing guidelines?

A: Staff will continue to enforce/remind participants about social/physical distancing. Games are prepared with social/physical distancing in mind. All equipment and supplies are sanitized after each use. During classroom setting (virtual learning) tables will be set 6 feet between each participant with a plastic divider to ensure safety.

Q: How will you keep everything cleaned and sanitized?

A: Staff will clean surfaces using approved cleaning products, then use disinfectant. The cleaning schedule will be based on a routine cleaning of frequently touched surfaces, plus regular on-going cleaning, mid-day, and end of day cleaning of high touch surfaces. A contracted cleaning service company is on site during both the morning and afternoon.

Q: Will temperatures be checked before entry?

A: Yes, all participants will be subject to contactless temperature checks.

Q: Do participants need to bring food, drinks, and snacks?

A: Yes, each participant will need to provide their own food, drinks, and snacks with a cold pack. Please make sure that each item(s) is labeled properly.

Q: What is the procedure for breakfast/lunch/snack time?

A: Participants will have breaks for a morning snack, lunch, and afternoon snack. Breakfast, lunch, and snack areas will be set-up to provide six feet of separation between each participant. Lunch and snack areas will be disinfected and sanitized by staff after each use.

Q: Do I get a sibling discount if I enroll more than one child?

A: Yes, a 10% discount for each additional child will be provided.

Q: What is the registration process?

A: Register online at RCpark.com (walk-in registration not available)

All registrations are on a first-come, first-serve basis. Available space will be taken into consideration for each age/grade group to ensure no more than ten (10) children per room/per group



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It's encouraged that you register at least two (2) weeks prior to each start date. You may register for upcoming weeks in advance.

Q: What is your refund policy?

A: Request for Refund or Withdrawals must to be submitted in writing (email is acceptable) at least 2 weeks prior to the start date, in order to receive a refund minus the 4% service fee.

Q: What do I do if I think my child and/or I have COVID-19?

A: Call your doctor. If you think you and/or your child have been exposed to COVID-19 and develop a fever and symptoms, such as cough or difficulty breathing, call your healthcare provider for medical advice. Only call 9-1-1 if you are experiencing a medical emergency. Please contact City staff immediately if your child is attending any of the RC Learn and Rec options.

Q: What is the policy for administering medication?

A: CSD staff and volunteers are prohibited from dispensing medication without a doctor's prescription. A medical information form must be completed and signed by parent/guardian. Staff will need to provide specific forms. Please contact City staff.

Q: Are parents/guardians allowed in the facility?

A: To be safe and to prevent the spread of COVID-19, parents/guardians will check-in and checkout participants from the outside of the facility.

Q: What is the staff to participant ratio?

A: The maximum number of participants per class is ten (10) per two (2) staff (10:2). Teen Learning Lab is ten participants per one (1) staff (10:1).

Q: Are scholarships available?

A: Yes, scholarships are available to residents only. Application is available online at rcpark.com. Application is self-explanatory and will provide all information needed to complete process.