

City of Raleigh Parks, Recreation and Cultural Resources

2019-2020

School Based Programs

PARENT/GUARDIAN MANUAL



Recreation Business Office
2401 Wade Ave Raleigh,
NC 27607
919-996-4800

parks.raleighnc.gov



RALEIGH Parks,
Recreation *and*
Cultural Resources
parks.raleighnc.gov

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School Based programs general information

Program Contact Information

Abbotts Creek	After School	(919) 996-6165
Barwell Road Community Center	Before School, After School, and Track Out	(919) 996-5994
Brier Creek Community Center	Before School, After School, and Track Out	(919) 420-2340
Harris Creek Elementary School	Before School and After School	(919) 996-6165
Lake Lynn Community Center	Track Out	(919) 870-2911
Laurel Hills Community Center	Track Out	(919) 996-2383
Marsh Creek Community Center	Before School, After School, and Track Out	(919) 996-4920
Pleasant Grove Elementary School	Before School and After School	(919) 420-2340
River Bend Elementary School	Before School and After School	(919) 996-6165
Sycamore Creek Elementary School	Before School and After School	(919) 870-2911
Wilburn Elementary School	Before and After School	(919) 996-4920



Dropping off your child

Before School Program/Track Out Program

- You may drop off your child as early as 7:00am. You are required to walk into the program location to sign your child in and out.
- When dropping off your child, make sure you introduce yourself and your child to program staff.
- Ensure you know where your child's belongings will be placed.
- If you are dropping off for Track Out, make sure you obtain a copy of the program schedule which will outline activities for the week, including program field trips.
- If you will pick up your child make sure you receive a security tag which is required at pick up.

Picking up your child

After School Program/Track Out Program

Ensure you allow a few minutes when picking up your child each day for time for your child to walk to the pick up location and for you to speak with program staff.

- Ensure your child has all of their belongings.
- Your child must be picked up no later than 6:30pm or a late fee will be charged.
- Anyone that is picking up a child from a School Based Programs location is required to have a security tag or photo id each day.

What are the procedures when I pick up my child?

Parent/Guardians that are authorized to pick up a participant will be issued a security tag for that child. Photo Identification is required to be issued a security tag. Parent/Guardians should be prepared to show their security tag each day. Photo identification can be requested at any time, along with the security tag, to verify a person's identity. Key tags from previous school years will not be accepted.

What if you need to make a change to the people that are authorized to pick up your child?

If you have any changes to your pick-up list throughout the school year, please communicate these changes via email to rbo.registration@raleighnc.gov. If an emergency situation occurs and someone who is not on the pickup list needs to pick up your child, call the program location. Inform anyone picking up the participant that they will be required to show a picture ID. Understand that children will not be released without proper ID.

Anyone picking up a participant must be 16 years of age or older.

Typical program day

Before School

7:00am-8:00am - Choice Play Activities

8:00am-8:30am - Organized Activities

8:30am - Gather items and prepare for school

8:45am - Released to school

After School

3:45pm-4:00pm - Arrive from school/check in participants

4:00pm-6:30pm - Divide into age appropriate groups and participate in recreational activities. Time for your participant to work on homework will occur from 4:30pm-6:30pm for approximately 30 minutes a day.

Participants should bring a snack to have during After School each day. A snack will not be provided.

Track Out

7:00am-9:00am - Merge with Before School participants (where applicable). Participate in choice play and organized activities.

9:00am - Morning Snack (may be altered due to field trips or other scheduling considerations).

9:30-12:00pm - Divide into age appropriate groups and participate in recreational activities such as organized active and passive games, arts and crafts, playground time, classroom time (board games, craft stations) and/or field trips.

12:00-1:00pm - Lunch and Chill Time (may be altered due to field trips or other scheduling considerations).

1:00pm-4:00pm - Divide into age appropriate groups and participate in recreational activities such as organized active and passive games, arts and crafts, playground time, classroom time (board games, craft stations) and/or field trips.

4:00pm- 6:30pm - Merge with After School participants (where applicable) and divided into age appropriate groups. Participate in choice play and organized activities.

Participant should bring a lunch and two snacks when attending Track Out.

Program communication

You should expect to receive communication from our program staff in the following ways:

- Program schedules and newsletter—Be sure to ask for a copy or review the program schedule to learn more about activities occurring in the programs your child is registered in.
- White Boards—Each program location will have a white board where announcements are posted.
- Face-To-Face—Program staff will communicate information with you about your child's day and program happenings when you drop off or pick up your child.
- Email—You will receive program wide email communication with important announcement including when new Track Out schedules are available and registration information.

If you ever have any questions or concerns about your experience in School Based Programs please reach out to your site manager or call the School Based Programs office at **919-996-6165** and ask to speak with the School Based Programs Manager.

General program questions

What should my child bring everyday?

Before School

- Belongings your child will need for the school day
- Appropriate clothing (page 8)
- Jacket (when needed)
- Water Bottle (when needed)
- Medical Items- medication, inhalers, etc.

After School

- Daily Snack
- Appropriate clothing (page 8)
- Jacket (when needed)
- Water Bottle (when needed)
- Medical Items- medication, inhalers, etc.

Track Out

- A lunch, two snacks, and drinks- including any utensils that are needed
- Water bottle (when needed)
- Sunscreen/insect repellent
- Medical Items- medication, inhalers, etc.
- Chill time items, (books, quiet game, towel) to be used after lunch
- Field Trip Days- Blue field trip shirt
- Pool Days- Swim items- swim suit, sunscreen, towel, change of clothes, etc. (Blue shirts not required on pool trips)
- Please label all items with your child's name

General program questions continued next page

What should my child wear each day?

Participants will be involved in recreational, athletic or messy activities every day. Participants should wear cool, comfortable clothing, and tennis shoes.

- Rubber shoes, like "crocs," are not recommended attire for active recreation activities.
- Unacceptable attire: sandals or flip-flops; shirts with spaghetti straps; clothing that displays drugs, alcohol, tobacco, or gang references; two piece bathing suits, excessively loose pants or shirts; revealing clothing; Heeleys.
- If appropriate attire is not worn, parents may be asked to bring appropriate clothing or pick-up the participant.

Who are our staff?

Program counselors

All program counselors must clear a background check and drug test before being employed by our department. All staff are required to attend over 20 hours of training during the program year focusing on areas such as: behavior management, youth development, program activities, policies and procedures, and more.

Staff Identification

Each program staff member will wear a Raleigh Parks, Recreation, and Cultural Resources Department shirt and name badge each day to identify himself/herself as authorized staff members. Please do not leave your child with anyone that does not have these credentials visible.

How do we expect your child to behave in our programs?

Behavior Management Policy

We utilize and encourage the practice of praise and positive reinforcement as effective methods of behavior management. We believe that when participants receive positive and understanding interactions, they can develop good self-concept, problem-solving abilities, and self-discipline. Our programs will create an environment that encourages positive choices through understanding participant's basic needs and explaining program expectations. The City of Raleigh Parks and Recreation Department supports and practices the following Behavior Management practices:

- Monitoring-Noticing program environment-daily check-in with participants-active participation with participants and proper staff placement.
 - Positive Reinforcement-providing participants a positive program environment.
 - Redirection-stop the undesired behavior and redirect participant to make the positive choice.
 - Time Out -Provide an opportunity for discussion between staff and the participant by asking questions about the behavior. When positive choices are not made by the participants, the following procedures will be followed:
1. Initially, participants will be given a quiet reprimand/verbal warning.
 2. If behavior persists after verbal warning, a Behavior Action Plan will be implemented to identify specific behaviors and work with the participant and parent/guardian to develop appropriate behavior management solutions.
 3. If behavior problems continue after implementation of the Behavior Action Plan, a first Incident Report will be presented to the parent/guardian.
 4. Additional behavior problems will constitute a second Incident Report presented to the parent/guardian and a possible two (2) full-day suspension from the program may occur (no refunds will be given for the days suspended). The parent/guardian may be requested to pick up the participant within an hour of the initial contact to the parent/guardian. If a parent/guardian does not pick up the participant within an hour, a late fee may be charged.
 5. If a behavior problem persists, a third Incident Report will be presented and the participant may be asked to leave the program. A two (2) full day suspension will be issued to the participant while the Incident Reports are being reviewed.

- For severe offenses, such as but not limited to: fighting/hitting, theft, vandalism, bullying, possession of weapons or drugs, severe verbal threats, sexual misconduct, or any other safety related behavior, the participant may be suspended or dismissed from the program immediately. Any of the above mentioned behaviors

may result in immediate suspension or expulsion from program.

6. Participants will not be disciplined in program for behavior that occurred outside of program hours, even at parental requests.
7. Participation in program activities during program hours is required.

What if I need my child to take medicine when in school based programs?

Only medications which are medically necessary and cannot be scheduled outside the hours of our programs will be given during the program. A medication permission form must be signed by a parent or guardian.

All medications must be contained in a prescription bottle or original container/packaging and appropriately labeled. Only one week's worth of medication will be accepted.

How is sunscreen and insect repellent handled?

If needed, please apply these products to participants before they come to the program each day. Please supply any sunscreen and/or insect repellent that the participant may need during any program. Staff will provide frequent opportunities for participants to reapply over the

course of the day. Staff may assist participants in applying sunscreen only to exposed skin that the participant cannot reach on their own. Spray or mist type sunscreen and/or insect repellent are recommended. These products are not to be shared with other participants.

What if my child is ill?

Your child should remain home from our programs if they have any of the following:

- Fever (100 degrees or higher)
- Diarrhea or vomiting
- Sore throat

- Contagious rash or other condition (chicken pox, pink eye, ring worm, lice, etc.)

Please allow your child to be symptom free (no fever, coughing, rash, etc.) for 24 hours before returning to the program.

What if there is inclement weather?

If Raleigh, Parks, Recreation and Cultural Resources Department decides to close or delay programs due to inclement weather, parent/guardians will receive a notification from the Emergency Notification System via phone call, email and text message. The safety of our patrons and our staff is a priority, if the decision to close or delay programs due to inclement weather occurs, there will not be an adjustment to fees. Program status information can be obtained by:

- Visiting parks.raleighnc.gov and click on "Park Status" on the left side of the page.
- Calling the Youth Programs office at **919-996-6165** and listening to the voice mail message.

Track Out program questions

How are field trips in the Track Out program handled?

Your child must be at the program site 15 minutes before the scheduled field trip departure time. The field trip times will be listed on weekly schedules. Field trip admission fees are paid through your registration fee. Participants are not permitted to bring additional money for field trips. In the event that a field trip is canceled, program administration will make an effort to reschedule the field trip. However there is no guarantee that will always be possible.

Raleigh Parks, Recreation and Cultural Resources Department may transport participants in vehicles provided by the City of Raleigh or contracted by the department. Parent/Guardians should pay close attention to program schedules provided by program staff that outline the transportation schedule for field trips. If a program participant arrives to the program site after the scheduled departure for the field trip, it is the responsibility of the parent/guardian to either:

- Transport the participant to the field trip location and sign-in the participant with a City of Raleigh program staff member at the field trip site, or;
- Transport the participant back to the program site once the program returns from the field trip location and sign-in.

Participants cannot be left at program location without program staff present. Refunds will not be awarded if a participant misses a field trip. The City of Raleigh Parks, Recreation and Cultural Resources Department is not responsible for a program participant until they are signed in at the facility with program staff. If a parent/guardian needs to pick up a participant while on a field trip, it is the responsibility of the parent/guardian to pick up the participant at the field trip location.

All Track Out participants will receive two blue field trips t-shirts. This t-shirt must be worn on all field trips, with the exception of pool field trips. A uniformed shirt allows staff to be able to easily identify participants at field trip locations. Participants will wear wristbands on pool trips. If a participant does not have a shirt on a field trip day a new shirt will be provide to them and a charge of **\$5.00** will be due.

What should my child expect on swimming days during Track Out?

When participants go to the pool, each participant is required to take a swim test to show program staff and lifeguards at the pool their swimming skills. To swim without a life jacket, a swimmer must be able to swim one length of the pool (approximately 25 yds. or 75 ft.) and tread water for 30 sec. If participants pass the swim test, they will be allowed to swim in any section of the pool they wish. Once participants pass the swim test, they will not be required to take the swim test again for the remainder of the school year while with that program site.

If participants do not pass the swim test, they will be required to wear a life jacket and stay in the shallow section of the pool. Participants will be allowed to attempt the swim test one time, per swim trip. Participants may retake the swim test at the next swim trip, if requested.

If parents/guardians do not wish for their child to take the swim test and would like their child to be automatically placed in a life jacket, please let the program staff know.

Program registration questions

What if I need to make changes to my program registrations?

If parent/guardians need to make a change to their program registration they should contact the Recreation Business Office at **919-996-4800** or rbo.registration@raleighnc.gov.

Do you have payment plans?

The City of Raleigh Parks, Recreation and Cultural Resources Department offers affordable payment plans for School Based Programs activities which include: Before School, After School and Track-Out Programs.

At the time of registration, patrons have the option to pay for their programs in full or request a payment plan. Patrons that wish to request a payment plan will be required to pay a \$5.00 deposit per program per participant registered at the time of check out in addition to any current fees on their account. Monthly payments can be made online at **Reclink.Raleighnc.gov**.

The payment plan schedule does not follow the school calendar. Therefore, if your participant is on a school break, your monthly balances will continue to be applied to your account and payment will be due. Please use the following chart to determine the number of months your registration will qualify for based upon your registration date.

Registration Processed	Number of Payments
March 16- June 15	11 Months (July 1st - May 1st)
June 16 - July 15	10 Months (August 1st - May 1st)
July 16- August 15	9 Months (September 1st - May 1st)
August 16-September 15	8 Months (October 1st - May 1st)
September 16 - October 15	7 Months (November 1st - May 1st)
October 16 - November 15	6 Months (December 1st - May 1st)
November 16 - December 15	5 Months (January 1st - May 1st)
December 16 - January 15	4 Months (February 1st - May 1st)
January 16 - February 15	3 Months (March 1st - May 1st)
February 16 - March 1	2 Months (April 1st - May 1st)
March 1-June 12	Must pay in full-no payment plan

Your monthly payment is due on the 1st of each month. If payment is not received by the 10th of the month your account is past due. Once your account is past due, you will receive emails reminding you of your monthly payment and an invoice in the mail. Once your account becomes a month past due, your programs will be withdrawn. Should your programs be withdrawn due to non-payment, placement back into the programs may not be granted if the programs are full.

What if I need to withdraw from any program?

All withdrawals and transfers must be received in writing 14 days or more in advance of the start date of the program. Non-attendance or non-participation in a program does not entitle a patron to a credit of the registration fee.

Refunds

All refund requests received in writing 14 days or more in advance of the start date of the program/rental/team placement are entitled to:

- 100% refund/credit/transfer if the department cancels program or facility rental, 100% credit or transfer of fees to another program at time of withdrawal or, 85% refund based on total cost of program, 85% credit/transfer/refund of eligible rental fees.
- Refund/credit/transfer requests received less than 14 days prior to the start date of a program/rental/team placement will not be granted.
- Refunds for medical reasons requested prior to the start date of a program/rental/team placement will be granted at 100%, subject to verification.
- Outdoor facility usage canceled due to inclement weather may be rescheduled pending space availability.
- A credit may be used by any family member on the same registration account.
- Non-attendance/non-participation in a program does not entitle a patron to a refund.



Our Staff

Our staff members believe that working with your child is fun. It's not just about rules of the game, abilities or athletic skills. It's about HEART. It's about FEELINGS. It's about making a positive difference in YOUR child's life!

Members of our full-time program staff have four-year college degrees and vast experience working with youth. This educational background and work experience allow our staff to provide your child with well-rounded and diverse activities.

Energy, Passion, Knowledge

Members of the Raleigh Parks, Recreation and Cultural Resources staff:

- Are ready to have fun and provide a positive example for kids!
- Demonstrate tremendous energy and passion for working with youth!
- Have extensive knowledge in programming activities for kids!

PARKS.RALEIGHNC.GOV