

School Based Program Policies

Age Verification

The City of Raleigh Parks, Recreation, and Cultural Resources Department strives to provide age appropriate curriculum and programming for all recreation services delivered. To meet this goal, the age of the participant, as of the cut-off date for the program, is required at the time of registration to appropriately place the participant in our programs. The Parks, Recreation and Cultural Resources Department reserves the right to request that the parent/guardian provide a legal document (i.e. birth certificate) verifying the age of the participant, as of August 31st of this year that was denoted on the registration form. If legal documentation is requested and not provided within 24 hours, the program supervisor may offer the parent/guardian a transfer to an age appropriate program if available or dismiss the participant from the program. The parent/guardian will be responsible for any difference in fee if a transfer occurs. No refund will be given if the participant is dismissed from the program.

Babysitting

Any babysitting arrangements with present or former staff of the Raleigh Parks, Recreation, and Cultural Resources Department are separate and independent from any Departmental program. These arrangements must be based on the independent responsibility and judgment of the parent/guardian. The City of Raleigh Parks, Recreation, and Cultural Resources Department shall not be responsible for any claims or liability in connection with such babysitting activities.

Behavior Management

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 Behavior Incident Report will be presented to the parent/guardian.
4. Additional behavior problems will constitute a second Behavior 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 Behavior 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 behavior incident reports are being reviewed.
6. For severe offenses, such as but not limited to: fighting/hitting, theft, vandalism, bullying in program or through social media, possession of weapons or drugs, severe verbal threats, sexual misconduct, leaving the program/building without proper dismissal, or any other safety related behavior, the participant may be suspended or dismissed from the program immediately.
7. Participants will not be disciplined in camp for behavior that occurred outside of camp hours, even at parental requests.
8. Participation in camp activities during program hours is required.

School Based Program Policies

Confidentiality

Raleigh Parks, Recreation, and Cultural Resources Department staff will not discuss confidential matters or personal information with anyone outside of the Department or with unauthorized individuals.

All participants are encouraged to respect the confidentiality of other participants by not disclosing personal information with social media such as Facebook, Twitter, etc. Departmental staff are not permitted to share personal information or pictures about any participants or staff with social media such as Facebook, Twitter, Instagram, Snap Chat etc. or discuss any personal information about participants outside of the workplace.

Dress Code

Participants should wear cool, comfortable clothing and athletic shoes in order to participate in recreational or athletic activities each day. Due to active play, swimsuits should provide full coverage, such as one piece bathing suits or board shorts/shirts. If appropriate attire is not worn, therefore preventing participation, the parent/guardian may be asked to bring appropriate clothing or will be required to pick up the participant. Certain programs may have additional clothing requirements.

Unacceptable attire: sandals or flip-flops; shirts with spaghetti straps; clothing that displays drugs, alcohol, tobacco, sexual, religious, or gang references; bikinis or speedo briefs; excessively loose pants or shirts; revealing clothing; jewelry; Crocs™. Certain camps may allow exceptions to this list.

Electronic Devices/Items From Home

No electronic devices are allowed (examples: cell phones, MP3 players, gaming devices, etc.) unless accommodations have been made for the participant through an Inclusion Plan. Staff reserves the right to confiscate electronic devices if issues arise.

Participants may have the opportunity to bring in items (toys, books, etc.) from home. If you choose to allow your participant to bring in items from home the City of Raleigh Parks, Recreation and Cultural Resources Department does not assume any responsibility for lost, stolen, broken or confiscated items. Departmental staff reserves the right to confiscate any item that is not appropriate or may be used in an inappropriate manner while in our program.

Items that are not appropriate include, but are not limited to:

- Any type of weapon (toy guns, knives, swords, including anything that can be used to approximate a weapon by the participant).

- Any item that can be used to harass or intimidate another participant.
- Any item that causes disruption to scheduled activities.

Confiscated items will be returned to the parent/guardian at the end of the day.

Field Trips

Raleigh Parks, Recreation, and Cultural Resources will transport participants offsite in vehicles provided by or contracted by the City of Raleigh. If a program participant arrives at the program after the scheduled departure for a 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 to the program site once the program returns from the field trip location and sign-in.

Buses will leave the program location at the advertised scheduled time and will not be delayed to wait for participants to arrive to the program site.

Participants cannot be left at the program location without program staff present. Refunds will not be awarded if participant misses a field trip. The City of Raleigh Parks, Recreation, and Cultural Resources Department does not accept responsibility for a program participant until they are signed in 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. Confirmation of the early release is required prior to participant being released.

Food

- Parent/Guardians should review camp descriptions for lunch, snack and drink requirements. Refrigerators and microwaves are not available for campers to use.
- Participants are not allowed to share lunches or snacks.
- Vending machines will not be available for purchasing drinks or snacks during program hours.
- Any food brought into any program to be served to all participants must be store bought with labeled ingredient information. Due to allergy concerns, homemade food items will not be accepted into our programs to be served to participants.

School Based Program Policies

- Parent/Guardians should notify camp staff of a child's food allergies or dietary restrictions and discuss possible accommodations.

Illness/Injury

Any participant should remain home from all programs if they have had any of the following in the past twenty-four (24) hours:

- Fever (100 degrees or higher without fever reducing medication), diarrhea, vomiting, sore throat, undiagnosed rash, chicken pox, pink eye, ring worm, head lice, or any other potentially contagious condition.
- Physical injury that does not allow the participant to safely participate in program activities.
- If a participant demonstrates any of the above while at the program, the parent/guardian will have one hour to pick up the participant from the program location.
- If the participant becomes sick while at the program, he/she will be separated from the other participants while the parent/guardian is called to come and pick them up. After 24 hours, if the participant is symptom free or written documentation has been received from a doctor stating the participant is not contagious or can safely participate, they may return to the program. If you suspect that your participant has a contagious condition that may be spread to others, please notify your program director as soon as possible. Please do not bring the participant back to the program until the program director has been contacted.

The above criteria apply to all participants, as well as those with Inclusion Plans or other accommodations.

Inclusion Services

Inclusion Services supports access to typical programs by offering reasonable and appropriate resources to participants with disabilities or medical conditions who register for those programs. Resources may include but are not limited to: gathering participant-specific information from parent/guardian/service provider; providing supportive materials; providing program or site-specific training; and/or providing additional staffing for the program. Participants who indicate a disability or medical condition AND request an accommodation will be contacted by Inclusion Services for follow-up. Additional forms may be requested for Inclusion Services to better understand the participant's needs. Participants who indicate a disability or medical condition and do NOT request an accommodation

will NOT be contacted by Inclusion Services. Participants requiring a more intensive level of support may consider having their own personal assistant attend the program. (Assistants, volunteers, therapists, or other providers are required to complete a background check and information forms before attending the program).

To ensure that adequate resources are in place for the participant, registration should be received at least two weeks prior to the start date of the program. Please contact Inclusion Services at 919-996-2147 for more information or to request an accommodation.

Late Pick-up

Participants that are picked up after the closing time of the program will be charged a late fee. The fee is as follows: Once the parent/guardian is up to ten minutes late a \$5 fee will be charged per family. An additional \$1 per family will be added for every minute past ten minutes late. Payment is due at the time of late pick-up. Continual late pickups may lead to dismissal from the program in relation to excessive late pick-up policy forms.

Lost/Stolen Items

The City of Raleigh Parks, Recreation and Cultural Resources Department is not responsible for any personal items lost or stolen at our programs.

Medical Support

In accordance with the Americans with Disabilities Act (ADA), Raleigh Parks, Recreation and Cultural Resources, provides support to participants with a medical condition who request an accommodation. Medical conditions may include but are not limited to: diabetes, epilepsy/seizure disorder, heart conditions, gastro-intestinal conditions, etc. Supports are individualized based upon the participant's specific condition and the program they attend. Additional forms are required from the parent/guardian and from the participant's treating healthcare provider before a specific support plan can be developed and additional participant-specific training can be provided to staff. The accommodation/support request should be received at least two weeks prior to the start date of the program so we can begin the process to provide support; however, this process can take an extended amount of time and advanced notice/registration is suggested. Medical Support can also be provided to participants receiving or requesting traditional inclusion services and will be coordinated collectively to ensure a comprehensive approach to supporting the participant. For more information or to request medical support, please contact 919-996-2147.

School Based Program Policies

Medication

When possible, participants should take medications outside of program hours. Parents/Guardians should notify program staff of any medication, to include prescription and over the counter, that may be administered during program hours and a PRCR medication form will need to be completed for each medication.

Movies

Movies may be shown while participants are in Raleigh Parks, Recreation, and Cultural Resources Programs. Before movies are shown the title of the movie will be communicated to parent/guardians. All movies shown are rated G or PG.

Participant Release

The Security Key Tag Identification Process is in place to properly identify individuals that have the parent/legal guardian permission to sign-out a participant from any program. Legal guardians and other individuals listed on the participant form as an authorized pick-up person will be issued a security tag by showing a photo ID. A parent/guardian will not be issued multiple key tags to be given to other individuals authorized to pick up the participant. All authorized persons must be prepared to show proper form of identification, such as a key tag and photo ID, each time a participant is released.

Before the program begins parent/guardians should inform staff of any changes to the pick-up list by contacting the Recreation Business Office at 919-996-4800.

Any person listed as a parent/guardian on the registration form may add or remove additional person(s) to the authorized pick up list. Parents and guardians should contact the Registration Business Office at 919-996-4800 or camp.registration@raleighnc.gov to change information. Parents/guardians should inform anyone picking up a participant without a key tag that they will be required to show proper photo identification.

The Raleigh Parks, Recreation and Cultural Resources Department recognizes that anyone listed as a parent/guardian on the registration form has equal access to their child in our programs. Should a parent/guardian desire to restrict access by the other, he/she shall be required to provide legal documentation authorizing. PRCR staff reserves the right to validate the appropriateness and authority of the documentation provided. Understanding the sensitivity of each instance, it may be necessary for PRCR staff to contact each of the parent/guardians involved in the legal proceedings to inform of the action being taken and/or obtain additional information.

Payment

If the required payment is not provided with the registration forms, the participant's registration will not be processed. We will attempt to notify you by telephone or email and you will have until the end of following business day to remit payment.

Personal Care

The City of Raleigh Parks, Recreation, and Cultural Resources Department does not provide personal care for program participants. Raleigh Parks, Recreation, and Cultural Resources staff does not assist in the toileting of any program participants or help with dressing participants. The Department requires that all program participants are independent for toileting and personal care in order to participate. Program participants must be able to change their own clothing if soiled. Raleigh Parks, Recreation, and Cultural Resources staff is not permitted to change program participant's soiled clothing.

If a toileting accident does occur, a change of clothes must be brought to the program site or the participant must be picked up from the program site within one hour of the incident. If toileting accidents are frequent, participants may be dismissed from the program.

Sunscreen and Insect Repellent

If needed, parent/guardian should 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 or siblings 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 campers. Participants in Specialized Recreation camps may be assisted in applying sunscreen and/or insect repellent, as provided and directed by the parent/guardian.

School Based Program Policies

Swimming Information (for applicable camps)

Raleigh Parks, Recreation, and Cultural Resources staff conduct swim tests for all program participants and issue lifejackets to non-swimmers. To swim without a lifejacket, a swimmer must be able to swim one length of the pool (approximately 25 yds. or 75 ft.) on their front and tread water for 30 seconds. All non-swimmers will be required to wear a lifejacket or parents/guardians can request that staff not allow the participant to participate in the swim test and automatically place the participant in a lifejacket. Staff reserves the right to place a participant in a life jacket in the interest of a participant's safety. All participants, regardless of swimming ability, will wear lifejackets when participating in water activities including swimming in lakes, rivers, or the ocean.

Waitlist Notification

If your participant clears the waitlist, you will be notified by telephone and/or email. You will have until the end of the following business day to accept and remit payment for the requested program. Your acceptance must be confirmed in writing. If notification is not received with the specified time frame you will forfeit your participant's placement.

Withdrawal and Transfers

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.

