

2026 CAMP POLICIES

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Raleigh Parks is excited to have you join us for the 2026 camp season. It is our mission for you and your participant to have an exceptional experience this summer. You can help us achieve that mission by taking a few minutes to review the following information. These policies outline what Raleigh Parks is doing to maintain a healthy program environment and what participants (or their Parents/Guardians) should do in preparation for camp and while participating in our summer camp program.

Age Verification

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 participant must be in the age range of the camp as of August 31 of the current year. To attend a full day camp (more than 4 hours) the participant must meet the stated age requirement and have attended full day school (kindergarten or higher).

Raleigh Parks reserves the right to request that the parent/ guardian provide a legal/school document (i.e., birth certificate and report card/enrollment records) verifying the age of the participant, as of August 31 of the current year. 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 Raleigh Parks are separate and independent from any department program. These arrangements must be based on the independent responsibility and judgment of the parent/guardian. Raleigh Parks 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 participants' basic needs and explaining program expectations.

Raleigh Parks 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** - Utilizing a variety of techniques to foster a positive, encouraging environment.
- **Redirection** - Recognizing the undesired behavior and redirecting participant to make a positive choice.
- **Time Out** - Providing 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 reminder of behavior expectations and the opportunity to make positive choices.
2. If the behavior persists a verbal warning will be provided. In conjunction, a Behavior Action Plan will be developed and implemented to identify specific behaviors that require improvement. Raleigh Parks staff will 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. The parent/guardian may be requested to pick up the participant within an hour of the initial contact with the parent/guardian.
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.

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7. In the event of extreme instances of inappropriate behavior, an immediate suspension may be administered.
8. Refunds will not be available for program participants who have been suspended from camp because of behavior issues.
9. Participants will not be disciplined in camp for behavior that occurred outside of camp hours, even at parental requests.
10. Participation in camp activities during programming hours is required.

Confidentiality

Raleigh Parks 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 on social media such as Facebook, Twitter, Instagram, SnapChat, TikTok, etc. Department staff are not permitted to share personal information or pictures about any participants or staff with social media such as Facebook, Twitter, Instagram, SnapChat, TikTok, etc. or discuss any personal information about participants outside of the workplace.

Dress Code

Participants should wear weather appropriate, comfortable clothing and athletic shoes to participate in recreational or athletic activities each day. Due to active play, swimsuits should provide full coverage and be able to securely stay in place. 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. Participants must wear a Raleigh Parks summer camp t-shirt to all field trips.

Unacceptable attire: sandals, flip-flops/slides or Crocs™/foam shoes; revealing clothing, speedo briefs, shirts with spaghetti straps; clothing that displays drugs, alcohol, tobacco, sexual, gang references or excessively loose pants or shirts. Jewelry is not recommended. Certain camps may allow exceptions to this list.

Electronic Devices/Items from Home

No electronic devices are allowed (examples: cell phones, gaming/music devices, etc.) unless accommodations have been made for the participant through an Inclusion Support Plan. Certain camps may allow exceptions to this policy. 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. Should you choose to allow your participant to bring in items from home Raleigh Parks does not assume any responsibility for lost, stolen, broken or confiscated items brought from home.

Department staff reserves the right to confiscate any item that is not appropriate or may be used in an inappropriate manner while in our program. Confiscated items will be returned to the parent/guardian at the end of the day.

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.
- Pets or animals
- Any item that causes disruption to scheduled activities

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Field Trips

Raleigh Parks 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 Raleigh Parks 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. Departure times will not be altered to accommodate participants arriving late to the program site. Participants will not be permitted to be dropped off at the program site while the camp program is off-site on a field trip.

Refunds will not be awarded if participant misses a field trip. Raleigh Parks 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 early while still off-site on a field trip, it is the responsibility of the parent/ guardian to pick up the participant at the field trip location. Recognizing emergency situations may occur, it is requested that the camp staff be informed of the need to pick up the program participant prior to the departure from the program site to the field trip.

Food

- Parent/Guardians should review camp descriptions for lunch, snack and drink requirements. Refrigerators and microwaves are not available for participants to use.
- Participants are not permitted to share lunch or snacks brought from home with staff or other participants.
- Siblings should bring separate lunch containers for their individual lunches.
- 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 unopened 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. Parent/Guardians should notify the camp supervisor at least 24 hours in advance if food will be brought into camp.
- Parent/Guardians should notify the camp staff of a participant's food allergies or dietary restrictions and discuss possible accommodations.
- Participants/parent/guardians are not permitted to use food delivery services during program hours, i.e. DoorDash, Uber Eats, Postmates, etc.

Illness/Injury

Any participant should remain home from all programs if they have had any of the following symptoms or conditions 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, they 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 Camp Director as soon as possible. Please do not bring the participant back to the program until you have been cleared to return by department staff.

The above criteria apply to all participants, including those with Support Plans or other accommodation.

Inclusion & Medical Support

In accordance with the Americans with Disabilities Act (ADA), Raleigh Parks provides support to participants with disabilities and/or medical conditions who request an ADA accommodation or program modification. Participants who request an ADA accommodation or program modification at registration will be contacted by Inclusion Services for follow-up. Emergency medication such as medication for seizures or diabetes must be arranged in advance with Inclusion Services.

Those who do NOT select "yes" at the time of registration will NOT be contacted by Inclusion Services. Any information shared as a note for allergy, disability, health/medical condition or other information without requesting an ADA accommodation or program modification will not automatically notify Inclusion Services. Once registration is complete, it may take up to 14 days to have modifications in place. Notification of an ADA accommodation/ program modification or medical condition that occurs less than the recommended 14-day period of the start date of the program, may result in a delayed start to the program, services, or modifications.

Upon registration, additional forms, participant assessments, and communication are required and may involve a physician's signature for a specific medical support request. Individualized support plans are designed to be based upon the participant's specific condition and the program(s) they register for. The agreed modifications may assist them in meeting policy and rules but does not exempt them from following program policy, rules, and consequences. While every effort is made to meet the requests, there are situations in which programs may be determined as not the best fit for an individual's needs. In these situations, we will work with the participant, family, and staff to make recommendations.

Examples of supports/services available may include but are not limited to: adaptive/support materials, alternative print materials, emergency plans, program modifications such as visual cues, reduced ratios, and specialized training. Inclusion Services does not provide a 1:1 aide to support your participant within the program you register to participate. Participants who require a 1:1 aide for program success may provide their own Personal Assistant to the program, at no additional cost. This requires a full background check prior to the personal assistant being approved to enter the program.

Raleigh Parks is striving to create inclusive spaces that are successful for individuals of all abilities. In doing so, all summer camps and youth programs will implement General Support Strategies regardless of support need within the program. To reference these strategies, please visit www.raleighnc.gov/parks/inclusion-and-medical-support. For additional questions please contact Specialized Recreation and Inclusion Services at 919-996-2147

Late Pick-up

Participants who are picked up after the closing time of the program will be charged a late fee. Payment is due at the time of late arrival.

The fees are as follows:

1-15 minutes = \$15.00 fee

16-30 minutes = \$30.00 fee

31-60 minutes = \$45.00 fee

After 30 minutes, if there is no communication from a parent/guardian, staff will begin working with appropriate City of Raleigh personnel to secure care for the participant. **Continual late pickups may lead to suspension and/or dismissal from the program.**

Lost/Stolen Items

Raleigh Parks is not responsible for any personal items lost or stolen at our programs. After the program ends, items left at the site will be donated/ disposed of.

Medication

When possible, participants should take medications outside of program hours. Parents/Guardians must notify the program staff of any medication, to include prescription and over the counter, that may be administered during program hours, and a Raleigh Parks medication form will need to be completed for each medication. Some medications may require additional forms. Please see the Inclusion and Medical Support policy for additional information or contact Specialized Recreation and Inclusion Services at 919-996-2147.

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Movies/Music/Video Games

Age-appropriate movies, music and video games may be used while participants are in Raleigh Parks summer camps. To the extent possible, before movies are shown, the title of the movie will be communicated to parent/guardians.

Participant & Parent/Guardian Expectations

Participants are expected to:

- Maintain a positive attitude while using appropriate language and behavior.
- Stay with their counselors and follow their instructions.
- Be willing to try all activities with a positive attitude

Behavior that is unsafe or disrespectful may lead to suspension or removal from the program or facility.

Parents & Guardians Agree To:

- **Know the rules.** Review the Participant & Parent Guardian Expectations, Behavior Management Policy, and Visitor Policy.
- **Communicate respectfully.** Speak with staff in a calm, courteous manner, even when addressing concerns.
- **Be on time.** Pick up participants promptly and notify staff if you'll be late (late fees may apply).
- **Stay updated.** Keep your child's contact, emergency, and medical information current, and be available in case of emergency.
- **Encourage participation.** Support your child's involvement in all activities.
- **Work together.** Listen to staff feedback and partner with them on positive solutions.
- **Respect staff decisions.** Trust that staff are acting in the best interest of all participants.

Parents & Guardians Understand:

- They should not approach other participants. Staff will handle all concerns or conflicts.
- They should not record or photograph participants, staff, or visitors in youth programs.
- It's not ok to use aggressive or unsafe behavior such as yelling, threats, intimidation, harassment, or actions that endanger others.
- This policy applies to all parents, guardians, authorized pickups, family members, and guests.

Participant Release

The Security Key Tag Identification Process is in place to properly identify individuals that have the parent/legal guardian's 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. Authorized persons must be present to be issued a key tag. When picking up your participant, the authorized person must be prepared to show a legal form of identification, such as the current year color 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 camp.registration@raleighnc.gov.

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 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 legal photo identification (i.e., School or work badge, driver's license).

Raleigh Parks recognizes that anyone listed as a parent/guardian on the registration form has equal access to their participant in our programs. Should a parent/guardian desire to restrict access by the other, they shall be required to provide legal documentation authorizing. Raleigh Parks 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 Raleigh Parks staff to contact each of the parents/guardians involved in the legal proceedings to inform them of the action being taken and/or obtain additional information.

Payment

If the required payment is not provided with the registration forms, the participants 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.

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Personal Care & Toileting

Raleigh Parks does not provide personal care for program participants, unless otherwise stated in the program description. To participate, Raleigh Parks requires that all program participants are independent for toileting and personal care.

- Raleigh Parks staff are not permitted to assist in toileting or help with dressing participants.
- Participants should be able to use the restroom and dress independently without any assistance, such as: buttoning/ snapping/ zipping clothes, wiping, etc.
- Program participants must be able to change their own clothing if soiled.

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 & Insect Repellent

If needed, the parent/guardian should apply these products to participants before they come to the program each day. Parent/ Guardian must 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 participants. Participants in Specialized Recreation camps may be assisted in applying sunscreen and/or insect repellent, as provided and directed by the parent/guardian.

Swimming Information (for applicable camps)

Raleigh Parks staff conduct swim tests for all program participants and issue lifejackets to non-swimmers. To swim without a lifejacket participants must be able to swim 25 yards on their front, followed by 30 seconds of treading water. Participants must also be able to enter water over their head by stepping or jumping from the deck, submerge fully, surface and recover then exit the water safely. All non-swimmers will be required to wear a life jacket, or parents/ guardians can request that staff not allow the participant to participate in the swim test and automatically place the participant in a life jacket. 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 life jackets when participating in water activities including swimming or boating in lakes, rivers, or the ocean.

Visitor Policy

Raleigh Parks prioritizes the safety and well-being of our program participants and staff. In line with this commitment, we have established protocols that define the involvement of volunteers, chaperones, visitors, or observers during our program operations. These protocols are in place to uphold the highest levels of safety, security, privacy, confidentiality, consistency, and to minimize potential disruptions to our daily operations. Parent/guardian/ visitors may not be permitted to interact with registered program participants, including their own participant(s), without signing their participant(s) out of the program according to the Participant Release Policy. After signing out, participant must be removed from the program area. If an emergency arises, where immediate connection with your participant(s) is needed, the staff at your camp location will be able to assist.

Waitlist Notification

If your participant clears the waitlist, you will be emailed and given 24 hours to respond in writing. Responses not received within 24 hours will result in forfeiture of your participant's program placement. A payment will be required to secure program enrollment

Withdrawal and Transfers

All withdrawals and transfer requests must be made in writing 14 days or more prior to the program start date by emailing camp.registration@raleighnc.gov or faxing 919-996-1741. Non- attendance or non-participation does not entitle patrons to any type of credit or transfer. The full refund policy is on page 5 of the Camp brochure.