Raleigh Parks

Recreation and Education Centers (REC) 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 31 of this 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 the Raleigh Parks, Recreation, and Cultural Resources Department are separate and independent from any Department 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 the 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 a positive choice.
- Time Out: provide an opportunity for discussion between staff and the participant by asking questions about the behavior.

Behavior Management *continued*

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 an opportunity to make positive choices.
2. If the behavior persists after a 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. The parent/guardian may be required to pick up the participant within an hour of the initial contact with 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. No refunds will be given for the days suspended.
8. Participants will not be disciplined for behavior that occurred outside of program hours, even at parental requests.
9. Participation in activities during program hours is required.

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 on 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, SnapChat 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. 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, or gang references; bikinis or speedo briefs; excessively loose pants or shirts; revealing clothing; jewelry; Crocs™. Certain programs may allow exceptions to this list.

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Electronic Devices/Items from Home

Electronic Devices that are used for Remote Learning are allowed. Other electronic devices not used for remote learning will not be allowed: (examples: cell phones, gaming/music 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. 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.
- Any item that causes disruption to scheduled activities.

.Food

- Parent/Guardians should review program descriptions for lunch, snack and drink requirements. Refrigerators and microwaves are not available for participant use.
- Participants are not allowed to share lunches or snacks.
- Siblings should bring separate lunch containers for their individual lunches.
- Vending machines will not be available to purchase drinks or snacks during program hours.
- No food will be allowed to be brought in to share with the group.
- Parent/Guardians should notify staff of a child's food allergies or dietary restrictions and discuss possible accommodations.

Inclusion and Medical Support

In accordance with the Americans with Disabilities Act (ADA), Raleigh Parks, Recreation and Cultural Resources provides support to participants with disabilities and/or medical conditions who request a program modification. Participants who indicate a disability or medical condition AND request an accommodation will be contacted by Inclusion Services for follow-up. Those who do NOT request an accommodation will not be contacted by Inclusion Services. Support plans are designed to be individualized based upon the participant's specific condition and the program(s) they register for. Additional forms are required from the parent/guardian and may require a physician's signature for specific medical support requests. The accommodation/support request should be received at least two weeks prior to the start date of the program, so we can ensure appropriate supports are in place. The medical support process may take extended time for physician signatures, specialized training etc., so we suggest more advanced notice if possible. Please contact Inclusion Services at 919-996-2147 for more information or to request support.

Illness/Injury

Any participant should remain home from all programs if they have had any of the following in the past fourteen (14) days:

- Fever (100.4 degrees or higher without fever-reducing medication), diarrhea, vomiting or nausea, congestion or runny nose, sore throat, cough, shortness of breath or difficulty breathing, new loss of taste or smell, fatigue, muscle or body aches, headache, 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.
- 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.

A participant may return to camp after illness/injury when:

- Physical injury has healed enough to allow participant to safely participate in program activities.
- For illness: If the participant has had a negative COVID-19 test, they can return to the program after there is no fever without the use of fever-reducing medicines and they have felt well for 24 hours.
- If the participant is diagnosed with COVID-19 by a medical professional based on a test or their symptoms or does not get a COVID-19 test, they should stay at home until you can answer YES to the following three questions:
  1. Has it been at least 10 days since the participant first had symptoms?
  2. Has it been at least 3 days since the participant had a fever (without using fever reducing medicine)?
  3. Has it been at least 3 days since the participant's symptoms have improved, including cough and shortness of breath?

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.

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Medication

When possible, participants should take medications outside of program hours. Parents/Guardians should notify the 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.

Non-Discrimination

The City of Raleigh Parks, Recreation, and Cultural Resources Department does not discriminate on the basis of race, color, national origin, sex, religion, age, sexual orientation or disability in employment opportunities or the provision of services, programs or activities. A participant alleging discrimination on the basis of any of the aforementioned areas may file a complaint with the Director of the Raleigh Parks, Recreation, and Cultural Resources Department or the Office of Equal Opportunity, U.S. Department of the Interior, Washington, D.C. 20240.

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

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. 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 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.

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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, unless otherwise stated in the program description or as indicated in an individual participant's inclusion/medical support plan. Raleigh Parks, Recreation, and Cultural Resources staff does not assist in the toileting of any program participants or help with dressing participants. We require 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, the 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 the 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.

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.