



**Parks & Recreation Department**

# **CARE Programs Parent Handbook**

Updated April 2022

Welcome to Holly Springs Parks & Recreation Before School, After School and Track Out programs! Our qualified staff are committed to providing a safe and nurturing environment for your child. We are excited to provide our participants with the opportunity to discover their abilities, learn and have fun through educational and recreational activities.

### **Important Program Information**

Registrations are accepted on a first come, first served basis. If a program reaches maximum enrollment, participants will be placed on a waitlist. Placement into a CARE Program is not guaranteed from the waitlist. All registered participants must submit a completed Camper Information Form. Access the form online at <https://form.jotform.com/221165674537157>

#### Hunt Recreation Center

Located at 301 Stinson Ave

Hunt Recreation Center Front Desk, (919) 557-6293

Julie Tew, Recreation Program Supervisor, [julie.tew@hollyspringsnc.gov](mailto:julie.tew@hollyspringsnc.gov), (919) 557-9603

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#### Dates

The After School program will operate all school year long. The Track Out program will operate from August 29, 2022 - June 2, 2023. Summer Camp is available from June until August. The programs will operate on Early Release days and select Teacher Workdays as part of the registration fee. Federal Holidays and School Holidays are NOT included unless otherwise specified.

#### Hours of Operation

The Before School program will operate from 7 am to 9 am. The After School program will operate from 3 pm to 6 pm. The Track Out program will operate from 7 am to 6 pm. Teacher Workdays will follow the Track Out program operating hours. On Early Release days, the After School program will operate from 12:30 pm to 6 pm. Transportation is only provided for Holly Springs Schools.

#### Fees

There is a one-time \$30 **non-refundable** registration fee for each program. Cash, checks, and all major credit cards are accepted. You may register or make payments at any of the Parks and Recreation facilities or online at [www.reconnect.us](http://www.reconnect.us). Resident status is defined as living within the municipal town limits of Holly Springs. To qualify for the \$5 additional child discount, you must register all children during a single transaction. There will be no partial payments.

**After School** resident fees for traditional schools are \$120 per month for the first child and \$115 per month for each additional child. After School non-resident fees for traditional schools are \$180 per month for the first child and \$175 per month for each additional child. After School resident fees for year-round schools are \$120 per session. Non-resident fees for year-round schools are \$180 per session.

**Before School** resident fees are \$100 for Before School only and \$190 for both Before and After School. Before School non-residents fees are \$150 for Before School only and \$285 for both Before and After School.

**Track Out** resident fees are \$150 per week or \$400 per session. Non-resident fees are \$225 per week or \$600 per session. Payments must be made prior to attendance.

### Late Payments

A \$1 late fee will be added EACH DAY including the day of payment, if paying after the first (1st), unless the 1st falls on a holiday or weekend. If the fee plus late fees are not paid by the fifteenth (15th) of the month, the registrant's status in the After School program will become inactive. Staff will not provide transportation or care for the child until all fees have been paid.

### Late Pick Up Penalty

Students that are not picked up by the close of program operations will be assessed a \$10 fee for every 15 minutes of late pick up. Late fees should be paid prior to the next attendance day of CARE. Fees can be paid at the Hunt Recreation Center or Bass Lake Park. If Parks & Recreation cancels a program, 100% refund/transfer will be issued.

### Absences

The full payment as listed is due regardless of absences, including sick days, personal days, funerals, doctor appointments or holidays. If you need to make any adjustments to your schedule you must give a two-week written notice. You can email this notice to [shanna.blue@hollyspringsnc.gov](mailto:shanna.blue@hollyspringsnc.gov).

### Photography Release

Pictures of your child may be taken while participating in Town of Holly Springs activities and may be used for program publicity.

### Non-Discrimination Policy

The Town of Holly Springs Parks & Recreation Department does not discriminate on the basis of race, ethnicity, creed, color, sex, marital or familial status, sexual orientation, gender identity or expression, national origin or ancestry, pregnancy, National Guard or veteran status, religious beliefs or non-belief, age or disability in employment opportunities or the provision of service, programs or activities.

### **Daily Procedures**

#### Participant Supervision Ratios

No participant will be left alone with one staff member in any youth program or camp setting. The approved staff to participant ratios in CARE Programs are 1:13. Program Supervisors reserve the right to evaluate situations if exceptions need to be made.

#### Drop Off & Pick Up Protocols

Parents/guardians will be required to check in with CARE staff at the designated drop off and pick up locations. During morning drop off, staff will greet families, escort participants into the building and record the student's attendance. During afternoon pick up, staff will document check out and escort participants to meet parents/guardians upon arrival. During the day, program attendance will be completed every hour and with each location change.

#### Communication

It is essential that open communication exists between the staff and the parents/guardians. A close working relationship between staff and parents provides the basis for an effective program experience.

We appreciate the parent's active involvement in creating a positive experience and establishing a relationship with staff.

The parent's role includes:

- Thorough completion of registration and supplemental information forms
- Informing staff of any special needs the child may have
- Understanding program protocols and policies
- Adhering to program hours
- Communicating with staff regarding child illness, changes in schedule, etc.

- Making sure child is prepared with appropriate dress, supplies, etc.
- Communicating with staff regarding concerns
- Encouraging their child to talk about experiences in the program

### Discipline Guide

In circumstances where participant discipline is necessary, staff will use positive techniques of guidance including redirection, encouragement, and positive reinforcement.

The following four step system will be implemented when redirecting participant behavior:

1. Warning/Reminders: Staff will remind the child of the disruptive behavior and explain what the consequences will be as a result of the behavior.
2. Withdrawal of Privileges: The child will lose time from a fun activity.
3. Written Warning: Staff will document the behavior and share with the parent/guardian. The documentation must be signed and returned by the parent for acknowledgment of being informed.
4. Expulsion from CARE: If a child continues to demonstrate inappropriate behavior and does not respond to redirection, the parent/guardian will be asked to meet with camp staff to discuss alternative ways to guide the child toward positive behavior. Holly Springs Parks & Recreation reserves the right to dismiss any child from the program that is demonstrating harmful or threatening behavior to the wellbeing of themselves or others.

### Appropriate Attire

Children should be dressed appropriately for CARE in clothing that allows them to be active, get dirty and have fun. Closed toe athletic shoes with socks are required. No sandals or bare feet are permitted. For swimming or water play, all campers are expected to wear appropriate pool attire including one-piece swimsuits that cover the belly and/or swim shorts that fit at the waist.

### Meals & Snacks

Each child is responsible for providing their own nutritious lunch and snacks including a drink/water bottle each day. A microwave is not available for camp use. Participants may bring food items to share for special occasions such as birthdays. All food to be shared must be store bought with labeled ingredients. Due to allergy concerns, homemade food is not permitted.

### Outings & Transportation

A blanket permission form on the Student Information Form must be signed in order for your child to participant in field trips. You will be given a list of planned trips in advance. Verbal consent will not be accepted as permission.

Holly Springs Parks and Recreation may transport youth program participants offsite in vehicles provided or contracted by the Town of Holly Springs. Typically, fifteen-passenger vans will be used for transportation. Staff members who operate a Town of Holly Springs vehicle must be an approved driver with a valid driver's license and a clean driving record.

The following protocols will be enforced when transporting participants:

- All children and adults must be properly buckled in a seat belt and/or child safety seat as appropriate to age and/or weight.
- No child should be permitted to sit in the front seat unless absolutely necessary and authorized by the Program Supervisor.
- Doors should remain locked when the vehicle is moving.
- Children should enter and exit only when the vehicle is not in motion and curbside, unless the vehicle is in a protected area or driveway.

### Personal, Lost or Stolen Items

Holly Springs Parks & Recreation is not responsible for any personal items lost or stolen at facilities or during programs. An area at each program location will be designated to store lost items. Valuable items will be stored in a secure area. Staff will donate or discard unclaimed items at the end of the program. Staff reserves the right to confiscate any item that is not appropriate or may be used in an inappropriate manner. Items that are not permitted at camp include any type of weapon and any item that causes disruption to camp activities, the camper or others.

### Illness

If a child is not feeling well enough to participate in the CARE program, the child should stay home. Any child who has the following symptoms within a 24-hour period is not permitted to attend the program:

- Temperature over 100
- Vomiting
- Diarrhea
- Eye irritation
- Sore Throat
- Rash

### COVID

Holly Springs Parks & Recreation will adhere to COVID protocols as recommended by the NC Department of Health and Human Services (NCDHHS) Guidance for Day Camp Settings. All employees should perform a self-screening health assessment before reporting to work. If an employee has experienced COVID symptoms, notify the Program Supervisor and do not report to work.

Students exhibiting symptoms of illness (including fever, chills, cough, shortness of breath, loss of taste) should not be permitted to attend CARE. Individuals that become sick while attending CARE should be immediately isolated until they can go home.

If a child or staff member has been diagnosed with COVID-19 or is presumed positive, the individual should go home and isolate until they meet the CDC criteria for release from isolation:

- It has been five days since the date the positive test specimen was collected (with the date of collection being day 0) for those without symptoms OR
- It has been at least 5 days after the first day of symptoms; AND
- It has been at least 24 hours since the person had a fever (without using fever reducing medicine); AND
- Other symptoms of COVID-19 are improving

Masks are optional in Town of Holly Springs public facilities. Unvaccinated individuals are encouraged to wear a mask.

### Participant Medication

Staff may administer and/or assist with administration of medication to participants with authorization. Parents must complete the Medication Administration Form and submit this along with the medication to the Program Supervisor. Medications must be provided in the original container/box and will be secured in a locked area at all times. Staff will carry medication to dispense on field trips as necessary.

### Gender Differences

Holly Springs Parks & Recreation will focus on providing positive youth development opportunities for all without reliance on gender stereotypes in making programming decisions. In response to gender-based bullying, youth programs and CARE should be a safe place free from the pressures of gender roles to allow for learning and developing. For questions or additional information regarding gender stereotypes, contact the Program Supervisor.

### Participants with Special Needs

In accordance with the Americans with Disabilities Act (ADA), Holly Springs Parks & Recreation provides support to participants with disabilities or special needs who request a program modification. Parents/guardians are responsible for

informing the Program Supervisor and staff of any special needs or reasonable modifications necessary to best support their child.

#### Recognizing and Reporting Physical and Sexual Abuse

In order to better understand how to protect participants and prevent abuse, all Holly Springs Parks & Recreation youth programming staff will complete child abuse prevention training with the Darkness to Light national training resource.

Specific trainings include:

- Recognizing and Reporting Child Abuse and Neglect
- Healthy Touch for Children and Youth
- Protecting Children Through Active Bystanding

To demonstrate a commitment to safety, all Holly Springs Parks & Recreation program participants, staff and volunteers will adhere to the following code of conduct.

#### **CODE OF CONDUCT**

1. To protect Holly Springs Parks & Recreation staff, volunteers, and program participants, at no time during any program may a staff person or volunteer be alone with a single child where the staff person or volunteer cannot be observed by others.
2. Staff shall never leave a child unsupervised.
3. Staff and volunteers will make sure a restroom is not occupied before allowing children to use the facilities.
4. Staff will stand in the doorway while children are using the restroom. If staff or volunteers are assisting younger children, doors to the facility must remain open.
5. Staff and volunteers will conduct and supervise private activities (changing clothes, putting on bathing suits) in pairs. When this is not feasible, staff should be positioned so that they are visible to others.
6. Staff shall not abuse children or use corporal punishment of any kind. This includes physical abuse, verbal abuse, sexual abuse, mental abuse, or neglect. Any type of abuse will not be tolerated and is cause for dismissal.
7. Staff and volunteers will respect children's rights to not be touched in ways that make them feel uncomfortable. A child's right to say "No" is to be encouraged and respected. Children are not to be touched in areas of the bodies that would be covered by a bathing suit.
8. Staff and volunteers will use appropriate touch including pats on the back or shoulder, side hugs, handshakes and high fives. Staff and volunteers will refrain from full frontal hugging, touching of personal areas, sitting on laps or patting of the buttocks.
9. Staff and volunteers will use positive techniques of guidance, including redirection, positive reinforcement, and encouragement rather than competition, comparison, and criticism.
10. Staff and volunteers will not give gifts or special favors to individual children or show preferential treatment to a child or group of children to the exclusion of others.
11. Staff and volunteers will not have private interactions through social media, computer or handheld devices with any children in the program.
12. Staff and volunteers will respond to children with respect and consideration and treat all children equally regardless of gender, race, religion, sexual identity, or culture.
13. Staff and volunteers will refrain from intimate displays of affection toward others.
14. Using, possessing, or being under the influence of alcohol or illegal drugs during working hours is prohibited.
15. Smoking or use of tobacco in the presence of children or parents is prohibited.
16. Profanity, inappropriate jokes, sharing intimate details of one's personal life, and any kind of harassment is prohibited.
17. Staff may not be alone with children they meet in Holly Springs Parks and Recreation programs outside of program scheduled activities or events. This includes babysitting, sleepovers, and inviting children to their home. Any exceptions require a written explanation before the fact and are subject to administrator approval.
18. Staff are not to transport children in their own vehicles.

19. Staff may not date program participants under the age of 18 years of age.
20. Under no circumstance should staff release children to anyone other than the authorized parent, guardian, or other adult authorized by the parent or guardian [written parent authorization on file with Holly Springs Parks and Recreation].
21. Staff and volunteers are required to report any suspicion of child abuse to the proper authorities and are required to read and sign all policies relating to identifying, documenting and reporting child abuse and attend prevention training.