

# Watauga Summer Camps

## POLICIES AND PROCEDURES

On the pages that follow, you will find policies, procedures and guidelines that are very important for the overall success and safety of the program. You will be required to sign a form located at the back of this packet indicating that you have read and understand these policies and procedures.

### Sign In and Release Policy

#### **CHECK IN (7:30-8:00 A.M.) /CHECK OUT (5:00-5:30 P.M.)**

Parent/Guardian MUST walk their children into camp every day. Please sign your child in and out upon arrival and dismissal each day. Parents will need to enter the front door of the Hector F. Garcia Community Center/Foster Village. Check-in will be at the front door. The doors will be opened at 7:30 a.m. After signing in, children will report to the gymnasium. The check-in process also allows for parents to give any special instructions for the day. Only those adults designated on the Watauga Camps Registration form will be allowed to pick-up campers. The Watauga Summer Camp program views your child's safety as one of our top priorities. For this reason, we will not release your child to any unauthorized persons without written consent from a parent or guardian. **We must receive advanced written notice regarding pick-up by anyone not indicated on the Authorized Adults List on the Pick-Up Authorization Form.**

A driver's license or photo ID is REQUIRED for everyone picking up your child, including yourself. ID's will be checked until a staff person can personally recognize a parent. Under no circumstance is any child to be checked out by an unauthorized person or allowed to depart on his/her own.

### Camper Groupings

Throughout the day, campers will be with children in their age group. This is due to the development of children at their current age and their abilities to participate in activities. Our goal is to keep the age groups split to maximize participation in each group and to foster age appropriate centers and activities. In some instances, however, campers will be grouped with all ages (i.e. lunch, snack time, field trips) due to facility/vehicle space and ratio requirements.

Camp Ton of Fun (3-6 years)      Camp Watauga (7-12 years)

### Parent/Child Communication

When a parent needs to contact his/her child while at the program, the parent must call the Watauga Community Center at 817-514-5828. Upon receipt of your message, the child will be contacted and given the message. If a child is upset, sick or has a concern, we will place a call to the parents to discuss the situation and allow the child to speak to their parent. We do not allow children to call parents without staff supervision.

### Late Pick-Up

The Watauga Camp program ends at 5:30 p.m. each day (Monday – Friday). It is very important for parents or designated persons to pick up his/her child on time. If you are late picking up your child, a fee of \$5.00 per child will be assessed for each 15-minute increment. Late fees accumulate from 5:30 p.m. until the time the parent or designated person arrives.

## Payment

Watauga Camp fees vary by residency and amount of children. Payments are due by 5:00 p.m. on Friday's for the following week. If payments are not made by that time, your child will be withdrawn from the program at 8:00 a.m. on Saturday's.

## Dress Code

Proper attire is important for all participants. Watauga Camps program is an active hands-on program where the children are involved in many different activities inside and outside on a daily basis. Please send campers in their "play clothes". Some days can be messier than others (which is half the fun of camp)! Wear comfortable and lightweight shorts and shirt. Skirts may be worn but must have shorts on underneath. We will spend time outside as well, so we recommend parents send a hat with their kids to help shield from the sun. In addition, each camper should bring a bag or backpack that includes swimsuit, towel and goggles (not masks), if needed, on swim days. On water field trips please include swimsuit, towel, goggles (not masks), if needed, sunscreen, water bottle, and hat. Please do not send any swim toys (i.e. inflatable toys, flippers, etc.). Please make sure that all items are CLEARLY marked with the camper's name. **On Field Trip days please have your camper wear their Camp shirt!**

**Participants of the Camp program should have protective footwear such as tennis shoes and socks each day.**

Sandals, flip flops, Crocs, Heely's (any shoe with a wheel in the sole) dress shoes and black sole shoes are NOT permitted and children wearing such items will not be allowed to participate in active games so as to prevent injury.

On swim days, we recommend that campers arrive to camp wearing their swim suits and bring a change of dry clothes. Girls can wear swim suits with a cover up and boys wear swim suits and a t-shirt. At the conclusion of their scheduled swim time, campers will change into their dry clothes.

## Personal Items

Campers need to bring the following items with them each day to Camp:

Sack Lunch

Hat

Sunscreen and sunscreen stick

Towel (water days)

Change of clothes (water days)

Personal items such as but not limited to iPods, Nintendo DS, purses, or toys are not allowed. Please do not bring them to the Camp as they will be sent home with parents. Any personal items that are brought are not the responsibility of the Community Center or its staff.

## Behavior and Discipline

Camp staff encourages positive behavior and discipline. All participants must demonstrate appropriate or good behavior during Camp activities. Camp staff will not tolerate inappropriate behavior. Examples of "inappropriate" behavior include foul language, disobedience and/or disrespect toward a fellow camper or staff member, striking a staff member or another child, hitting, kicking, biting, possession of a weapon, bullying, disregarding stated rules, or speaking unkindly to or about another participant or staff member. Our discipline system is designed so that all participants may have a fun and enjoyable time. Watauga Summer Camps are meant to foster a happy experience. Therefore staff will not tolerate misbehavior that is detrimental to the program. Children will be redirected and reminded of their expected behavior. When discipline is required, a time-out will usually solve the problem. At no time will staff apply physical force to a child.

Small infractions (not wearing appropriate attire/shoes, running in the lobby instead of walking, causing a minor disruption) will be documented in a book kept by staff. Three (3) small infractions will result in a phone call to parents. Three (3) phone calls will result in suspension from the program for one day without refund. Further misbehavior may result in termination from the program.

Major infractions (bullying, blatant disregard for staff or others, fighting) will be documented in a book kept by staff and will result in an immediate phone call to parents. Depending on the severity of the incident, the child may be sent home for the day. Three (3) phone calls will result in suspension from the program for one day without refund. Further misbehavior may result in termination from the program. Depending on the severity of the incident, suspension or termination may be enforced on the first or second occurrence.

## Emergency Procedures

In the event of an emergency involving a camper, immediate medical attention will be sought and parents will be contacted and summoned. Parental signature on the camp release form is required to allow immediate medical attention. It is important that parents notify camp staff of any change in contact phone numbers.

## Food and Drinks

Our scheduled lunch time is from 11 am to 12:30 pm each day. Campers need to bring their own lunch. We recommend a nutritious lunch and drink that will supply plenty of energy such as fruit, yogurt, and bottled water. Camp staff also recommends the use of reusable containers in lunches to reduce the amount of trash produced by participants.

Drink machines and vending machines are NOT available for camper use. Camp staff also recommends that no soft drinks or sodas be brought to camp due to some of our activities being outside. Staff recommends water or energy drinks (Gatorade, Powerade, Vitamin Water, etc.) to prevent dehydration. Camp will provide cups and coolers filled with ice water for outside activities. Glass containers are not allowed due to the possibility of breakage and injury.

Snacks will be provided each day at 3:00. Please indicate on your registration form any food allergies your child may have so that accommodations can be made.

\*\*\*\*\*

Microwaves and refrigerators are NOT available for your child's lunch.

Please label all lunch boxes and water bottles.

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## Medication Policy

Participants bringing medication to Watauga Summer Camp must adhere to the following procedures:

- Medications must be in the container issued by the pharmacy for that specific medication.
- Different types of medication may not be in the same container.
- The container must have instructions for the time, dosage and administration of the medicine on the label.
- Medication must be given to camp staff upon arrival.

\*Only medication to be taken that day may be accepted in the container.

Daily inventory of medication must be taken at the participant's arrival and departure. Upon receipt, staff will document this in the Medication Log Book, and medication will be placed in the designated storage container. Staff accepting medication must document the following:

- Date
- Participants Name
- Name of the medication and amount of medication received: # of pills, CC of liquid
- Time medication is to be administered
- Other special instructions

- Initial the medication Log Book
- Staff dispensing the medication must document the following:
- Check to be sure the participant's Medication Information Form is complete
- Log the time of disbursement
- Initial the Medication Log Book

## Field Trip Information

Watauga Summer Camps will go on one or two field trips per week. Field trip days are on Tuesday, Wednesday or Thursday unless otherwise indicated.

On field trip days the camper to counselor ratio is 6:1. The price of admission and transportation are included with the registration fee for all field trips unless otherwise noted. Kids may or may not be able to take snacks with them on field trips, but time will be provided for them to eat them when we return. Campers will be required to wear this year's Watauga Camp t-shirt (provided) on all field trips.

Please have your child at the Camp by 9:00 a.m. on field trip days. Camp will call the Community Center when leaving the field trip destination to provide an accurate return time.

\*\*Field trip dates and schedule will be sent home with campers or check for dates on [www.cowtx.org](http://www.cowtx.org).

## Head Lice

Head lice are small, grayish-white insects, 1/6 to 1/8 inch in length. Nits are the silvery-white lice eggs that attach to the hair. Symptoms of lice include persistent scratches of the head or back of the neck or if there are lice or nits present on the hair shaft close to the scalp.

Participants who have lice must be separated from the group and parents will be called to pick up their child. Children may return to the program once they have received treatment for the lice and the signed initial treatment form is returned along with the receipt or the products label. Participants with re-occurring head lice may be asked to obtain a doctor's release before returning to the program or the participant may be dropped from the program at the Recreation Coordinator's discretion.

## Health or Illness of Participant

For the health and well-being of each child, parents are responsible for informing staff of any special needs, concerns, or information regarding their child's health, including:

1. The child has a temperature of 100 degrees or more.
2. The child has had diarrhea or vomiting in the past 24 hours.
3. Illness that might prevent the child from participating comfortably in scheduled program activities.
4. Illness that results in a greater need for care than the staff can provide without compromising the health, safety and supervision of other children.
5. Skin rashes vary in different individuals. We must be sure of the cause; therefore, any child with impetigo, ringworm or any other contagious rash should not come to the program. Children with other rashes will be admitted only with a doctor's note stating the child is NOT contagious. If your child becomes ill, a parent/guardian will be contacted immediately to pick up the child.

If parents cannot be reached, the emergency contact will be notified. In case of an emergency situation, parents will be notified immediately. Should the child require medical attention, 9-1-1 emergency will be notified and staff will follow any specified instructions.

## Day Camp Objectives:

1. To provide youth with the opportunity to experience a variety of recreational activities which include sports, games, arts and crafts, education, drama, special events, field trips, tournaments, etc.
2. To provide an encouraging atmosphere emphasizing positive development of physical skills, emotional growth and self-confidence.
3. To provide a safe environment; always promoting good health and welfare for all.

4. To teach children how to spend their leisure time wisely; in an effort to meet the emotional, physical, and social needs of the child.

### **III. FACILITY STANDARDS**

A. Emergency evacuation and relocation plans will be posted at each facility. Program employees will inspect sites frequently for any sanitation or safety concerns. Those concerns should be passed on to the Camp Coordinator or Parks and Recreation Director immediately.

B. Each camp must have a fully stocked first aid kit. This shall be checked and stocked on a weekly basis by the Program Coordinator. It shall include bandages and Band-Aids, first aid cream, rubber gloves, Neosporin, alcohol wipes, hot/cold packs, gauze, syrup of Ipecac, tweezers and scissors.

C. In a situation where evacuation is necessary, the first priority of staff is to make sure all participants are in a safe location.

D. Medication will only be administered with written parent consent completed on the registration form provided by the City of Watauga. Prescription medications shall be left with staff in their original container, labeled with the child's name, date, directions, photo of the child and the child's physician's name. Medication will be logged into the Medication Log Book. Medication shall be dispensed only as stated on the bottle unless directed otherwise by parent/guardian or physician, and not past the expiration date.

E. Non-prescription medicine with the child's name and date on the medication may be brought if in the original container. This medication will also be logged in the Medication Log Book and be dispensed only as stated on the bottle unless directed otherwise by parent/guardian or physician.

F. Each indoor site shall have adequate indoor toilets and lavatories located such that children can use them independently and program staff can supervise as needed. There shall be one flush toilet per 30 children. Outdoor sites shall provide portable toilets based on number of children attending each day. Sinks shall be provided based on 1 sink per 30 children.

G. All participants must wear tennis shoes daily. Sandals will not be allowed.

### **IV. SERVICE STANDARDS—Day Camp Staff**

A. This information will be provided to each staff member as a part of the day camp staff manual:

1. Appropriate shirts, shorts and tennis shoes are to be worn at all times. Camp staff shirts are to be worn on the designated days. Staff shirts should always be tucked in. No tube tops allowed. Shorts should be at a respectable length, no cut-offs. No clothing should bear any inappropriate logos, phrases, or pictures. Any staff member, who does not adhere to the dress code, will be sent home for the day without pay.

2. Staff will be provided with two Camp T-shirts. Uniform schedules will be given to staff during training and should be followed throughout the summer. Any deviation must be approved by the Recreation Coordinator.

3. Name tags/IDs should be worn and clearly visible at all times.

4. Camp participants and parents will be treated with respect at all times.

5. Camp staff will take it upon themselves to resolve complaints. Do not refer the customer to another staff member, unless necessary. If you are unable to resolve the complaint on the spot, take the customer's name and phone number, investigate the complaint and follow up with the customer. All complaints should be recorded (problem and resolution) on a Customer Comment Form provided by the Recreation Coordinator.

6. Camp staff will keep parents informed of camp activities. A weekly schedule will be distributed one week in advance and extra copies will be kept with the daily sign in log. In addition to hard copies of the weekly schedule parents will be notified of changes to the schedule via email correspondence. Camp staff will note details of behavior of campers (accomplishments, discipline problems, general activities, etc.) in the daily campers log and verbally update parents as much as possible.

7. Camp staff will monitor the check-in/check-out log at all times.
8. Camp staff will clean program areas after each activity. Floors will be swept/vacuumed, mirrors cleaned, and supplies put away. This is extremely important due to the fact that rooms are used throughout the day by other groups.
9. Camp staff will spend the majority of their time actively involved with campers and/or parents. Camp staff will check all messages for the day, prior to beginning any camp activities.

## **VI. OPERATIONAL ISSUES**

A. Emergency phone numbers are kept at the Camp site, as well as with the Day Camp Director on field trips.

Those numbers include fire, police, and ambulance services.

B. The Day Camp Manual is provided to every staff member and outlines the following:

1. Behavior Management and Discipline Procedures
2. Rules and Regulations
3. Forms
4. Service Standards
5. Game/Activity Leadership
6. Guidelines for Communication with children and parents

C. Check-in/check-out forms will be used every day. Only adults listed on the camper's release form will be allowed to pick up children. The authorized parent/guardian must enter the building and sign the check-out form in order for staff to release the child.

D. Emergency evacuation and relocation plans will be posted at each facility.

F. Parents will be notified regarding planned field trips and provided the required release forms.

Enrollment information will be kept and maintained on each vehicle while traveling to and from field trip sites.

G. Enrollment information will be kept and maintained on each child and shall include:

1. Child's name, birth date, home address, home telephone number, physician's phone number and address and phone numbers where parents may be reached during the day.
2. Name, driver's license number and telephone number of persons to whom the child can be released.
3. Field trip release form as needed.
4. Liability waiver.
5. Parental consent to administer medication, medical information and release on participant.

H. Staff shall immediately notify the parent or other person authorized by the parent when the child is injured or has been involved in any situation which placed the child at risk.

I. The Recreation Coordinator shall notify the parents/guardians of participants' if/when there is an outbreak of a communicable disease in the facility as required by the County Department of Health. Staff must notify parents of children in a group when there is an outbreak of lice or other infestation in the group.

## **VII. BEHAVIOR MANAGEMENT AND DISCIPLINE PROCEDURES**

A. Program employees will implement discipline and guidance in a consistent manner based on an understanding of individual needs and development with the best interests of program participants in mind.

B. There will be no harsh, cruel, or corporal punishment used as a method of discipline.

C. Program employees may use brief, supervised separation from the group if necessary. Children will be aware of all camp rules prior to the start of any activity. Their understanding of the rules is an integral part of behavior management. When negative behavior occurs they will know there is a consequence for their chosen action.

D. Incident reports will be filled out on any disciplinary cases, and information is to be shared with parents when picking up the child (or sooner when extreme cases occur). Parents will be asked to sign

the incident reports to indicate they have been advised about specific problems and/or negative behaviors.

F. A sufficient number and/or severe nature of discipline reports as detailed in the program manual may result in a participant being suspended from the program. Parents/guardians will be contacted to pick up their child immediately.

G. In instances where there is danger including physical harm or threat of physical harm to participants, staff, or themselves; the offending participant(s) will be removed from the program immediately. Parents/guardians will be contacted to pick up their child immediately.

#### VIII. ILLNESS OR INJURY

A. Participants shall have and maintain immunizations in accordance with those required by the Texas Department of Health for public school attendance according to age.

B. Parents shall be notified in cases of illness or injury.

C. An ill child will not be allowed to participate if the child is suspected of having a temperature and/or accompanied by behavior changes or other signs or symptoms until a medical evaluation indicates that the child can be included in the activities. In the event an injury cannot be remedied through basic first aid, staff shall notify paramedics.

D. When an injury occurs, an incident report shall be filled out immediately after the incident, with the original sent to the Recreation Center office with a copy kept in the Day Camp files.

E. In the event of suspected abuse, program employees will report suspected abuse or neglect in accordance with the Texas Family Code. In the case where a City employee is involved in an incident with a child that could be construed as child abuse, the incident must be immediately reported to the Assistant Director of Recreation. The Assistant Director will immediately notify the Police Department and any other agency as may be appropriate.

F. Texas state law requires the staff of youth programs to report any suspected abuse or neglect of a child to the Texas Department of Family and Protective Services or a law enforcement agency. Failure to report suspected abuse is punishable by fines up to \$1,000 and/or confinement up to 180 days. Confidential reports may be made by calling 1-800-252-5400.12

#### IX. GENERAL GUIDELINES FOR CHILDREN

A. As a part of the Day Camp Manual, staff should be given the following information:

1. A child is not allowed to use the phone unless it is an emergency. In this case, Day Camp staff should make the call for the child.
2. Children must stay off tables, counter tops, ping pong tables, etc.
3. Children should walk in the building. Running is only permitted in the gym.
4. Bouncing and throwing balls is permitted only in the gym or designated game area with direct supervision from staff.
5. Active games using equipment that can cause damage to window, shades, lights, and ceilings must be played only in the gym or outdoors.
6. Children must respect staff and each other.
7. Children must wear shoes at all times.
8. Children must be contained and not allowed to filter in the general public. You must know where each child is at all times.

B. The program will provide activities for each group according to the participants' ages, interests and abilities. The activities should be flexible and promote social and educational advancement.

1. A weekly calendar of activities will be posted for parents the Friday prior to the next week of camp.

2. When taking field trips, staff will:

- a.) Count everyone before they leave the program site as well as prior to leaving the field trip site.
- b.) Carry medical information on each child and necessary medication with them on the trip.
- c.) Carry a first aid kit and mobile phone in all vehicles and while on-site.

## **X. MONITORING AND ENFORCEMENT**

A. Standards of Care established by the City of Watauga will be monitored and enforced by City Departments responsible for their respective areas. Health and safety standards will be monitored and enforced by the City's Police, Fire, and Consumer Health Departments when applicable.

B. Staff and program issues will be monitored and enforced by Watauga Parks and Recreation Department. The Recreation Superintendent is responsible for visually checking the camp activities on a daily basis. When not available, another full-time staff person is responsible for that check.

C. Monthly reporting by the Camp Coordinator to the Recreation Superintendent will include a review of adherence to the Standards of Care as well as operational summaries of the programming month. For further information regarding the Youth Program Standards of Care or any other information about the youth programs offered through the City of Watauga Parks and Recreation Department please contact the Recreation Superintendent at 817-514-5828 or email [emead@cowtx.org](mailto:emead@cowtx.org).

## **Payment Options**

Payments are made at the Hector F. Garcia Community Center front desk and are due on Fridays by 5:00 p.m. for the upcoming week of camp. Counselors cannot accept payment!

## **Refund/Withdrawal Policy**

Registration spots are limited. It is extremely important that camp staff to be contacted as soon as possible if a participant is unable to attend the scheduled Camp program for any reason. This will allow participants on the waitlist to be contacted.

Fees will be refunded under the following conditions. Refunds will be in the form of a check if registration paid by cash or check and will be issued by mail within 21 business days of the request.

An exception may be made under special circumstances. You must notify the Recreation Coordinator, in writing, of the circumstances for the requested refund. The Recreation Superintendent will contact you to discuss the situation.

Notification can also be made by email to [emead@cowtx.org](mailto:emead@cowtx.org) ; please put "Camp Refund Request" in the subject line.

## **Payment Reminder**

All payments are due on Friday's by 5:00 p.m. If payments are not made by that time, your child will be withdrawn at 9:00 a.m. the following morning. You may re-register them if there is space is available. Watauga Summer Camps will not be held on July 4, 2019 due to city offices holiday closings.

## **Tax Notice**

The City of Watauga and the Hector F. Garcia Community Center would like to remind you that the Camp Program is not a licensed day care program and the Hector F. Garcia Community Center is not a licensed day care facility. You may request a tax receipt at the end of a calendar year; they are not automatically mailed. You may not be able to deduct monies paid to this facility. Check with your Tax Advisor.<sup>15</sup>



## Common Questions

### **Does my child need a Community Center membership?**

No, your child is not required to have a membership.

### **Do I have to fill out the forms again if I did so last year?**

Yes. We need everyone who registers for the summer session to complete new forms.

### **Can my child's older sibling eat lunch with them?**

No. To keep our staff to participant ratios at 12:1 and to ensure the safety of Camp participants, we cannot allow children not enrolled in the Camp program to participate in Camp activities, including lunch.

### **My child will only be attending 2 days. Do I still have to pay the full price?**

Yes. We do not prorate for days missed, regardless of the reason.

### **I have to be at work at 8:00 am. Can I drop my child off early?**

No worries! Camp check-in begins at 7:30 a.m.!

### **Can my child stay at the Camp after 5:30 p.m. and just play until I arrive?**

No. Camp staff is not available after 5:30 p.m., so you need to make sure that arrangements are made to have your child picked up by 5:30 p.m. Late fees will be charged after 15 minutes of tardiness.

### **How can I contact the Camp Director or the Recreation Superintendent?**

You may contact the Camp Director or the Recreation Superintendent by calling 817.514.5828 or you may email the Recreation Superintendent at [emead@cowtx.org](mailto:emead@cowtx.org)

## 2019 Watauga Parent Agreement

Please read the following agreement carefully before signing, as this will be kept with your child's records. To enhance the Camp experience for both the parent and the child, the following information is submitted in writing to each child's parent or guardian. In order to complete enrollment, the Parent Agreement must be signed, dated, and returned to the Camp site.

- I understand that Camp starts at 7:30 a.m. I understand that Camp ends at 5:30 p.m. daily and that I cannot pick my child up later. A late fee may be assessed if my child is picked up late.
- I understand that I must inform camp staff if my child will be absent by calling the Watauga Community Center at (817) 514-5828 by 9:00 am on the morning of the absence.
- I understand that full payment is due for Camp, even if my child only attends a day or two.
- I understand the discipline policy and that my child will be written up for inappropriate behavior which can lead up to suspension from the program.
- I understand that all fees are due the Friday prior to the scheduled week. Failure to pay by 5:00 PM on the due date will result in the withdrawal of my child, and a space may not be available.
- I understand that I must sign my child in and out daily and I will be required to show a photo ID to do so. All persons authorized to pick up my child must be listed on the Pick-Up Authorization Sheet.
- I understand that my child may be transported for field trips.
- I understand that I must send a sack lunch with my child each day.
- I understand that from time to time my child may watch a movie as a part of the Camp program. If there are any movies I do not wish for my child to see I will notify Camp staff. All movies are G or PG rated.