

# P.L.A.Y.



## PARENT HANDBOOK



2021-22

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### **Department Mission**

Build a welcoming community through PLAY.

### **Department Vision**

Be the reason people choose Roanoke.

### **Department Values**

The Department holds the following core values:

**Honesty** – Being truthful and trustworthy in what you say and do.

**Respect** – Consideration and appreciation for the opinions, needs and responsibilities of others while maintaining self-control.

**Responsibility** – Being dependable and reliable on the job and being accountable for your words and actions.

**Teamwork** – Working together to achieve goals that everyone agrees on and making the most of everyone’s talents, contributions and differences.

**Diversity and Inclusion** – Respecting, celebrating and embracing the collective mixture of differences and similarities of our employees as a rich tapestry.

## **ADMISSION AND REGISTRATION REQUIREMENTS**

The P.L.A.Y. program is specifically for children ages 5 – 11 (child must be enrolled in Kindergarten-5<sup>th</sup> grade). No exceptions can be made. The daily schedule includes time for homework assistance, creative play and individual or small group activities.

Program space is limited as follows:

Eureka-40

Grandin Court-20

Preston-70

During the general registration period, children are admitted on a first come first serve basis. Registration forms are provided at all centers and at the Main Office at 215 Church Ave., Room 303. A separate form is required for each child.

We request that all families who are paying weekly have their payments made by Wednesday evening at the close of business. There will be a grace period extended to close of business on Fridays **if** arrangements are made with Center staff. If you have not paid when you arrive on Monday morning, you must **immediately** make payment or child will not be permitted to stay. All payments must be in the form of debit or credit cards at the sites. No cash or checks are accepted on site.

Failure to pay past due program fees will result in your child/children not being allowed to participate until all fees are paid.

## **PROGRAM HOURS**

The program will begin at 2:30 pm and end each day at **6:00 pm**. The dates for the program are August 24-June 8, with some closures for holidays and school closures.

## **FEES AND TUITION**

There is a \$40.00 fee per week. Please see staff if you are interested in applying for a scholarship. All registration fees must be paid to Parks and Recreation by the Wednesday of the week prior to the program in which your child will participate. There will be a grace period extended to close of business on Fridays **if** arrangements are made with Center staff; without timely payment, child will not be permitted to attend the program. Additional fees may be required for special activities.

Payment can be made in one of the following ways:

1. Pay at the site of the program with credit/debit card.
2. Pay at the Main Office of Parks and Recreation (215 Church Avenue, Room 303); payment may be in cash, check, or credit card; can pay by phone if using credit card (853-2236).

## REFUNDS

If child is suspended/expelled from the program, no registration fee refund will be issued. If the child is suspended/expelled from school they may not attend the after school program.

## LATE PICK UP AND NON PICK UP

Parent/guardian or designated persons are expected to pick up their child at the closing time of the program, which is **6:00 PM**. Fifteen minutes after the established pick up time, If your child has not been picked up, site staff will call the parent/guardian and/or emergency contact person. If at **6:30 PM** your child has not been picked up and no emergency contact has been reached, the site staff will contact the Recreation Program Supervisor and they will contact the Youth Bureau of the Roanoke Police Department. The child will be released to them for safe keeping until a parent/guardian or emergency contact can be reached.

Failure to pick your child up at the designated closing time will result in an extra charge of \$10.00 that will be assessed for the next week, and an immediate charge for those who have paid the full amount.

## ATTENDANCE

If your child will not be attending the program on a particular day, it is **IMPERATIVE** the Recreation Program Supervisor be notified by voice mail or by contacting the receptionist at the Main Office at 540-853-2236 by **8:30 AM**. Please be sure to indicate your child's full name, the location he/she attends, and a telephone number for a follow up call.

## ILLNESS

**For the protection of all children, please do not send a sick child to the program.** Temperature checks will be conducted daily and face masks will be required. If a child comes to the program sick or becomes sick, the parent/guardian(s) will be notified immediately for pick up. If parents cannot be contacted, the emergency contact person will be notified. Immediate arrangements should be made for picking up a sick child so that others are not exposed. Your child will be removed from immediate contact with the children, and placed in a "sick room" if staffing permits or away from the group within staff sight. Please make staff aware if your

child contracts any communicable diseases so that other parents can be made aware to watch for symptoms in their child. Should anyone be diagnosed with COVID-19, the facility and program will have to be closed until building can be properly disinfected (minimum of 3 working days) and staff/children may have to quarantine for 2 weeks.

## **WITHDRAWAL**

The staff at your selected site should receive one week's notice in writing prior to withdrawing your child from the program. This will allow time to notify the next child on the waiting list of the vacancy.

## **ARRIVAL AND DEPARTURE**

All children are expected to report to their designated area at the site. Temperature checks/self screening health questions for child will be conducted upon arrival.

Parents/guardians picking up their child/children must first approach a site staff employee before signing out their child. Children may be released only to parents/guardians and those persons listed for pick up on the registration form. Person other than parents/guardian picking up children must be at least 18 years of age and must be listed on the registration form or staff will need to contact the parent or guardian for approval to release the child. A photo ID may be required by the staff at any time for anyone to whom the child will be released. All children must be picked up at the door of the site, signed out at the time they are picked up and escorted from the site by the person to whom they are released. A custodial parent shall be admitted to any child day program. Such a right of admission shall apply only while the child is in the child day program. COVID-19 protocols will be in place, so parent will be asked to wear a mask and staff will perform a temperature check.

## **WEATHER CONDITIONS & EMERGENCIES**

If there is inclement weather, the P.L.A.Y. program will operate inside a facility. Should there be an emergency situation that would necessitate the closing of the program, Parks and Recreation would notify local radio, television stations and the website [www.myroanoke.com](http://www.myroanoke.com). Once the immediate situation has been taken care of, staff will begin contacting parents or emergency contacts by telephone. The staff at the Main Office of Parks and Recreation will also be notified. If you hear an announcement and need further clarification - 540-853-2236.

## **MISSING CHILDREN**

The staff maintains sight and sound supervision of all children in the program. At any time a child cannot be accounted for, one staff member will expedite a search of the building and grounds. If the child is not found within 15 minutes or less, staff will contact Police, the parents/guardians, and the Recreation Program Supervisor immediately. All incidents of missing children will be reported to Child Protective Services and the Virginia Department of Social Services. Parents can assist the staff by reinforcing that the child is not to leave their area without permission or acknowledgement of the staff.

## **FOOD/SNACK**

The program will serve an afternoon snack and supper with this food being provided by Feeding America; menus will be available at each site. If your child cannot have specific foods or beverages due to allergies or health reasons, the staff will make every effort to provide them with an alternative choice. Parents are welcome to send special foods for holidays/special activities if the quantity provided will be sufficient for **ALL** children. Please let staff know in advance when you would like to provide special foods and what type of food it will be.

## **TRANSPORTATION AND FIELD TRIPS**

The program will be responsible for transporting children to and from the site during field trips using a bus or van. Safety is a **MUST** and all children will be required to wear seat belts (if being transported in a vehicle which provides belts), stay with the group, and be on their best behavior. A child must take the same bus back to the center on which they arrived unless they have been picked up at the field trip site by parent. Site staff will always accompany the children.

Two way radios and emergency phone numbers (hospitals, Poison Control, Public Works and School Administration/Transportation), First Aid kits and emergency information will accompany groups on the trips as well as children's permission slips. Children are not permitted to bring electronic devices on field trips.

## **MEDICATIONS**

Site staff or Recreation Program Supervisor are not allowed to dispense medications. The exception being if they have received training for emergency medications such as as an epi pen or asthma inhaler. Child's name must be on these emergency medications and kept in locked

cabinet until needed. If parents/guardians wish for their children to wear sunscreen or insect repellent, please apply these before the child arrives at the site. Other medications are solely the responsibility of the parent.

## **REPORTING SUSPECTED ABUSE OR NEGLECT**

The Recreation Program Supervisor and camp staff are **required** by law to report to the Department of Social Services any suspected cases of child abuse or neglect, who then will investigate the suspected case.

## **PERSONAL BELONGINGS AND OTHER ITEMS**

Parents/guardians are encouraged to label their child's personal items. Each child has a place in which to place their belongings. Please check your child's belongings upon returning home at the end of the day. If any items are found that do not belong to the child, please contact the staff. No toys, valuable items such as cell phones, iPods or any other electronic games or devices may be brought to the program unless directed by the Camp Supervisor for special programs; parents will be notified in advance of these programs. No money should be brought to the center. **The staff cannot be responsible for money, purses, bill folds, change purses, etc. so please keep all valuables at home.**

## **LOST AND FOUND**

Lost items **are not** the responsibility of the program or its staff. However, staff will do everything possible to help locate lost items. All items will be placed in the lost and found box. After one month, the items will be discarded or donated to a charitable organization.

## **DISCIPLINE AND DISMISSAL**

**Disruptive and inappropriate behavior will not be tolerated.** These are the steps that will be taken in such situations:

- Time out or removal from the group activity for a specified period of time.
- Privileges will be taken away such as participation in a special group activity.
- Parents/guardians will be kept informed verbally and in writing about disciplinary actions taken with their child, working together at all times with the staff to remedy the problem.



If aggressive or severely inappropriate behavior occurs, or if disruptive behavior becomes a chronic problem:

- The parent/guardian or emergency contact person will be notified **immediately** to pick up the child and to discuss matters with staff.
- A conference will be held with administrative staff, site supervisor, and parents to discuss alternatives for discipline to include possible permanent dismissal.
- If after the above actions are taken and unacceptable behavior continues, the Recreation Program Supervisor will immediately give written notice that the child will be dismissed from the program for the remainder of the program.
- Under extreme circumstances (i.e. intentional injury to self, another child or staff), the Recreation Program Supervisor has the discretion to dismiss a child **immediately**, without advance written notice. All criminal activity will be reported to the proper authorities.
- **Fighting or aggressive physical contact with another child or a staff member is unacceptable behavior.** This behavior will result in **immediate** removal from the program.

Discipline shall be constructive in nature and include techniques such as:

- Using limits that are fair, consistently applied, and appropriate and understandable for the child's age level.
- Providing children with reasons for limits.
- Giving positively worded directions.
- Modeling and redirecting children to acceptable behavior.
- Helping children to constructively express their feelings and frustrations to resolve conflict.
- Arranging equipment and materials and schedules in a way that promotes desirable behavior.

There shall be no physical disciplinary action administered to participants.

## **PARTICIPANTS' BEHAVIOR GUIDELINES**

Parents/guardian's assistance in educating and emphasizing the following general rules will be of great value to the staff and to the child.

Disruptive children will receive one warning; a second disruptive behavior by the same child, will result in a "time out" situation or loss of privileges. Duration of the time out will depend upon the incident and age of the child.

Children will not handle equipment unless asked and shown how to by a staff member.

The whistle means that the children should stop, put down any equipment and listen for further instructions.

All damaged equipment needs to be returned to the group leader. Intentionally damaged equipment will be charged to the parent/guardian. Damage to equipment due to "horse play" and child not following directions given by staff will be charged to the parent/guardian.

Park boundaries set by the group leaders must be obeyed.

Child must notify staff if they need to use the restroom. Children will only be able to use the restroom one at a time. Staff is also assigned to monitor restrooms.

Report any strangers, injuries or hazardous materials to staff immediately.

Children will treat fellow participants and their leaders with respect.

Staff is to ensure that bicycles are not parked or left in any entrance way. Bikes should not be ridden in areas where participants may be endangered and must be parked at bike racks if available. Participants are encouraged to bring a lock to secure their bike while they participate in the program. The staff is not responsible for stolen bikes; however, are required to report the incident to the Police and submit information on an Incident Report. Bicycles are the responsibility of the participant.

All participants must have on some type of footwear to participate in the program. Tennis shoes or other enclosed shoes are considered appropriate footwear. (NO flip-flops, Crocs, jelly shoes, slides or sandals).

Please do not send any electronic devices with the children. There may be special days where these will be used but this will be announced in advance. If the child must have the device for school, we will ask that it remain in the child's bookbag. If you need to reach your child, please call the center.

Cell phone usage (including watches and ear buds) are not to be in use by children or staff during the program. However, while on duty the Supervisor may use for emergencies. Occasionally special permission is given for use in an activity by children and staff.

Children and staff will be asked to remove hats and lower hoods while inside the facility.

Staff may add additional rules for their specific sites.

## **EVACUATION PLAN**

In the event of a natural disaster or severe weather warning (tornado, high winds, or hurricanes, etc.) a safe place in each of the locations will be used and parents will be notified as soon as possible:

Eureka Center will access the after school room in the back of the building as well as restrooms.

Preston Center will access the Men's and Uni-sex bathrooms. Preston School will use the hallways.

Grandin will access the basement.

## **INJURY PLAN**

In the event of an injury, staff will take the necessary first aid steps. Parents will be notified and emergency services will be contacted if needed.

## **PLAYGROUND SAFETY**

Staff has received training in inspection of playground equipment. Safety for the participants may require closing sections of the equipment if found to be damaged or unsafe. All incidents will be written up and submitted to the appropriate authorities. Children will use hand sanitizer prior to and after use of the playground equipment.

## **NON-DISCRIMINATION POLICY**

Roanoke Parks and Recreation Department does not discriminate against persons with disabilities or special needs. In accordance with the American's with Disabilities Act, every effort is made to make reasonable accommodations to meet special needs.

## **OPEN DOOR POLICY**

The program normally has an open door policy for parents and guardians who wish to visit and observe the children. Due to Covid-19 precautions, we ask that parents notify us prior to arrival. Temperature check and

self/assessment questions will be performed before parent may enter the facility.

## CONTACT INFORMATION

<u>Title</u>	<u>Name of Staff</u>	<u>Telephone No.</u>
Recreation Programs Sup.	Vickie Briggs <a href="mailto:vickie.briggs@roanokeva.gov">vickie.briggs@roanokeva.gov</a>	540-853-2675
Recreation Coordinator	TBD	540-510-4056
Recreation Manager	Patrick Boas <a href="mailto:patrick.boas@roanokeva.gov">patrick.boas@roanokeva.gov</a>	540-853-1339
Parks and Recreation Dir.	Michael Clark <a href="mailto:michael.clark@roanokeva.gov">michael.clark@roanokeva.gov</a>	540-853-2236
Main Office		540-853-2236
Eureka Recreation Center		540-853-2675
Grandin Recreation Center		540-853-2446
Preston Recreation Center		540-853-2770