

P.L.A.Y.



PARENT HANDBOOK



22nd Edition

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P.L.A.Y. PROGRAM SUMMARY

Offered at three different community recreation centers in Roanoke, the Positive Learning and Adventure for Youth (P.L.A.Y.) program is designed to give children a place to receive homework assistance and participate in enrichment activities while enjoying a safe, welcoming and positive after-school care and camp environment. Activities include sports and games, visits from special speakers or instructors, arts and crafts, and more. All activities focus on overall youth development.

Department Mission

Build a welcoming community through PLAY.

Department Vision

Be the reason people choose Roanoke.

Department Values

Health and Wellbeing, Inclusion, Service Excellence and Sustainability.

P.L.A.Y. programming and the facilities are managed by the Roanoke Parks and Recreation Department. The day-to-day operation and staffing is a contracted agreement between the Department and The Solutions Foundry, LLC (The Foundry).

The staff at The Foundry have more than 20 years of combined expertise and experience in the areas of education, youth development, and after-school programs. They have worked with Roanoke Parks and Recreation, Roanoke City Public Schools, private schools, and a variety of nonprofits in the region. Their team is highly motivated, trained, and equipped to offer students an exceptional development environment that promotes their short-term and long-term success.

Their primary goal is to help students and their families. Staff focus on unlocking the untapped potential of students by offering excellent academic support, enrichment opportunities, and healthy activities including sports and games. They provide an enjoyable, safe, and welcoming environment for students to develop. We also engage families with classes and family building experiences that empower the family unit.

ADMISSIONS

REGISTRATION REQUIREMENTS

- The P.L.A.Y. program is specifically for school age children ages 5 – 11 (child must have completed Kindergarten).
- During the general registration period, children are admitted on a first come first serve basis.
- Roanoke Parks and Recreation is committed to complying with ADA regulations. Staff strive to provide access to our programs and services to individuals of all ages and abilities to the extent possible.
 - All of our programs have participation guidelines; however, upon request, reasonable accommodations may be made to ensure our citizens have access to our programs. Every accommodation is unique to the individual's needs.
 - All participants are required to meet the participation guidelines with or without accommodations; therefore, the accommodation must be in place before the participant begins the program, unless the need for accommodation arises after the participant began participating in the program.
 - To ensure the ability to review requests for reasonable accommodation and time to implement agreed upon reasonable accommodations, we request at least two weeks' advance notice; however, in some extenuating circumstances it may take up to four weeks depending on the type of accommodation needed.

FEES AND TUITION

- After School P.L.A.Y. registration fees are \$150 per month, billed monthly. Payments are based on weeks of service, and divided into 11 equal payments from August through June. (40 weeks x \$40 = \$1,600, \$1,600/11 months = \$150) Price break down does not include winter break or spring break camps.

- PAYMENTS BY AUTOMATIC DRAFT ONLY - You can use your VISA, MasterCard, Discover or American Express to make payments.
- Payments are drafted on the last Friday of each month for the following month.
- The P.L.A.Y. After School has a no cash or check policy.
- Outstanding balances on your account must be paid in full or your child cannot attend the program.
- If there are extenuating circumstances that do not allow for you and your family to work within this pay structure, please submit a letter stating your needs to a Parks and Recreation Staff Member. They will route your letter to the Parks and Recreation Director for approval.
- Summer P.L.A.Y. registration fees are \$80.00 fee per week for a full day program.
 - PAYMENTS BY AUTOMATIC DRAFT ONLY - You can use your VISA, MasterCard, Discover or American Express to make payments.
 - Payments are drafted on Friday for the following week.
 - The P.L.A.Y. After School has a no cash or check policy.
 - Outstanding balances on your account must be paid in full or your child cannot attend the program.

REFUNDS

- Registration fees are fully refundable if cancellation is made before the program, registration is closed (register-by date). If cancellation is made after registration is closed, only 50% of the registration fee will be refunded unless otherwise noted by the program description.
- If child is suspended/expelled from the program, no registration fee refund will be issued.

WITHDRAWAL

- In order to best serve our community, the staff at your selected site would like to receive at least two-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.

PROGRAM INFORMATION

PROGRAM HOURS

- After School P.L.A.Y. Program Hours - The program will begin at 2:30 pm and end each day at 6:00 pm.
- Summer P.L.A.Y. Program Hours – The program will begin at 7:30 AM; please do not drop your children earlier than 7:30 AM, as staff will not be available to supervise them. The program will end each day at 6:00 PM.

ARRIVAL AND DEPARTURE

Summer P.L.A.Y. Parents will need to sign each child in on a daily basis.

- Should you arrive late, parents/guardians must approach site staff to notify of 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.

LATE PICK UP AND NON PICK UP

Parent/guardian or designated persons are expected to pick up their child prior to the closing time of the program, which is 6:00 PM.

- 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.
- 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.

ATTENDANCE

If your child will not be attending the program on a particular day, please reach out to the center your child is attending to notify staff.

ILLNESS

For the protection of all children, please do not send a sick child to the program.

- 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.

FOOD/SNACK

After School P.L.A.Y. Program will serve an afternoon snack and supper, being provided by Feeding America in which menus will be available at each site.

- Per feeding program requirements, parents/guardians may not send meals for children unless approved by the program staff.
- 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 (parent must provide written statement from physician).
 - Otherwise the children are expected to eat the meals provided. Meals are prepared by Roanoke City Public Schools or Feeding America

Summer P.L.A.Y. will provide breakfast, lunch, and afternoon snack; menus will be available at each site.

- Per feeding program requirements, parents/guardians may not send meals for children unless approved by the program staff.
- 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 (parent must provide written statement from physician).
 - Otherwise the children are expected to eat the meals provided. Meals are prepared by Roanoke City Public Schools or Feeding America

MEDICATIONS

Program staff are not allowed to dispense medications.

- The exception being if they have received training for emergency medications such 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.

BEHAVIOR GUIDELINES

PARTICIPANT BEHAVIOR

- Expectations will also be posted so participants can refer to them. Rules and consequences will be reviewed regularly. Participants are expected to:
 - Exercise respect toward all people, places of business, equipment, and vehicles.
 - Follow the rules associated with activities and program areas and ask a staff member for clarification if needed.
 - Communicate and conduct themselves in an appropriate manner.
 - Threatening words, tone of voice, gestures, foul language, sexually inappropriate behavior, teasing, bullying, throwing objects, and physical contact will not be tolerated and are prohibited.

DISCIPLINE AND DISMISSAL

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

1. Time out or removal from the group activity for a specified period of time.
 2. Privileges will be taken away such as participation in a special group activity.
 3. 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:
 1. The parent/guardian or emergency contact person will be notified immediately to pick up the child and to discuss matters with staff.
 2. A conference will be held with administrative staff, site supervisor, and parents to discuss alternatives for discipline to include possible permanent dismissal.
 3. 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.
 4. Under extreme circumstances (i.e. intentional injury to self, another child or staff), the Parks and 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.
 5. Fighting or aggressive physical contact with another child or a staff member is unacceptable behavior. This behavior may result in immediate removal from the program.
 6. Discipline shall be constructive in nature and include techniques such as:
 - I. Using limits that are fair, consistently applied, and appropriate and understandable for the child's age level.
 - II. Providing children with reasons for limits.
 - III. Giving positively worded directions.

- IV. Modeling and redirecting children to acceptable behavior.
 - V. Helping children to constructively express their feelings and frustrations to resolve conflict.
 - VI. Arranging equipment and materials and schedules in a way that promotes desirable behavior.
7. There shall be no physical disciplinary action administered to participants of any kind.

DRESS CODE

Participants should be dressed appropriately for current weather conditions. Tennis shoes or rubber, non-marking soled, closed-toed shoes are required for participation.

- Please do not bring shoes with cleats or black soles, flip flops, sandals, skates or skate shoes, unless authorized.
- Tube tops are not an appropriate form of clothing for our recreation programs.
- Participants are discouraged from wearing any jewelry or accessories that may present a hazard to their self or someone else.
- Any article of clothing or accessory which advertises alcohol, an illegal substance, depicts lewd graphics, displays offensive or obscene language or is gang related is forbidden.

TRANSPORTATION AND FIELD TRIPS

- During all field trips (including trips to the pool), staff will maintain the buddy system; do periodic roll calls or head counts; remind children to label/keep track of their belongings; and supervise the children throughout the activity. When leaving the site of a field trip, staff will insure all trash is in the appropriate container, no personal items have been left, etc.; in other words, we will leave it better than we found it.
- Parents are reminded of a trip at least 2 days in advance. Any changes in the field trip schedule must be noted to the parents as soon as possible. Provide parents with the location, a phone number and expected times of departure and return to the centers.

Signed permission slips must be in staff's hands before child may go on the trip.

PERSONAL BELONGINGS AND OTHER ITEMS

- Parents/guardians are encouraged to label their child's personal items.
 - No toys, valuable items such as cell phones, or any other electronic games or devices may be brought to the program unless directed by the Program Supervisors for special programs; parents will be notified in advance of these programs.
 - 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 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.
 - 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.

SWIMMING/WADING

- Parents will be required to indicate their child's swimming skill set (e.g., whether your child can/cannot swim, has a fear of the water, swims in shallow water only, comfortable in deep water, etc.) on the permission slip prior to their child swimming.
 - If the child can swim and will be participating in a field trip at a swimming pool, he/ she will be required to take a deep

water swim test conducted by the lifeguards and Aquatics staff at that pool who will then group your child with others of similar swimming skill sets.

- P.L.A.Y. Program staff are required to accompany the children in the pool and maintain a presence on the pool deck.
- In order for children to be permitted past the 3 feet section of the pool, they must pass a swim test conducted by the pool staff. You need to know in advance who your non-swimmers are; define non swimmer as someone who cannot be in water over their head. This test will be performed upon arrival at the pool.

EMERGENCY MANAGEMENT

REPORTING SUSPECTED ABUSE OR NEGLECT

P.L.A.Y. 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.

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.

WEATHER CONDITIONS AND 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 and television stations.
 - 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.

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:
- The staff will post evacuation plans in each center and have emergency drills on a regular basis.
 - Eureka Center will access the after school room in the back of the building.
 - Preston Center will access the Men's and Uni-sex bathrooms.
 - Grandin Court will access the basement.
- The site is equipped with a battery powered radio for information on natural disasters. The staff will contact the Police Department, parent, or guardian as to where shelter will be for the safety of the children.
- The staff will maintain all attendance records and information needed to reach parents and guardians; contact will be made as soon as the children are in a safe place.
- The staff will take the following items to the designated safe location: first aid kit, water, battery powered radio, flashlight, quiet activities for the children, and children's contact information.

PROGRAM CONTACT INFORMATION

- **Parks and Recreation Main Office**
540-853-2236
- **Eureka Recreation Center**
540-853-2675
- **Grandin Court Recreation Center**
540-853-2446
- **Preston Recreation Center**
540-853-2770
- **The Foundry Main Office**
540-947-4191