

Durham Parks & Recreation



Parent Handbook



A Letter from the Director

Dear Parents:

Thank you for selecting Durham Parks and Recreation for your School age care needs. We appreciate your trust and confidence in DPR to provide a safe and exciting recreational experience for your most precious resource - your child.

We pride ourselves on offering a fun, quality and diverse program experience. Your child will have the opportunity to participate in outdoor recreation, field trips, and educational enrichment activities, just to name a few. Our hope is that your child will create new friendships and will build memories that will last a life-time.

Please review the participant handbook thoroughly and let us know if you have any questions. Together we will insure that your child has a safe and fun experience with DPR!

Thank you very much for Playing More with DPR.

Sincerely,

Rhonda B. Parker,
Director of Durham Parks and Recreation

DPR School-Age Care Staff

Administration Office

Ph: 919-560-4355

Fax: 919-560-4021

Recreation Services Manager: Danielle Haynes

919-560-4355 **Ext. 27501**

Care Program Coordinator: Jackie Steckler

919-560-4355 **Ext. 27322**

East Durham, Intersession, Fun Days

SAC Senior Recreation Specialist: Haylie Matthis Admin Office: 919-560-4355 **Ext. 27406**

East Durham: 919-560-4278

W.I. Patterson, ePACT, Administration

Care Program Assistant Coordinator: Michelle Zylowski
27249

Admin Office 919-560-4355 **Ext.**

W.I. Patterson 919-560-4560

Campus Hills

SAC Recreation Specialist: LaCarla Glenn

919-560-4444 **Ext. 27256**

Edison Johnson

SAC Recreation Specialist: Jasmine McKoy

919-560-4270 **Ext. 27311**

Holton Career & Resource Center

SAC Recreation Specialist: Chandler Musson

Road to Broadway Assistant Supervisor: Kristen Randall

919-354-2750 **Ext. 27231**

Lyon Park/Explore

SAC Recreation Specialist: Kellie McLean

Lyon Park Youth Camp Supervisor: Junior Clemmons

919-560-4288 **Ext. 27321**

Walltown

SAC Recreation Specialist: Jessica Anderson

919-560-4296 **Ext. 27421**

WD Hill

SAC Recreation Specialist: Arthur Lockhart

919-560-4292 **Ext. 27372**

ActiveNET and ePACT

- *All information updated online through ePACT will take 24 hours to update and for staff to be notified of any changes*
- Information updated in your ActiveNET (address, phone number and name) account will *automatically* update in ePACT. However, updates made in ePACT *without* updating in ActiveNET, will *NOT* automatically update in ActiveNET. **Please be sure to update both accounts!**

All School-Age Care “SAC” registrations, payments and completion of ePACT are required prior to the participant starting the program.

Participant information should be reviewed and updated regularly by the parent/guardian. All updated information should be completed online and communicated to the School-age Care Recreation Specialist of the program that the participant is registered in.

ActiveNet:

- Program Registration (Financial)
- Make online payments
- Financial information (Invoices, payment history, Sliding Fee Scale percentages)
- Address/ Phone Number updates

ePACT

- Participant health, behavior, medication needs and information
- Address/ Phone number updates (MUST BE UPDATED IN BOTH SYSTEMS)
- Authorized Pickups updates (MUST BE UPDATED IN BOTH SYSTEMS)
- Emergency contact information updates
- View signed behavior reports

For Activenet Assistance

- Contact Durham Parks and Recreation (919) 560-4355 or DPR staff on site

For ePACT Assistance

- Contact ePACT www.epactnetwork.com or

1.855.773.7228 Monday to Friday from 8:00am to 5:00pm (PT)

Age Verification

Durham Parks and Recreation School-Age Care Programs, strives to provide age appropriate curriculum and programming for all school-Age children. To meet this goal, participants must be at least 5 years old and be currently in or completed Kindergarten to participate in After-school, Fun Days, Intersession and Youth Summer Camp.

ALL** School Age Programs held at the Holton Career and Resource Center require participants to have ***completed the First grade.*

Durham Parks and Recreation School Age Care Programs reserves the right to request the parent/guardian provides legal documentation (i.e. birth certificate) and school enrollment/grade completion notification, verifying the age of the participant and enrollment of school. If legal documentation is requested and not provided within 24 hours, DPR may dismiss the participant from the program.

No refund will be given if participant is dismissed from the program.

Behavior Management

Durham Parks and Recreation believes in a safe, positive and respectful environment for all participants. Program expectations are clearly explained to all participants on a regular basis within the program. All participants are reminded and encouraged to make positive choices. Positive reinforcement along with guided direction to develop self-discipline and problem solving skills are given to all participants.

Durham Parks and Recreation School Age Care Programs supports and practices the following Behavior Management Tools and conducted by DPR staff:

- **Monitoring of participant-** engage participants in conversations, actively participate in activities and ensure there is proper staff ratio
- **Positive Reinforcement-** provides positive and encouraging communication between participants and staff.
- **Redirection-** Address the undesired behavior and give other options to redirect participant to make a positive choice.

When a participant chooses not to make a positive choice, the following procedures will be followed

Step 1: Participant will receive a verbal warning

Step 2: Participant will receive a Cool-down from the activity (no longer than 15 minutes)- A time to cool down away from the situation/ group and provide an opportunity for discussion and reflection with staff to determine and understand how better to handle the situation.

Step 3: Rejoin the group- Participant will be able to rejoin their group and participate with the activities.

If Behavior continues:

Step 4: A behavior report will be completed and will be discussed with the parent/guardian and the SAC program Supervisors/ Manager.

Depending on the incident/ behavior the participant's parent /guardian may be requested to pick up the child from the program within 2 hours of DPR staff calling.

School-age Care Supervisors and Management can institute a suspension if deemed necessary.

If a parent/guardian does not pick up the participant within the 1 hour, a late fee may be charged. If the program is scheduled to be out of the building and the participant needs to be picked up the parent will be required to pick up from the location.

Severe offenses, such as but not limited to:

- Fighting/Hitting
- Bullying/ Harassment (in program & social media)
- Theft
- Vandalism
- Possession of Weapons
- Possession of Drugs
- Severe verbal threats
- Sexual Misconduct
- Leaving the program/building without proper dismissal or approval
- Any other safety related behaviors
- Refusal of activities

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 will receive an immediate Behavior

Incident Report and will be suspended up to 3 full days or dismissed from the program immediately.

Participants will not be disciplined in a SAC Program for behaviors that occurred outside of program hours regardless of parental requests.

Bullying in SAC Program

Durham Parks and Recreation School-Age Care Programs recognizes the very serious nature of bullying and the negative impact it can have on lives and therefore is fully committed to promote mutual respect, tolerance, and acceptance.

Durham Parks and Recreation School-Age Care Programs will not tolerate behavior that infringes on the safety of any participant. A participant shall not intimidate or harass another participant through words or actions. Such behavior includes direct physical contact, such as hitting or shoving; verbal assaults, such as teasing or name calling; social isolation or manipulation; or the use of any electronic device to deliver hurtful images, messages, threats, or obscenities including inappropriate or unwanted photographs.

Any findings of the above listed behavior can result in immediate suspension and or expulsion from the School-Age Care program.

Durham Parks and Recreation School age Care Program expects participants and/or Staff to immediately report incidents of bullying or harassment to the Recreation Specialist who will report the incident to the School age Care Administrative team. Staff members are expected to immediately intervene when they see a bullying incident. Each complaint of bullying will be promptly investigated by the School age Care Programs team. This policy applies to participants on all recreation center site grounds, while traveling to and from all program sponsored activities and events, and during all program sponsored activities and events.

Durham Parks and Recreation School-Age Care Programs is committed to preventing and addressing bullying behavior by educating participants what bullying is and its impacts; creating and supporting a positive environment which is welcoming of difference and diversity, respectful, tolerant and empathetic; encouraging reporting of bullying incidents; consistent recording, investigating and follow up of bullying behavior; and the ongoing evaluation of the effectiveness of the anti-bullying policy.

Definition- Bullying is defined as an unwanted, aggressive behavior that involves a real or perceived power imbalance. The behavior is repeated, or has the potential to be repeated, over time.

Types of bullying include;

- **Verbal-** Repeatedly saying or writing mean things which hurt, insult, or humiliates and is directed at an individual. Examples include but are not limited to; Teasing, name calling, taunting, threatening to cause harm, inappropriate sexual comments, writing insulting remarks in public places, passing around notes and/or drawings about an individual, whispering insults loud enough for the individual to hear.
- **Social-** Hurting someone's reputation or relationships by repeatedly rejecting and/or undermining an individual's attempt to socialize and form relationships with peers. Examples include but are not limited to; deliberately leaving an individual out, excluding or ignoring an individual by some or all of a group, telling peers not to be friends with an individual, spreading rumors about an individual, embarrassing and individual in public.
- **Physical-** Hurting a person's body or possessions and property. Examples include but are not limited to; Hitting, kicking, punching, pushing, shoving, poking, tripping, spitting, taking or breaking an individual's possessions, making mean, rude or sexual hand gestures.
- **Extortion-** Demands for money, often accompanied by threats; forcing an individual to steal for delivery to another.
- **Cyberbullying-** Many forms of bullying such as, Verbal, Social and Extortion carried out through the use of information and communication technologies including but not limited to; text, social network sites, email, instant messaging, apps, gaming sites, chat-rooms, and other online technologies. This includes but is not limited to; posting inappropriate, unwanted photographs; negative comments in regards to an individual's real or perceived gender including transgender, race, religion, disability, or sexual orientation.

Inclusion

All DPR summer day camp programs provide inclusion support for children with disabilities. In addition to offering this support during our general public camp programs, we also offer several specialty camp options for children with disabilities. Campers needing significant assistance with personal care, behavior management or support to participate in activities, constant eyes on supervision and/or hands on support for more than 30% of the time; i.e. direct support to participate in activities or communicate needs and wishes may be required to bring a care provider (at no expense to DPR) to assist them. DPR will assess participant's abilities and notify the parents/guardians if we feel 1:1 support is needed.

Accommodations available include, but are not limited to:

- Modify or adapt activities in a way that does not fundamentally alter the purpose of the activity.
- Provide accessible transportation within a program and/or adaptive equipment upon request (when available).
- Arrange for the participant and parents/guardians to meet staff prior to the program.
- Meet with the parents/guardians to seek instructions and strategies to meet needs and promote success for the child/teen.
- Parent/ guardians will provide information that will help DPR staff serve the participant fully.

There are several ways to do this:

Provide adapted supplies and equipment that are specific to the participant needs and may not be available to DPR.

Register and provide the information needed at two weeks prior to program start in order to allow sufficient time for consultation between staff, assessment of the individual, level of supervision required and provision of staff support.

If a 1:1 care provider is required the parents/guardians will be required to provide an approved service (pending background check approval) in order for the participant to remain in the program

Confidentiality

DPR staff will not discuss confidential matters or personal information with anyone outside of the Department or with an unauthorized individual. Behavior issues and suspensions can be discussed with anyone listed on the authorized pick up list and the emergency contact list.

All participants are encouraged to respect the confidentiality of other participants by not disclosing personal information with social media, such as but not limited to, Facebook, Twitter, Snap Chat, Instagram, etc.

Dress Code

Participants should wear comfortable, season appropriate clothing and athletic shoes in order to participate in recreational activities each day, taking into consideration the temperature and weather conditions.

Swim suits should provide full coverage, such as one piece swim suits and board shorts/shirts.

Inappropriate attire:

Flip Flops, Spaghetti strap shirts, revealing clothing, jewelry, Speedo Briefs Excessively loose pants and/or shirts. Excessively tight/restrictive Pants, Shorts, Shirts, Dresses Clothing that displays references drugs, alcohol, tobacco, sex, religion, gangs are also inappropriate.

If inappropriate attire is worn and/or clothing preventing participation, the parent/guardian may be asked to bring appropriate clothing or will be required to pick up the participant.

Electronic Devices / Personal Items from Home

Electronic devices such as, but not limited to cell phones, iPod, iPad, Tablets, Laptops, Gaming devices, Toys, Games, Valuables, etc. are **NOT** allowed to be used during the SAC program.

Durham Parks and Recreation does not assume any responsibility for items left, lost stolen or broken.

Field Trips

SAC programs participate in field trips free of cost to participants. Participants will be transported to field trip locations by DPR buses, vans and/or vehicles contracted by DPR. For field trip locations in close proximity to a center, program groups may walk to the specified location.

Important information about trips:

- Participants **MUST** arrive and be signed into the program at least **30 minutes** prior to the scheduled departure time. Scheduled departure time can be found on parent boards, flyers, and information boards.
- DPR does not accept responsibility for a program participant until they are signed in with program staff.
- Transportation vehicles for trips will promptly leave the program site at the advertised scheduled time and will not be delayed to wait for participants arriving after the required 30 minutes prior to trip time.
- **Due to safety and liability reasons participants cannot be dropped off by a parent/ guardian at a field trip location.**
- Some fieldtrips may require additional waiver forms to participate- the SAC Recreation Specialist will communicate this information if needed for a trip.
- **If a participant misses a field trip they may return to the site once the camp has returned**
- Refunds will not be given if a participant misses a field trip

DPR Discounts, Payments and Refunds:

School-Age Care's Sliding Fee Scale Discount Programs

The Sliding Fee Scale is a discount program available to families by completing an application. Reduced fees approved under this program may be applied to only the following programs:

- Summer Camp
- After School
- Intersession
- Fun Days

Once the sliding fee scale is approved parents/ guardians:

- May be appealed at any time due to changes in circumstances
- Must be renewed each year. Sliding Fee Scale Discounts expire on the 365th day from approval date.

The Program fee rate at the time of registering for a program is the fee the customer is responsible to pay. No payment adjustments will be given after program registration is complete.

To Apply for the Sliding Fee Scale Discount:

- Print off the application online at www.DPRPlayMore.org
- Pick up an application at:
 - Any DPR Recreation Center
 - Administration Building 400 Cleveland Street
- Need more details or have questions? Call (919)560-4355

PlayMore Card

Participants may purchase a DPR PlayMore card which will give a discounted rate on all programs in addition to other benefits listed in our PlayMore Brochure and website at www.DPRPlayMore.org. The card must be purchased annually.

Multi-child Discount

After first child's registration fee is paid in full, each additional child will receive a 10% discount off the program fee. * Does not apply to sliding fee discounts*

How to make payments for a SAC Program:

- Online at www.DPRPlayMore.org
- Any DPR Recreation Center
- Administration Building

Payment Plans

- **Daily**- Payment is made for 1 day program (Fun Days)
- **Weekly**- Payment is made every week- (Only option for summer camps, Intersession)
- **Bi-Weekly**- Payment is made (2x's a month) (After School)
- **Every other week**- Payment is made every other week (some months will require 2 payments, other months will require 3 payments based on number of weeks in the month) (After School)
- **Monthly**- Payment is made once a month (After School)

Program withdrawals & Refunds:

When withdrawing from a School-Age Care Program that the child is participating in, a parent/ guardian must give notice in writing at least 14 days in advance. Failure to give notice will result in a balance that must be paid.

Withdrawing from a program prior to the program start date requires at least 14 days' notice.

Failure to attend:

If a participant does not attend the registered program for 2 consecutive weeks and no notification of the absences has been given to the Recreation Specialist the participant will be withdrawn from the program.

- No Refund Will Be Given
- Parent/Guardian is responsible for charges up to withdrawal date

Food in School-Age Care

Parents/Guardians must notify Program staff of **ALL** food allergies and dietary restrictions. If participants are interested in bringing in their own food they are welcomed to do so providing they off a nutritional mean and if possible be peanut/ nut free.

Snack

- DPR provides a snack free of charge in the afternoons for all program participants.
- A conscious effort is made to provide Nut-Free products to program participants
- Sharing food between participants is not allowed
Participants should bring a lunch/snack substitute from home if they have food sensitivities, allergies, or dislike the lunch/snack provided.

Breakfast/ Lunch Meals (Summer Camp Only)

- Registered participants will receive breakfast and lunch daily provided by Durham Public Schools Food and Nutrition free of charge
 - A weekly menu and serving times can be located on an Information Board at your program site.
 - Refrigerators are not available for participants to store or keep food cold.
 - Microwaves and ovens are not available to cook or heat food brought from home.
 - Please pack all food needing refrigeration with a cold pack in an insulated container/bag.

Special Treats/Celebrations

- Parents/ guardians must get prior approval and head count from the program Recreation Specialist before bringing food onsite
- Outside food must be store bought with labeled ingredients and sealed
- Food made at home will not be allowed
- Purchase products that **DO NOT** contain **NUTS** of **ANY** kind
- Ensure there is enough for every participant in the group

Illness/Injury

Participants should not attend any program if they have experienced one or more of the following symptoms within 24 hours.

Fever (99+ degrees or without fever reducing medication), Diarrhea, Vomiting, Sore Throat, Rash, Undiagnosed illness, Chicken Pox, Hand, Foot, Mouth, Pink Eye, Ring Worm, Head Lice, any other potentially contagious condition

Participants who become sick while at a SAC Program

- Will be separated from the other participants
- Parent/Guardian or listed Emergency Contact will be called

- Parent/ guardian or emergency contact is required to pick participant up no later than 90 min from received call. If the participant is not picked up within that time frame a late fee may be assessed.

Participants may return to a program when:

- They have been 24 hours symptom free- Please **DO NOT** return a participant to the program until they are symptom free
- Written documentation from a physician stating participant is not contagious and is safe to return. (DPR have the right to request a doctor's note to return for any reason)

If your child has been diagnosed or you suspect your child has a contagious condition, please contact the Recreation Specialist at your program to inform that the participant will be out.

Medication in SAC Programs

Only those medications, which are medically necessary and cannot be scheduled outside the hours of the School-Age Care Program, will be administered. We encourage all parents or legal guardians to administer all medications to their children before or after participation in a Parks and Recreation Sponsored Program. We understand that some cases may arise, when the program staff may be requested to administer medication. We will, in some circumstances, authorize the Department's staff to administer medications.

It is the parent/guardian's responsibility to:

1. Complete all Medication Administration questions in ePACT
2. Provide medication in a current prescription container, which includes the **child's name, medication name, dose, and time to be given**. Also a physician's name and administration instructions must be on the bottle.
3. Provide over-the-counter medications in original packaging.
4. Acknowledge that medication will only be returned at the end of the program or upon expiration of the prescription or medication.

5. Agree not to bring the child to camp if experiencing symptoms of a communicable disease (e.g. diarrhea, fever, vomiting, etc.)

6. Agree to update ePACT and the SAC Recreation Specialist if there is a change in medication or dosage instructions.

Non-Medical Topical Products such as:

- Lotions
- Sunscreens
- Body lotions
- Bug spray
- Chap stick
- Body powder

Must be listed in the ePACT system under the Non-Medical Product Section. Under no circumstances should the product be shared during program hours.

Participant Arrival and Release

It is Durham Parks and Recreation School-Age Care Program's top priority to ensure the safety of all participants during program hours.

Arrival

Durham Parks and Recreation does not assume responsibility for a participant until the participant has been signed into the registered program with a School Age Care staff member.

Pick Up

Parents/Guardians and individuals listed on the Authorized Pick up List will be allowed to sign a participant out of the program with proper photo identification shown.

- Please be prepared at each pick up to show your Photo ID

Any person listed as a parent/guardian on the registration form may add or remove person(s) to the Authorized Pick Up List.

- **Updates to the pick-up list MUST be made on your ePACT account 24 hours prior to expected change.**

It is the parent/guardian's responsibility to keep all information regarding the participant current and up to date using both Active.net and ePACT accounts during the program's duration.

If there is a Custody Agreement that impacts the participants Authorized Pick Up, please let the Recreation Specialist know ASAP and provide the Custody Agreement to the Recreation Specialist to be uploaded to your child's ePACT account.

Late Pick Up

All DPR School-Age Care Programs close at 6:00pm unless otherwise noted or inclement weather conditions occur.

Participants that are picked up after the Program's closing time will be charged a Late Fee.

\$20 per every 15 minutes **per child**, up to 1 hour past closing time.

- 6:01pm-6:15pm=\$20 / per participant
- 6:16pm-6:30pm=\$40/ per participant
- 6:31pm-6:45pm=\$60/ per participant
- 6:46pm-7:00pm=\$80/ per participant

IF the child has not been picked up within 1 hour of the programs closing time the DPR Recreation Services Manager for Care Programs or Program Coordinator for Care Programs will contact Child Protective Services.

The participant will be released to CPS until the parent/guardian or emergency contact can be reached.

IMPORTANT: Late fees **MUST** be paid in full before the participant can return to the program.

- Failure to pay may result in forfeiture of program slot
- Refunds will not be given
- Continual late pickups- May lead to dismissal from program

(Excessive Late Pick Up Policy) Defined as; 15 or more minutes late on more than 2 occasions within 1 month. All fees previously paid will be retained. Calling into the facility to inform staff that a child will be late is always appreciated. However, the late fee will still be assessed.

Photography/Video

Durham Parks and Recreation staff may take pictures and/or videos during a SAC program to use as

- Marketing material

- Staff training
- Program recognition
- Social media sites controlled by DPR marketing staff.

Participant's names will not be published when photo or video clips are used and no monetary compensation will be given.

Swimming (Intersession, Summer Camp)

Durham Parks and Recreation Indoor Swimming Facilities

I.R. Holmes (Campus Hills)
2000 S. Alston Ave.
(919) 560-4444

Edison Johnson Aquatic Center
500 W. Murray Ave.
(919)560-4265

Durham Parks and Recreation Outdoor Swimming Facilities

Hillside Pool
1221 Sawyer Street
(919)560-4783

Long Meadow Pool
917 Liberty Street
(919)560-4202

Forest Hills Pool
1639 University Drive
919-560-4782

Participants **MUST** follow City Pool Rules and instructions given by lifeguards and Pool Staff.

Durham Parks and Recreation trained aquatic staff will work with participants during each pool visit on water safety skills. Our goal is to increase each participant's swim skills and knowledge while in and around the water. All participants are encouraged to participate.

DPR SAC staff will emphasize pool safety and following City Pool Rules.

Parents/Guardians are encouraged to discuss water safety rules with their child/ren.

- Participants will use DPR indoor and outdoor swimming facilities

- Participants will participate in a swim test on the first pool visit- to assess the swimmers ability
- Participants are expected to follow ALL City Pool Rules
- Failure to follow rules and instruction by lifeguards and pool staff will result in:
 - Participant sitting out of the pool for the remainder of pool visit.
 - Possible loss of future pool privileges during registered program.

Swim Test

Durham Parks and Recreation Aquatic staff will conduct swim tests for all program participants.

A parent/guardian may request a participant not participate in a swim test and request a participant wear a life jacket to non- swimmers.

The Test:

- Swim one (1) length of the pool (approximately 25 yards/ 75 ft) on their front with rhythmic breathing.
- Tread water for 30 seconds without stopping/touching the bottom of the pool.

Participants who pass the test:

- Will be allowed to swim in the deep end.

Participants who *DO NOT* pass the test:

- Will only be allowed to play/swim in the shallow end and to where they can touch the bottom of the pool comfortably.
- A life jacket will be offered to all non-swimmers
- Durham Parks and Recreation staff reserves the right to place a participant in a life jacket in the interest of the participant's safety.

City Pool Rules

- Only proper swimming attire will be allowed (No cut offs or street clothes)
Swimwear must fit properly and not be too revealing.
- No running on pool deck(s)
- No floatation devices, fins or snorkeling equipment is allowed. (We will provide your child with a Coast Guard approved personal floatation device if requested).
- No food, drinks or gum allowed in the pool area.
- Persons with open wounds, sores or skin infections are not permitted in the pool.

- Inappropriate behavior will not be tolerated.
- All participants
- All participants will be required to successfully pass a Swim Test prior to going into the deep end of the pool. Participants will have the opportunity to take the Swim Test each visit to the pool.

Weather and Emergencies

During Inclement weather it is DPR's main priority to protect the safety of all participants and staff members.

DPR follows the Durham Public Schools Inclement Weather schedule during the year

- If Durham Public Schools close early due to inclement weather, DPR will NOT operate School Age Care Programs.
- Parents/Guardians will be responsible for picking up their child at school or following their school emergency plan.
- DPR will notify Parent/Guardian or Emergency contact listed for participant in ActiveNET/ePACT by email or phone once DPR has made an official decision to close School Age Care Programs.

Summer Camp

- During Inclement weather, Programs will operate inside the recreation center building.
- Field Trips may be cancelled depending on the destination and nature of the trip.

Emergency Situations

- If necessary Durham Parks and Recreation will move participants from a DPR site to another DPR site Parents/Guardians will be contacted by phone and or email upon that decision.

If necessary to close the School Age Care Program, Parent/Guardians or Emergency Contact listed for the participant in ActiveNET/ePACT will be contacted by phone or email by a DPR staff member.