

Durham Parks and Recreation School-Age Care Parent Handbook

DPR School-Age Care Staff

Administration Office
Ph: 919-560-4355
dprcareprograms@durhamnc.gov

SAC Recreation Services Manager: Danielle Haynes	919-560-4355
SAC Care Program Coordinator: Jackie Steckler	919-560-4355
ePACT, Administration SAC Sr. Program Assistant: Michelle Zylowski	919-560-4355
East Durham Recreation Center (Summer Camp Only) SAC Recreation Specialist: Arthur Lockhart	919-560-4278
WI Patterson Recreation Center SAC Recreation Specialist: Valeria Sanchez	919-560-4560
I.R. Holmes Sr. at Campus Hills Recreation Center SAC Recreation Specialist: LaCarla Glenn	919-560-4444
Edison Johnson Recreation Center SAC Recreation Specialist: Jasmine McKoy	919-560-4270
Holton Career & Resource Center SAC Recreation Specialist: Marasia Moss	919-354-2750
Walltown Recreation Center SAC Recreation Specialist: Jessica Anderson	919-560-4296

ActiveNET and ePACT Registration Accounts

All information updated online through ePACT will take 24 hours to update and for staff to be notified of any changes.

All School-Age Care registrations, payments and completion of ePACT is required at least 72 hours 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.

Active Net:

- **Program Registration (Financial)**
- **Online payments**
- **Financial inquiries (Invoices, payment history, Sliding Fee Scale percentages)**
- **Address/ Phone Number updates**

ePACT:

- **Participant health, behavior, medication needs**
- **Address/ Phone number**
- **Authorized Pickup persons**
- **Emergency contact information**
- **View signed behavior reports, behavior support plans and other relevant documents per participant**

For Active.Net 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)

DPR Discounts, Payments and Refunds:

School-Age Care Sliding Fee Scale and Discount Programs

The Sliding Fee Scale is a discount program available to families who would like to apply for additional financial funding for School-Age Care programs. Reduced fees approved under this program may be applied to only the following programs: Summer Camp, After School, Intersession and Fun Days

Parents/ Guardians should apply onsite at www.DPRplaymore.org. Parents/Guardians can appeal their sliding fee scale percentage at any time due to changes in circumstances. The Sliding fee scale 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.

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.DPRCarePrograms.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.DPRCarePrograms.org
- Any DPR Recreation Center (excluding East Durham and W.I. Patterson)
- Administration Building

Payment Plans

School-Age Care offers a variety of payment plans depending on the program type. With some programs parents will have the option to select which payment plan works

best for their family. Other SAC programs have set payment plans that must be followed.

Program withdrawals & Refunds

When withdrawing from a School-Age Care Program (before or during) the 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 or DPR may withhold any deposits.

All program withdrawal notices should be sent to DPRcareprograms@durhamnc.gov

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

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 programs.

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

DPR 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.

DPR School-Age Care Programs supports and practices the following Behavior Management Tools and are 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 1 hour 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
- Intentional Spitting/Coughing on an individual or object
- 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

- Refusal of activities
- Any other safety related behaviors

For severe offenses 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

DPR 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.

DPR School-Age Care Programs will not tolerate behavior that infringes on the safety of any participant or staff. It is unacceptable for staff or participants to intimidate or harass another participant or staff 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 behaviors can result in immediate suspension and or expulsion from the School-Age Care program.

DPR School-Age Care Programs 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 Supervisors. 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 supervisors. 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.

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.

- **Social**- Hurting someone's reputation or relationships by repeatedly rejecting and/or undermining an individual's attempt to socialize and form relationships with peers.
- **Physical**- Hurting a person's body or possessions and property.
- **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.

Inclusion

All DPR School-Age Care programs provide inclusion support for children with special needs. Participants needing significant assistance with personal care, behavior management, support to participate in activities, constant eyes on supervision and/or hands on support for more than 30% of the time may be required to bring a care provider (at no expense to DPR) to assist them.

Accommodations available include, but are not limited to:

- Modifying or adapting 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.

Parents/Guardians can assist by:

- Provide adapted supplies and equipment that are specific to the participant needs that may not be available to DPR.
- Complete the information needed in ePACT at least 14 days prior to program start. This will allow sufficient time for consultation between staff, assessment of the participant, determine level of supervision required and provision of staff support.
- Identify and provide a 1:1 care provider. Care providers can be anyone over the age of 18 yrs and does not have to be through a behavioral health agency. Background

checks and care provider expectations form are required for all 1:1 care providers prior to attending the program.

Personal Care

DPR School-Age Care program does not provide personal care for program participants. DPR staff does not assist in the toileting or dressing of any program participants. All program participants must be independent for toileting and personal care in order to participate. Program participants must be able to change their own clothing if soiled.

If a toileting accident does occur, a change of clothes must be brought to the program location or the participant must be picked up from the program within one hour of the incident.

Confidentiality

DPR staff will not discuss confidential matters or personal information with anyone outside of the Department or with unauthorized individuals. 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, preventing participation, or causing a distraction to the program the parent/guardian may be asked to bring a change of clothes 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.

Movies

Movies may be shown while participants are in DPR School-Age Care programs. Before movies are shown, the title of the movie will be communicated to parent/guardians. No movie shown will be over the rating of PG.

Field Trips

All field trips are 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, and emailed in the weekly update.
- DPR does not accept responsibility for a program participant until they are signed in with program staff.
- If a participant needs to be picked-up while at a field trip it is the responsibility of the parent to communicate that to the Recreation Specialist prior to the trip.
- 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 check into the site once their camp group has returned.

- Refunds will not be given if a participant misses a field trip.

Food in School-Age Care

Parents/Guardians must notify program staff of **ALL** food allergies and dietary restrictions. If participants are interested in bringing their own food they are welcomed to do so providing it is nutritional and if possible be peanut/ nut free. Vending machines are not available during program hours for program participants.

Snack

- DPR provides a snack, 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 including siblings
- 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 School's Food and Nutrition Program

- A weekly menu and serving times can be located on an Information Board at the program site and will be emailed weekly.
- 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.

Special Treats/Celebrations

Parents/ guardians must get prior approval and a 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. DPR asks that all purchased products contain no nuts.

Illness/Injury

Participants should not attend any program if they have experienced one or more of the below symptoms within 24 hours. Any participant who displays signs of the illness while at the program will be separated from the group and must be picked up within one hour of the call. Parent/ Guardian will be informed of a return date/ return to program requirement by DPR staff.

Symptoms of illness:

Fever (100.4 degrees or greater without fever reducing medication), Diarrhea, Vomiting, Sore Throat, Rash, Undiagnosed illness, Chicken Pox, Pink Eye, Ring Worm, Head Lice, any other potentially contagious condition, participant complains of not feeling well

Participants may return to a program when they have been symptom free without medication for at least 24 hrs. Or there is written documentation from a physician stating participant is not contagious and is safe to return. (DPR may request a doctor's note to return to programming for any reason). If any participant exhibits unsafe health practices in the program, they will be sent home. Example include but are not limited to coughing on staff or other participants.

COVID-19 Illness Guideline

Participants should not attend the program if they have:

- Received a **Not Cleared** message on their Wellness Screening
- Tested positive for COVID-19
- Been in close contact (within 6ft for at least 15 min) with someone diagnosed with COVID-19 within 14 days
- Been advised by the Health Department or a health care provider to quarantine
- Experienced any of the symptoms listed below:

Symptoms of COVID-19: (based on the NCDHHS guidance)

Fever* or chills • New cough • Shortness of breath or difficulty breathing • Fatigue • Muscle or body aches • New loss of taste or smell • Sore throat • Congestion or runny nose • Headache • Nausea or vomiting • Diarrhea

*Fever is determined by a measured temperature of 100.4 °F or greater, or feels warm to the touch, or says they have recently felt feverish.

Participants who display symptoms of COVID-19 during the program will be separated from the group. All family members living in the same households will also be separated from the group. Participants displaying signs of illness will be required to wear a face mask. The Parent/Guardian or anyone listed on the Emergency Contact list will be contacted for pick-up. The participant must be picked up within 60 minutes of the call. Late fee will apply after 60 minutes.

Participants will not be permitted into or will be sent home from the program if:

- They have a positive COVID-19 test
- Received a "Not Cleared" result from the Wellness Screening
- Complains of not feeling well along with visible signs of illness
- Develops noticeable symptoms during program hours

COVID-19 positive and Covid-19 positive exposure participants who have been quarantined may return to program:

- After 10-14 days of quarantine **and** are symptom free
OR
- Participant has a negative COVID-19 test **and** submits a doctor's note stating child is not contagious and may return to programming

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 the 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: Sunscreens, body lotions, bug spray, chap stick and Body powders 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

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.

Summer Camp, Intersession and Fun Day arrivals:

Participants arriving before 9am, should remain in the car until greeted by a SAC Staff member to complete the check in process.

Participants arriving after 9am, should call the number listed on the Parent Information Board. A SAC Staff member will come out to complete the check in process.

After School arrivals:

If a participant is arriving to the program by the School bus DPR staff will meet the bus the specified location and check the participant into the program. If the participant is not registered for the program the participant must remain on the school bus and cannot come to the DPR program.

All School-Age Care program 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.

Upon arrival to the program between the hours of 5:00pm-6:00pm, DPR staff be will outside prepared to verify ID's and will notify staff that a participant is ready for pick-up. The participant will be brought out to the car once verified. If there is no DPR staff outside, there will be a contact number for the pick up person to call to alert staff that a participant needs to be picked up.

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.**

If there is a Custody Agreement that impacts the participant's 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 is the late fee.

If the child has not been picked up within 1 hour of the programs closing time the DPR Recreation Services Manager 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.

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 will cause dismissal from program. The late fee charge can be appealed to Recreation Manager or Assistant Director of Care Programs at DPRcareprograms@durhamnc.gov.

(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 for 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 Locations and guidelines

Durham Parks and Recreation Indoor Swimming Facilities	Durham Parks and Recreation Outdoor Swimming Facilities
I.R. Holmes (Campus Hills) 2000 S. Alston Ave (919) 560-4444	Hillside Pool 1221 Sawyer Street (919)560-4783
Edison Johnson Aquatic Center 500 W. Murray Ave. (919)560-4265	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.

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 the participant wear Personal Protective swimming vest.

Swimming Test requirements: 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 Personal Protective swimming vest will be offered to all non-swimmers. Durham Parks and Recreation staff reserves the right to place a participant in a Personal Protective swimming vest 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.

Weather and Emergencies

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

After School:

DPR follows the Durham Public Schools Inclement Weather schedule during the school 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 Active.NET/ePACT by email or phone once DPR has made an official decision to close School- Age Care Programs.

Summer Camp, Intersession and Fun Days:

- 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.
- If weather will cause a program not to operate DPR staff will be in contact with all parent/guardians.

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 Active.NET/ePACT will be contacted by phone or email by a DPR staff member.

Thank you for participating in Durham Parks and Recreation School-Age Care Programs!