

# **Welcome to the City of Winter Park**

## **Parks and Recreation Parent Handbook**

***Updated Due to COVID-19***

Our staff has developed this Parent Handbook to familiarize you with Winter Park Recreation policies and procedures and to help answer any questions you might have. This Parent Handbook contains important camper and parent/guardian information. Please be sure to read this Parent Handbook with your child. You will also receive a weekly informer that we suggest you post in a place where you and your child can refer to it.

We are glad you have chosen us to provide a fun, safe, and enjoyable experience for your child this summer. We strive to employ the most caring and qualified staff possible. Our goal is to provide skilled leaders who are not only well trained, but who are positive role models for your child. Staff training includes first aid and CPR/AED, behavior management, activity planning/coordination, safety and supervision.

We welcome your input and encourage you to contact us any time during the summer at the telephone numbers listed below. We are looking forward to a great summer with your child.

### **2020 Camp Dates:**

**June 8<sup>th</sup>-August 7<sup>th</sup>**

### **Camp Time:**

**7:30am-6:00pm**

### **Important Phone Numbers**

**Stephanie Kunz, Community Center Supervisor      (407) 599-3387**

**Shawnta Price, Recreation Program Coordinator      (407) 599-3309**

**Winter Park Community Center Front Desk      (407) 599-3275**

**Mike McCosker, Recreation and Family Services Manager      (407) 599-3623**

## **Updated Due to COVID-19**

In light of the COVID-19 pandemic, we have made some changes to our summer camp policies to maintain a safe and healthy camp environment for your children, our staff and patrons.

Over the years, we have prided ourselves in being an affordable yet also fun and innovative option for your summertime childcare needs, and we will do our best to ensure your children still have an amazing summer camp experience, while simultaneously following the “New Normal” guidelines set forth by our Local, State, and National governments.

Below are our updated policies. Please note that these policies are subject to change and that they are in addition to, not in lieu of, our current policies and procedures.

### **Sick Child**

- Please DO NOT bring your sick child to camp and notify us immediately if he/she or anyone else in your household has:
  - Fever greater than 100
  - Difficulty breathing
  - CoughIf your child is sick with the above symptoms, they will not be able to return to camp until a doctor's note is provided. If someone else in your household is sick with these symptoms, a doctor's note MAY also be required.
- If we send your child home sick from camp with any of the above symptoms, they will not be able to return to camp until a doctor's note is provided.
- We will be screening children upon arrival each day.

### **Payments**

- In an effort to minimize possible cross contamination, please make payments with credit card over the phone until further notice. Payment due dates will remain the Wednesday prior to camp. Reminders will be posted at check in/out.
- Although it is not preferred, if you are unable to pay with credit card, checks and money orders will be accepted at the front desk. If we are still closed to the public during summer camp, you must call the front desk to make an appointment to pay.

### **Check-In**

- Check-in will be through the parking lot side gym doors. This will be the start locations for all groups in the morning. Their group will have a designated area where they will be able to eat breakfast, play games, and do the morning exercises before starting their daily activities at 9:00am.
- Breakfast is every day at 7:45am – 8:45am.
- If a line of cars begins to form, DO NOT let your child out in the car line and leave. We must make visual contact with all parents at check-in. You must either continue waiting in the car line, or park and walk your child to the check-in table.

## **Check-Out**

- At the time of you reading this handbook, the Community Center will not be open to the public. When you arrive to the center, call the front desk and we will send your child out with a staff member. You will be required to sign your child out every day, and any questions or concerns should be addressed at this time with the Camp Director.
- Please always have your I.D. card with you for verification purposes.

## **Miscellaneous**

- We will have smaller camper to counselor ratios. The groups will rotate throughout the building every 1.5 hours. All areas will be thoroughly sanitized prior to transition, and social distancing protocols will be followed.
- Until further notice, we will NOT go on any field trips to Non-City owned locations. Most of our trips are very hands on, and we don't feel comfortable putting your children and our staff's health in the hands of outside businesses in HOPES that they are properly cleaning and upholding social distancing practices. We will still be visiting our City parks and pools for different activities. If anything changes and we feel comfortable taking the children on a field trip, you will be notified and given detailed information.
- If a group goes to a City owned facility at any point during the summer, we will only allow one group to be transported in our department bus at a time. The children will be required to sit one to a seat with alternating seating.

## **STAFF**

Your child will be assigned to a camp group leader according to Age or Grade. Our staff encourages open communication to ensure that your child has the best possible camp experience with us. If you have any comments or questions for your child's counselor, please call or speak with a Camp Director at check in or out to set up a conference call.

## **PARENT COMMUNICATION**

Keeping our parents informed and parents keeping us informed are very important to the success of our Summer Program.

### **Parents must contact the Recreation Department when:**

1. Information on your child's Emergency/Identification Record has changed.
2. Someone other than those listed on your child's Registration Emergency /Identification Record will be picking up your child.
3. A child cannot be picked up on time.
4. An incident or change occurs in your child's life that alters his/her attitude or behavior or causes them to be emotionally upset (i.e. divorce, loss of a pet, death in family). Staff will be sensitive to such situations and will maintain the child's confidentiality.
5. Your child has a contagious disease (i.e. head lice, pink eye, chicken pox).

### **Parents will be contacted immediately when:**

1. Your child has received an injury that could require immediate medical attention.
2. Your child exhibits a medical condition that could be contagious or threatening to others in the program.
3. Your child is ill and unable to participate in planned activities.
4. Your child must be picked up due to unacceptable behavior.

### **Parents will be notified at pick-up time when:**

1. Your child receives a minor injury that does not require the service of a professional in the medical field.
2. Your child complains of a non-emergency condition or symptom.
3. Your child exhibits unusual or inappropriate behavior.
4. We want to share your child's accomplishments and positive social experiences.

### **The Camp Director will schedule parent conference calls when:**

1. Your child exhibits a pattern of disruptive behavior that interferes with the quality of the program or management of other program participants.
2. The staff observes unusual patterns of behavior or participation

## **ATTENDANCE AND PARTICIPATION**

Children are encouraged to participate when present, unless sick or injured, in which case parents will be notified and the camper will be sent home. Daily camp attendance is taken, but please notify staff of known absences. We do ask parents to follow two basic guidelines:

1. In cases when you may be picking up your child early, please call the front desk to inform them of what time you will be arriving so we can have your child ready when you arrive. Please call again once you arrive.
2. If your child is designated to walk or bike home at the end of the day and must leave camp early, parent must inform a Camp Director via a written note dated and signed.

## **SIGN OUT PROCEDURE**

Parents are required to sign their child out on a designated roster (signature and time required) at the end of the day. ID's will be checked, so please be prepared. If your child walks or rides a bike to camp, you will complete the section on your Child's Emergency/Identification Record allowing the camper to check him/herself out. Please note that we strongly recommend that you personally check your child in each morning. **WE ARE NOT RESPONSIBLE FOR YOUR CHILD UNTIL HE OR SHE IS CHECKED IN WITHIN THE ADVERTISED START TIME OF THE PROGRAM.**

## **"INFORMER"**

A parent newsletter highlighting camp activities will be sent home with your child weekly. Please be sure to read this newsletter, which contains important information on the weekly schedule and requirements. We love informed parents! There is a Summer Informer board at check in.

## **CODE OF CONDUCT**

Please carefully review the code of conduct with your child. In fairness to all campers, we expect appropriate behavior at camp. Disciplinary measures will be taken when necessary.

1. Campers may not leave camp without written permissions.
2. Campers must stay in designated areas.
3. Campers will be courteous to fellow campers and staff.
4. Campers will respect city property, school property, and all facilities therein.
5. Campers will respect and not abuse equipment.
6. Cursing, profanity/swearing, name calling, fighting, roughhousing and or any type of bullying will not be tolerated.
7. Campers must follow camp and leader rules at all times. Flagrant disrespect will not be tolerated.
8. Campers should stay with their assigned leader at ALL times.
9. ONLY registered participants are allowed at camp.
10. Campers must participate in activities and have FUN.

## **FAILURE TO COMPLY WITH THE PRECEEDING RULES MAY RESULT IN:**

1. Verbal reprimand by leader. (Parent Communication Notice)
2. Timeout from activity. (Parent Communication Notice)
3. Verbal reprimand by Counselor and or Supervisor in addition to notifying parents. A (Behavior notice) will be sent home with the child or presented to the parent at time of pickup to inform parents of the situation. **The Behavior notice MUST be signed by the parent/guardian at time of pickup or returned with the child with signature from parent/guardian before he/she is allowed back to Camp or to the Afterschool Program.**
4. In extreme cases, if a child is to be removed from Camp or the Afterschool Program entirely, a conference call will be set with parent/guardian to go over the situation. All suspensions must begin the following day of camp or the Afterschool Program. **NO REFUNDS OR PARTIAL REFUNDS WILL BE GIVEN.**

**PLEASE NOTE:** Zero tolerance policy with weapons (knives/guns) and /or threats. Any behavior that is deemed malicious or violent or results in property or equipment damage and/or injury will result in immediate suspension and possibly notification of Winter Park Police Department. The number of days of suspension will be determined by the severity of the act. The parent will be responsible for payment of any damaged and/or

destroyed property or equipment. Due to the nature of the disciplinary action, we reserve the right to implement whichever of the above steps are necessary.

## PAYMENT

Summer Camp is based on a weekly fee. Camp times are **7:30 AM to 6 PM** (there is no drop off before 7:30AM)

Enrollment and Payment Options:

1. Enroll child(ren) in the desired Camp session, pay registration fee and fees pertaining to what program you are enrolling.
2. To guarantee your spot in **Summer Camp** each week you may reserve a space by paying a \$5 non-refundable/non-transferable deposit per camp week enrolled. This will ensure a space for your child(ren) for all of your desired weeks of Summer Camp. If you choose this option, with the exception of week 1 which is due Thursday May 28<sup>th</sup>, the weekly camp's balance is due the Wednesday prior to the start of the week reserved. **EXAMPLE: Week 2 payment is due by Wednesday 6/10. If payment is not received by the payment deadline your deposit will be forfeited and space will be made available to our waiting list.** Weekly payments are the parent's responsibility; the child's enrollment will be automatically cancelled and the deposit forfeited if full payment is not received by the designated due date.
3. Payment methods are: Check, Money Order, Visa, and MasterCard. It is preferable that you pay with credit card over the phone, or call (407) 599-3275 to make an appointment to pay at the front desk.

## REFUND POLICY

Payments for all programming is non-refundable/non-transferable except in cases of documented (i.e. Doctor Note) medical emergencies.

## LATE FEE PICK UP POLICY

The late fee policy for Camps and or Afterschool Program is as follows:

**First Occurrence:** Verbal and Written Warning to parent

**Second Occurrence:** \$5 for the first 15 minutes (6:01-6:15pm) and \$10 for each additional 5 minutes after 6:15pm.

## TAX INFORMATION

If you are requesting Tax Information for your enrollment in any of our programs please call (407)599-3275 to leave your name and number so we can get your document together within 24 hours of your request. Once you receive a call back, an appointment will be set for you to pick up your information. Please bring your ID back up to the center so we can verify pick-up for document.

## MEDICATIONS

If your child takes any prescription medication during camp hours, we must have details and your signature on the Registration Form. Please make these arrangements with the Community Center Supervisor the first day of camp or immediately thereafter if the situation changes.

The following information is required on the Medication portion of the Registration Form:

1. Child's name, Parent's name, home and work telephone numbers
2. Times that the child is to get the medicine.
3. Dosage amount for each time given.
4. Signature and date stating that you are giving our staff permission to dispense medication to the child.

**MEDICINE MUST BE IN ORIGINAL CONTAINER WITH CURRENT DATES, MARKED WITH NAME OF PATIENT/CHILD, MEDICINE, AND DOSAGE**

## **ILLNESS**

Please do not send your child to camp with a fever and/or ailment that would hinder his/her participation and jeopardize the well-being of other campers. If staff calls to notify you that your child is sick, please pick up promptly for health of your child and others.

## **AMBULANCE SERVICE**

In the event of a medical emergency in which emergency staff warrants that your child is taken to the nearest hospital, transport fees will be the responsibility of the parents or legal guardian.

## **INAPPROPRIATE USE OF EQUIPMENT/PROPERTY**

Children misusing or intentionally damaging another person's personal property or City equipment may be held responsible for its replacement. Such situations will be handled between the parties involved. The City of Winter Park will not be held responsible for replacement items damaged by another child/participant.

## **LOST AND FOUND**

A lost and found area will be maintained by the staff at the camp location. Please label everything your child brings to camp. Do not send expensive toys or personal items to camp with your child. We are not responsible for the loss or damage of any items your child may bring to camp. Please check with staff immediately upon noticing the loss of any item(s).

Items will be left out on Fridays for collection and donated every week if not claimed.

## **PERSONAL ITEMS**

Please do not bring personal items (such as handheld video games, I-pods, MP3 players, cell phones, etc.) to camp. City of Winter Park Recreation will not be held responsible for broken, lost, stolen, or misplaced items.

## **CLOTHING**

Send your child to camp in comfortable clothes appropriate for the weather. We get very dirty in some of our activities, so older clothes are recommended or additional camp shirts can be purchased. **NO SANDALS, OPEN TOED SHOES, or HIGH HEELED SHOES ARE ALLOWED. SNEAKERS/TENNIS SHOES ONLY.** Shorts, t-shirts, and sneakers are acceptable camp attire. Send swimsuits, towels, and sunscreen on swim days.

## **MONEY**

Please limit the amount of money that you send with your child to camp each day. Stress to your child to keep track of his/her money. We regret that staff is not able to hold your child's money. It is advised that children keep their money on them in a fanny pack, wallet, or secured cargo pocket. They will have an opportunity to purchase items from concession at lunch.

## **SWIMMING**

A Mandatory Swim Test will be required for each child on his/her first trip to the pool. A lifeguard will administer and supervise the swim test. If a camper does not pass the swim test they will be required to wear a life jacket at all times while in the water. On swim days, children are to bring labeled swimsuit, towel, and sunscreen. Bathing suits are required for swimming; shorts are not permitted. Campers who forget their bathing suits or have a medical excuse will be provided with board games or another alternative activity. Please check your weekly camp informer for your child's swim days. Please keep in mind due to weather the times may have to be adjusted.

**BICYCLES**

Children who ride their bikes to and from camp should provide a lock and chain to secure their bike.

**SUNSCREEN**

It is strongly recommended that parents apply sunscreen to their child each morning. Children should bring additional sunscreen (labeled) to apply throughout the day. It is the child's responsibility to apply additional sunscreen or ask his/her leader for assistance. Hats are also recommended for outside activities.

**WATER**

It is important that campers drink plenty of water throughout the day. Water is accessible to camper all day and personal water bottles are encouraged. Please make sure the campers name is on his/her bottle.

**T-SHIRTS**

A free summer T-shirt will be issued the first week of camp.

***WE THANK YOU FOR YOUR COOPERATION AND LOOK FORWARD TO A GREAT TIME!***

# **Winter Park Community Center Summer Camp Program**

## **Behavioral Management Policy**

The Winter Park staff will use positive behavior management techniques that are developmentally appropriate and adhere to the policy and procedures implemented by the Winter Park Community Center.

### **Behavior Management Techniques – Winter Park Staff will:**

1. Involve the children in the development of the “Program Rules.”
2. Maintain consistent behavior expectations and reinforce good behavior.
3. Guide children by setting clear, consistent, fair limits for program behavior.
4. Use natural and logical consequences.
5. Redirect children to a more acceptable behavior or activity.
6. Use positive reinforcement, including a positive behavior recognition program.
7. Make eye contact and listen when children talk about their feelings and frustrations.
8. Guide children to resolve their own conflicts through the use of conflict resolution skills.
9. Use effective praise that is immediate, sincere and specific.
10. Modify and structure the environment to attempt to prevent problems before they occur.

### **Positive Discipline Measures**

It is our goal for counselors, children and parents to work together toward cooperative behavior and a cohesive atmosphere. Staff will always notify parents of emerging difficulties and ask for assistance in behavior management. When warranted, Parent Communication Notices, Behavior Write-Ups and/or Specific Written Goals/Plan will be established to reduce or redirect serious misconduct. However, in some cases, additional disciplinary measure may be pursued if a child inflicts physical or emotional harm on other children, is dangerous to themselves or others or is physically or verbally abusive to counselors and others.

The following behaviors are considered serious in nature:

#### **Theft or Attempts to Steal or Property Damage**

- Theft, Attempted Theft or Property Damage is defined as any property not belonging to the participant.

#### **Verbal Abuse of Counselor or Other Participants (i.e. Bullying)**

- Verbal Abuse is the belittling, humiliation, intimidation or threatening of another.

#### **Physical Aggression**

- Physical Aggression is the deliberate intent to hurt or jeopardize the safety of oneself or others. This behavior will not be tolerated, even when the child is angered or emotionally upset and requires immediate intervention.

#### **Disruptive, Defiant or Disrespectful Behavior**

- Disruptive, defiant and disrespectful behavior is behavior that requires repeated one on one attention and redirection thus taking the counselors attention away from the other children putting them at risk.

#### **Inappropriate Touching/Behavior**

- Inappropriate touching is defined as any physical contact to another individual that causes emotional or physical distress.
- Inappropriate behavior is defined as any behavior that disrupts daily activities and/or causes distress to staff or other participants.

#### **Children Leaving the School Premises without an Authorized Escort**

- Children who attempt to leave without the assistance of a counselor are seriously endangering their safety and strict measures must be taken to prevent such occurrences. All children are required to stay within clearly designated Community Center Afterschool and Day Camp boundaries when indoors as well as during outdoor recreation time. If a child is troubled or hurt, he or she must seek the assistance of a counselor immediately.

#### **Verbal Threats of Severe Harm or Death Threats**

- Severe verbal threats that potentially endanger the life of a participant will be taken seriously and responded to with great caution. Immediate steps for resolution will take place in all such cases. It is not our intention or within our jurisdiction to determine the intent of the child or to interpret the meaning of statements or actions. However, we cannot minimize the serious nature of such threats and will therefore enforce strict and consistent consequences to prevent future occurrences and/or a dangerous situation.

**Discipline Action Steps – Winter Park staff will utilize the following behavior management guidelines:**

- A. “Personal Time” – removal of child from a situation for up to 5 minutes so they can regain control of their behavior.
- B. Verbal with child about Behavior/Parent Communication Notice will be given to parent/guardian regarding the child’s behavior.
- C. Behavior Write-Up – A child’s behavior may result in the child being given a Behavior Write-Up. The Program director is responsible for contacting the parent/guardian to set-up a conference call to discuss the child’s behavior.
- D. Behavior Action Plan/Improvement Plan
- E. Suspension – Serious behavior problems may result in immediate suspension, and you may be responsible for picking up your child immediately. Program Director will also set up a conference call with Student and Parent/Guardian to discuss further actions that must take place in all serious behavior issues.
- F. Dismissal - The Winter Park Community Center Programs cannot serve children who display chronically disruptive behavior. Chronically disruptive behavior is defined as verbal or physical activity which may include, but is not limited to, the following:

- behavior that requires constant attention from the staff
- behavior that inflicts physical or emotional harm on other children or self
- behavior that abuses the staff and/or ignores or disobeys the rules constantly

**Bus Discipline Action Plan**

Although we will not be going on any field trips to outside businesses, we may visit other City owned facilities and will use the bus for transportation utilizing the social distancing bus protocols stated earlier.

The discipline steps listed below are the ones normally followed to correct inappropriate behavior. However, steps may be altered if the behavior requires a more severe disciplinary action.

For minor disruptive misbehavior such as safety violations, name-calling, eating/drinking on the bus, noise distractions, or other inappropriate behavior, the driver will do the following:

**1st Offense:** Provide verbal warning to the student and a written Behavior Notice to keep on file by the driver.

**2nd Offense:** The driver may reassign the student to an already assigned seat. A behavior notice will be written by the driver and given to the Program Director for a parent/guardian to sign.

**3rd Offense:** The Program Director will call the parent/guardian and schedule a conference call with the student, bus driver and parent/ guardian. Disciplinary actions may include bus suspension or other appropriate disciplinary actions.

Parent/guardian will be notified of all bus suspensions.

**4th Offense:** The above procedures will be followed with disciplinary actions that may include a longer bus suspension.

Parent/guardian contact will be made.

**5th Offense:** Dismissal- A recommendation for the dismissal of bus-riding privileges may be made by the Program Director to the parent/guardian all together.

**Major Behavior Problems**

Behaviors including, yet not limited to fighting, vandalism, throwing objects in the bus or out bus windows, profanity or obscene gestures, up and moving around (switching of seats once bus is in motion) disrespect toward the driver or other students, and any other distractions or disruptions to a driver can affect student safety and bypass the steps listed above and result in bus suspension or Dismissal from transportation.

If a child cannot adjust to the program setting and behave appropriately, the child may not be able to return to the program. Reasonable efforts will be made to assist children in adjusting to the program setting.

# **COVID-19 Policy, Parent Handbook, and Behavioral Management Policy Agreement**

I understand, have read or will read the COVID-19 Policy, Parent Handbook, and Behavior Management Policy and with my signature agree with all policies as outlined.  
(Please Print Legible)

Child's Printed Name (Print): \_\_\_\_\_

Parent/Guardian Name (Print): \_\_\_\_\_

Signature of Parent/Guardian \_\_\_\_\_ Date \_\_\_\_\_