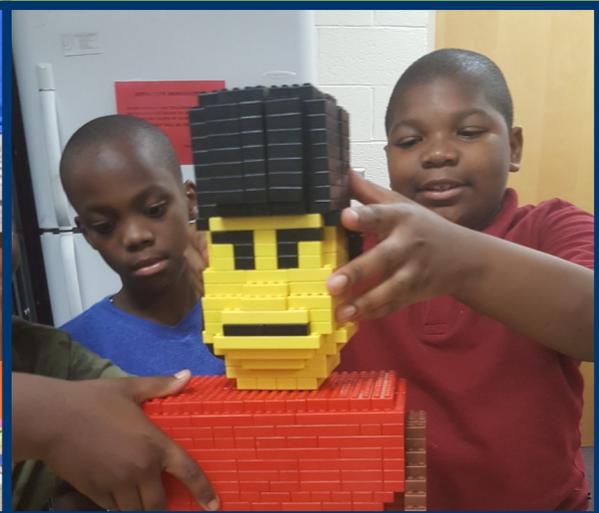


# THE CITY OF NORFOLK<sup>SM</sup>

RECREATION, PARKS & OPEN SPACE

## Before School/After School Program

### Parent Handbook 2016-2017



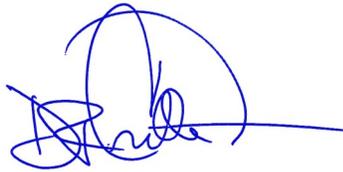
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Dear Parents & Guardians,

Thank you for enrolling your child/ren in this year’s Before & After School Program. Staff have worked hard to make this year’s program an enjoyable and rewarding experience for your child/ren. Staff’s objective for this year’s program is to teach your child something different each day, they will leave the program with something of substance, or a kernel of knowledge that will prepare them for life. Again, thank you for your support of our program. Here’s looking forward to a great school year.

Sincerely,



Darrell R. Crittendon, Director

Norfolk Dept. of Recreation, Parks & Open Space



### ***Get Out and Play!***

The mission of the Recreation, Parks & Open Space Before & After School program is to provide a safe and structured recreational program for children ages 5-12. Children will have the opportunity to engage in arts and crafts, active and passive games, educational activities and field trips, among many other fun activities.



# Program Design

## ***Daily Programming***

Norfolk Recreation Parks & Open Space offer programs/activities that encourage participation by a diverse population and accommodate those with different abilities and learning styles. The Before and After School program utilizes the principles of S.T.E.M to develop programs and activities.

## ***Program Schedule***

Each age group has a schedule of events posted daily around the facility to help participants and parents understand what activities will take place and when. Participants will be informed of changes to the schedule as soon as possible. Rotation time, prior to activities, will be incorporated into the schedule.

## ***Communication***

Instructions will be given prior to each activity to provide ways to engage a variety of learning styles. Understanding of instructions will be ensured by asking participants questions and having them repeat instructions.

## ***Important Parent Information***

A parent, guardian or authorized person(s) must sign their child/children in and out of the program on the designated log upon arrival to and departure from the facility. Children may not be dropped-off and/or picked-up outside of the building. Failure to comply with this policy may result in the participant's removal from the program.



### **Things to Know**

- Personal information for each participant is needed such as age, emergency contacts and allergy/health information so that we can deliver appropriate programs and services.
- Parents and legal guardians are permitted to access and change child's records. Photo ID and other proof of relationship will be required.

# Participation Guidelines

The following policies have been established for the safety of all participants. Failure to comply with these rules will result in suspension from the program. It is important that you read and discuss the rules with your child, so he/she will understand the expectations for participation in the program.

- Participants, parents/guardians (including individuals authorized to pick-up a child/ren) and staff are to address each other with dignity and respect.
- All participants and parents/guardians (including individuals authorized to pick-up a child/ren) must conduct themselves in a manner that does not endanger their safety or the safety of others.
- Tennis shoes or non-marking, rubber-soled shoes are required for participation. Participants should be dressed appropriately for current weather conditions. Please do not bring shoes with cleats or black soles, flip flops, sandals, skates or skate shoes, unless authorized.
- Do not bring cell phones or other personal items such as electronic devices, collector game cards, toys, etc. from home to use during program times unless authorized by staff. The City of Norfolk and the program staff are not responsible for lost, stolen and/or damaged items.
- Do not bring sleeping bags, towels or blankets to the facility unless requested to do so by staff for a specific activity.
- Participants must always follow the instructions of the staff.
- Participants are to maintain individual space and keep their hands, feet, etc. to themselves.
- Label all belongings with the child's name.
- Participants and parents/guardians (including individuals authorized to pick-up a child/ren) must comply with all guidelines and procedures written and/or implied regarding participation in the Summer Day Camp Childcare Program.

## Operational Guidelines

The Recreation, Parks & Open Space Camp Wake Up program operates under §63.2-1715 of the Code of Virginia, which allows local governments to establish safety and supervisory standards, such as those in this handbook. The Norfolk Department of Recreation, Parks & Open Space is committed to protecting the safety and well-being of all children. Section §63.1-248.3 of the Code of Virginia requires any person providing full or part-time child care for pay on a regular basis to report any suspected child abuse or neglect.

## Outdoor Play

We take careful detailed steps in making decisions regarding outdoor activities during extreme temperature, poor air quality or the possibility of thunderstorms. We eliminate strenuous outdoor activities due to extreme heat and poor air quality.

# Participant Expectations

Expectations will be posted so participants can always refer to them. Rules and consequences will be reviewed regularly. Consequences will be followed through appropriately in a timely manner. Other choices for stress relief may be given (e.g. drawing, writing, exercise, quiet area, stress free zone, etc.). Use of positive feedback and rewards are encouraged.

- Participants are expected to exercise respect toward all people, places of business, equipment and vehicles.
- Participants are expected to follow the rules associated with activities and program areas and ask a staff member for clarification if needed. Instructions will be given prior to each activities in 1 or 2 simple steps and provided in ways that engage a variety of learning styles.
- Participants are expected to communicate and conduct themselves in an appropriate manner. Threatening words, tone of voice, gestures, foul language, sexually inappropriate behavior, teasing, bullying, throwing of objects and physical contact will not be tolerated and/or prohibited.
- Participants are expected to model and support a safe, fun and healthy environment.
- Any behavior that is deemed aggressive or threatening will require immediate removal from the program/facility with the possibility of further consequences. If the patron is a minor, staff will make every effort to contact the parent or guardian to make them aware of the situation. Any unlawful behavior or activity will be reported to the appropriate legal authorities or further action.
- Parents/guardians are financially responsible for their child's actions when the participant:
  1. Defaces and/or destroys the building, grounds, equipment, vehicles or other's belongings.
  2. Tamper with or pulls the fire alarm without due cause.

*In order for all participants to have a safe and enjoyable experience, all participants must demonstrate appropriate behavior and respect for themselves as well as others. Meeting this expectation will offer all participants the greatest opportunity for success.*



# Behavior Guidelines

In order to promote the child's physical, intellectual, emotional, social well-being and growth, staff will interact with the child and one another to provide needed help, comfort, support and guidance:

- Respect personal privacy;
- Respect difference in cultural, ethnic and family backgrounds;
- Encourage decision-making abilities;
- Encourage independence and self-direction; and
- Use consistency in applying expectations.

Behavior guidance is constructive in nature, age and stage appropriate, and is intended to redirect children toward appropriate behavior and to resolve conflicts.

## **The following actions or threats are forbidden:**

- Any form of physical punishment such as spanking, hitting or shaking.
- Forcing a participant to assume an uncomfortable position.
- Restraining or restriction of body movement through binding, tying or confinement in a closed or small space.
- Verbally abusive remarks such as belittling a participant, threats or remarks about his/her family, cultural background, race or religion.
- Use of exercise.
- Separation from the group so that the child is away from the hearing and vision of a staff member.
- Giving authority/consent to allow a participant or other persons to punish another participant.
- Enforcing a punishment at the request of a parent/guardian that resulted from behavior at home.
- Punishment by applying unpleasant or harmful substances.
- Forcing participants to write repetitive sentences as a means of punishment.

## **Staff Code of Conduct**

Recreation facility staff will uphold these principles while interacting with participants:

- Respect personal privacy.
- Promote ways of getting along.
- Respect differences in cultural, ethnic and family backgrounds.
- Encourage decision-making abilities.
- Encourage independence and self-direction.
- Use consistency in applying expectations.

## “Time IN” Zone

Having time to calm down can be helpful for children. In fact, teaching kids how to pause and take some inner reflection time, some “Time IN”, is essential for building executive functions that reduce impulsivity and harness the power to focus attention. But this isn’t isolated time as reflection is created through relationships, especially for younger children. Its not about punishment or making a child pay for her mistake. Its about offering a choice and a place that helps the child self-regulate and down regulate, which involves downshifting out of her emotional overload.

## Sign-In/Out and Unattended Child Procedures

- All Participants must be fully signed in and/or out daily by a parent or authorized individual.
- A picture ID will be required to verify the authorized person picking up a participant.
- Anyone not on the authorized pick-up list will need prior written permission from a parent or guardian to pick up a participant. This change must be received, approved and documented by our administrative office.
- A late fee of \$5 per child will be assessed for every 5 minutes past the pick-up time when a child has not been picked up. See “Stranded Participants’ below for additional information.
- Your child(ren) will not be able to return to the program if any late fee is not paid with the next payment.

## Stranded Participants

Participants still at the program site after regular operating hours will be attended by at least 2 staff members. Attempts will be made to contact parents/guardians and emergency contacts when a participant has not been picked up by the close of the program. Thirty minutes after closing, local authorities will be contacted and staff will follow the directions of the authorities.

### Homework

A set time ha been established for participants to work on their homework. Homework is encouraged , but self directed. A homework area will be established for those participants who would like to do their homework during program time. We strongly encourage parents to review their child’s work at home.

### Parent/Guardian Involvement:

Parents/guardians who have children enrolled in Camp Wake Up are permitted and encouraged to assist with special events and may visit the facility at any time during operation hours.

# Illness/Injury

Parents must pick their child/ren up within one hour once notified by staff that their child/ren is sick and/or has a temperature of 101 degrees or higher. Children who have been sick with a fever must remain out of the program for 24 hours after the fever breaks.

Certain illnesses and communicable diseases such as, but not limited to, ringworm, lice, pinkeye and strep throat require parents to seek medical care for their child/ren. In the event of this type of illness, a physician's note will be needed for child/ren to return to the program.



# Personal Belongings

Participants are asked to bring personal items that may be needed throughout the day (change of clothes, assistance equipment). Participants should leave personal belongings such as dolls, jewelry, balls, video games, etc. at home. Youth should not wear or bring expensive or breakable items to the program. Staff will not hold or safeguard such items and cannot be responsible for their safekeeping. All personal belongings should be labeled with the participant's name and stored in a bag or backpack which will be kept in the main program area.



## Medication

Section §54.1-3408 of The Code of Virginia requires that medications be administered by health care professionals and prohibits untrained staff from administering medication to children enrolled in the program. Therefore, no medication can be administered to children by staff. With the exception of asthma inhalers, no other medication can be brought to the facility and/or left in the child/ren's possession while attending the program.

# Electronic Devices



Norfolk Recreation, Parks & Open Space will allow participants to use privately owned electronic devices with the understanding from each participant, and their family, that this represents a privilege and not a right. To maintain this privilege, participants must do the following:

- Participants may use a privately owned electronic device with the Recreation Specialist or Recreation Supervisor permission.
- The privately owned electronic device owner is the only person allowed to use the device.
- The device may only be used by the device owner during the time allotted by the Recreation Center Staff.
- Devices are brought to the program at the participant's and parent's own risk. In the event that a privately owned device is lost, stolen, or damaged, the City of Norfolk is not responsible for any financial or data loss.
- Violation of programs policy, local, state and/or federal laws while using a personal electronic device may result in appropriate disciplinary and/or legal action as specified in the Before & After School Handbook, as well as by local, state and/or federal law.
- If the use of the device causes disruption in the specific setting, the participant will be required to put it away.

# Snack/Dinner

- Each program will have a designated time for participants to eat their snacks and/or dinner.
- During the school year, various Before & After School programs offer snack or dinner through Norfolk Public School & USDA. All other facilities will require parents to send a snack and drink for their child to eat at designated time.
- Refrigeration and heating capabilities are not available. We encourage parents to pack their child's snack or dinner in a small insulated cooler with freezer packs to keep the food cold during the day.
- Vending machines may be available at some locations; however, machines may not always be fully operational. Staff do not have change and are not responsible for lost money.
- Norfolk Recreation, Parks & Open Space programs are not a peanut free environment. Snacks or refreshments served may contain traces of peanuts, tree nuts or maybe processed in an environment where these items may be present. We appreciate your cooperation in sharing your child's food allergies with our program staff.
- Program participants are prohibited from sharing or trading food/drink items with other participants unless they are siblings.

# Program Openings & Closings

The Before & After School programs operate concurrently with the Norfolk Public School year operating calendar. On the days schools are closed for students, our programs are closed as well. On days of adjusted dismissal times, our programs begin once the students have been released from school, without any additional cost to you. On select days when school are closed to the students , we will offer optional All Day “Play Days” at selected recreation/community centers with valid recreation card.

## Inclement Weather

- The Before & Afterschool Program may be forced to close due to severe weather conditions or unforeseen circumstances.
- Before & Afterschool Programs will be closed when school is closed or released early but consolidated locations will re-open as quickly as safely possible for operations even when school is still closed.
- Parent will be notified to pick up their child(ren) within the hour if the need arises due to inclement weather and/or facility closure.
- Inclement weather closings are usually announced on: department and city website and Facebook pages, radio stations and TV stations.
- There will be no credit, transfer, or refund for any day missed because of inclement weather.

## Emergency Closures

Each center has an emergency preparedness plan that includes emergency evacuation and shelter-in-place procedures that are site-specific. Plans are available for review in the office area of the center. In the event of an emergency, parents/guardians are notified by phone immediately. If a parents or guardians cannot be reached, the emergency contacts will be notified. It is important that you keep all contact information current on your child’s records at the childcare site. Provide staff with a written notice of any changes.

***If the City of Norfolk is closed for inclement weather, all Department of Recreation, Parks & Open Space facilities will be closed and programs will be cancelled.***



# Payment of Fees

- Registration will not be accepted without payment. The only methods of payment accepted is check or money order made payable to “City of Norfolk Treasurer”. No cash will be accepted.
- Fees are not prorated for missed days or weeks due to vacation, illness or any other reason.
- The Department of Recreation, Parks & Open Space does not provide a written year-end statement for customers’ tax preparation. You will need to save payment receipts for your records. The tax ID number is 54-600-1455.

# Refund Policy

- **Refunds are not permitted.**
- No proration of fees under any circumstances.
- The City of Norfolk reserves the right to assess any fee alterations due to internal closings.

*\*Transfer Policy: Based on space availability in a program, transfers will be approved if received a minimum of 10 days prior to transfer date.*

# Program Fees

Before School: \$80 monthly

After School: \$80 monthly

Before & After School: \$120 monthly

# Late Payment Fees Per Family

First Time: \$10 late fee per family plus monthly payment

Second Time : \$20 late fee per family plus monthly payments

Third Time: Termination from the program

## Program Locations

Bayview Recreation Center  
8613 Willow Terrace  
Norfolk ,VA 23503  
(757) 441-1626

Fairlawn Recreation Center  
1014 Kempsville Road  
Norfolk, VA 23502  
(757) 441-5670

Tarralton Community Center  
2100 Tarralton Drive  
Norfolk, VA 23518  
(757) 441-1765

Crossroads Community Center  
8019 Old Oceanview Road  
Norfolk, VA 23505  
(757) 965-9430

Sherwood Forest Community Center  
4537 Little John Drive  
Norfolk, VA 23513  
(757) 441-5824

Young Terrace Community Center  
804 Whitaker Lane  
Norfolk, VA 23510  
(757) 441-2692

## 2016—17 Payment Schedule

<u>Session</u>	<u>Session Dates</u>	<u>Payment Due Date</u>
Session #1	September 6-30	<b>August 20</b>
Session #2	October 3—31	October 5
Session #3	November 1—30	November 4
Session #4	December 1-22	December 5
Session #5	January 3-31	January 5
Session #6	February 1-28	February 3
Session #7	March 1-31	March 3
Session #8	April 3-30	April 5
Session #9	May 1-31	May 5

## *2016-2017 Before & After School Calendar*

<i>Month/Date</i>	<i>Day</i>	<i>Norfolk Public Schools</i>	<i>Hours</i>	<i>Recreation</i>
<i>September 5</i>	<i>M</i>	<i>NPS Closed Holiday</i>	<i>Closed</i>	<i>Recreation Closed</i>
<i>September 6</i>	<i>Tu</i>	<i>First Day of School</i>	<i>6:30a-6:00p</i>	<i>Before &amp; After School</i>
<i>September 30</i>	<i>F</i>	<i>Early Release Day</i>	<i>6:30a-6:00p</i>	<i>Before &amp; After School</i>
<i>October 10</i>	<i>M</i>	<i>Columbus Day/Teachers Day</i>	<i>8:30a-5:30p</i>	<i>Open Recreation</i>
<i>November 8</i>	<i>Tu</i>	<i>Students not in School</i>	<i>8:30a-5:30p</i>	<i>Open Recreation**</i>
<i>November 11</i>	<i>F</i>	<i>Veterans Day Holiday</i>	<i>Holiday</i>	<i>Recreation Closed</i>
<i>November 23</i>	<i>W</i>	<i>Early Release Day</i>	<i>6:30a-6:00p</i>	<i>Before &amp; After School</i>
<i>November 24, 25</i>	<i>Th, F</i>	<i>Thanksgiving Break Holiday</i>	<i>Closed</i>	<i>Recreation Closed</i>
<i>December 9</i>	<i>F</i>	<i>Early Release Day</i>	<i>6:30a-6:00p</i>	<i>Before &amp; After School</i>
<i>December 21</i>	<i>W</i>	<i>Early Release Day</i>	<i>6:30a-6:00p</i>	<i>Before &amp; After School</i>
<i>December 22</i>	<i>Th</i>	<i>NPS Winter Break</i>	<i>8:30a-5:30p</i>	<i>Open Recreation</i>
<i>December 23</i>	<i>F</i>	<i>NPS Winter Break</i>	<i>8:30a-12:30p</i>	<i>Open Recreation</i>
<i>December 26</i>	<i>M</i>	<i>NPS Winter Break</i>	<i>Closed</i>	<i>Recreation Closed</i>
<i>December 27-30</i>	<i>T-F</i>	<i>NPS Winter Break</i>	<i>8:30a-5:30p</i>	<i>Open Recreation</i>
<i>January 2</i>	<i>M</i>	<i>NPS Winter Break/Holiday</i>	<i>Closed</i>	<i>Recreation Closed</i>
<i>January 16</i>	<i>M</i>	<i>Martin Luther King Jr Holiday</i>	<i>Closed</i>	<i>Recreation Closed</i>
<i>January 30-31</i>	<i>TH-F</i>	<i>NPS Teachers Days</i>	<i>8:30a-5:30p</i>	<i>Open Recreation</i>
<i>February 20</i>	<i>M</i>	<i>Presidents Day Holiday</i>	<i>Closed</i>	<i>Recreation Closed</i>
<i>March 3</i>	<i>F</i>	<i>Early Release Day</i>	<i>6:30a-6:00p</i>	<i>Before &amp; After School</i>
<i>March 31</i>	<i>F</i>	<i>Early Release Day</i>	<i>6:30a-6:00p</i>	<i>Before &amp; After School</i>
<i>April 10-14</i>	<i>M-F</i>	<i>NPS Spring Break</i>	<i>8:30a-5:30p</i>	<i>Open Recreation</i>
<i>May 29</i>	<i>M</i>	<i>Memorial Day Holiday</i>	<i>Closed</i>	<i>Recreation Closed</i>
<i>June 12-15</i>	<i>M-Th</i>	<i>Early Release Days</i>	<i>6:30a-6:00p</i>	<i>Before &amp; After School</i>
		<i>June 15<sup>th</sup> Last Day of School</i>		

No Before & After School: When there is no Before & After School Program but the Recreation Center stays open, the operating hours are 8:30 a.m. -5:30 p.m. for Open Recreation.

\*\*RPOS facilities are often used as voting sites. While most facilities can accommodate recreational activities and voting, some sites cannot. If your facility will be closed for recreational use on voting day, signs will be posted in advance.

\*Please check with your facility for holiday hours. In December, Norfolk City Council may vote to close an additional day, depending on what days the holidays occur.