



# Parent Handbook

This handbook is intended to be a guide in answering questions regarding program practices and policies. Within this handbook the Town of Waterbury dba Waterbury Recreation Afterschool will be using the term Caregivers. Waterbury Recreation realizes that families are varied and the use of the word Caregivers refers to the adult(s) who are responsible for the child(ren). Waterbury Recreation values all families and the diverse homes each child comes from. If you have any questions regarding our policies and practices, please seek clarification by contacting the camp director(s) or the Director of Recreation. It is important that families understand the parameters within which our programs operate. Waterbury Recreation reserves the right to change current policies and practices. Changes to policies will be communicated to Caregivers.

## **Program Details**

### Approximate Schedule Structure

- 2:45p – 3:00p: Drop off, Snack and Meeting Time
- 3:00p – 4:30p: Daily Activity or free choice
- 4:30p – 5:30p: Free Choice
- 5:30p – 6:00p: Pick up, chill time

## **Payment**

50% of fees are due upon registration. The remaining 50% are due the first day of attendance. To pay, please login to your MyRec account and pay online or drop off a check at the town office (28 N. Main St. Waterbury, Vt. 05676) or at the Recreation Building (27 Butler Street, Waterbury, Vt. 05676).

Cancellations made with less than a week's notice cannot be refunded. Cancellations made with 7-days to 30-days notice will be refunded at 75% and as a credit on your MyRec account. Cancellations made with more than 30-days notice will be fully refunded as a credit on your MyRec account. Under extenuating circumstances, refunds can be issued as a check from the town. Checks from the town take about 1-2 weeks to process and are mailed to your listed address. No other forms of refund payment are possible from the town.

## **Pick-up/Check-out**

Caregivers must come to the ramp in order for us to release your child for pick-up. Children will not be released to any adult that is not on the authorized list for pick-ups. Children may sign themselves out IF you have granted permission for your child to do so on the registration form. Late pick-ups (after 6:00pm) will be charged at a rate of \$2 a minute until the child is picked up.

## **Absentee Policy**

Caregivers are responsible for notifying the coordinator or director if their child is signed up but will not be attending the program that day. When a child on our roster does not show up, we will call the school, Caregivers, etc. to try and track down where this child is so a heads up will help alleviate this concern. There are no refunds provided for absenteeism.

## **Discipline Policy**

### **Good Behavior Tickets**

The Waterbury Recreation Afterschool Program has implemented Good Behavior Tickets to promote good behavior in the program. Students earn tickets when they follow the program rules, help clean up, and are kind to their classmates. The tickets are earned collectively by all afterschool students, and when the students earn a poster full of tickets, the program has a celebration of their good behavior.

Students can also lose tickets for bad and inappropriate behavior. This practice has taken the place of previous program's reminders ahead of MOs. MOs are used for unsafe behavior.

### **Missed Opportunities (MOs)**

In order to keep everyone safe, we have a behavioral accountability system called Missed Opportunities, or MOs. If a child is having a hard time following expectations or is becoming unsafe with their behavior, language or overall in general, staff will prompt the child with an opportunity to adjust their actions and explain why the adjustment is needed. If a child continues with their unsafe actions, staff will administer a Missed Opportunity, meaning a child was given an opportunity to adjust and they still decided to continue the unsafe actions. If a child reaches two MOs then staff will call the Caregiver to alert them that their child is having a hard time. At this time, staff will remind the Caregiver that if their child receives one more MO then they will have to exit the program for the day.

After three MOs, the emergency contact for the child will be called and will be expected to pick their child up from camp within 30 minutes.

Additionally, **hands-on behavior is not allowed** at program and will result in a send-home and potentially a day off. This way the program can be an enjoyable and safe experience for all involved and it gives a child a chance to reflect and regulate so they can return the following day in a better space.

If a child has 4 or more MOs in the week, they will need to take one full week from program in order to come back. Additionally, if a child is sent home after 12pm during the day (3 MOs, hands on, etc.), they will need to take 1 day off from rec (weekday). If a child receives 6 or more MOs in the program (semester), they will be required to take the remainder of the semester or two months off (whichever is longer) from the program before re-entering.

You or an authorized pick-up person will be required to pick your child up within 30 minutes of a call home for a send home.

This policy is subject to change if a child has a behavioral/accommodation support plan put in place **prior to the child starting at the program.**

### **Snack**

As of now, we will not be providing snack so please make sure to send your child to school that day with a snack for the afterschool program. If this changes, we will let you know via email.

Caregivers have the opportunity to leave snack at Recreation Building to help ensure their child has enough food to not be hungry at afterschool.

### **Personal Property**

Please make sure to label all items clearly with your child's name. Students are

discouraged from bringing items beyond what is needed for the school day. Waterbury Recreation is not responsible for lost, stolen or damaged personal property, including clothing and electronics.

Weapons, drugs, tobacco products and alcohol are not permitted at Waterbury Recreation programs or properties.

### **Weather Appropriate Clothing**

Watch the weather forecast to make sure that your child is dressed appropriately for the afterschool program, whether it be for rain, heat, or snow. Students will be running/moving around a lot and will be outside in many different elements. Appropriate footwear for the program includes gym shoes/closed toe shoes with socks or sandals with a heel strap.

### **Field Trips**

Please make sure to pack durable shoes throughout the program, but specifically on field trip days. Information about field trips will go out a week before the trip is slated. The recreation department has a 15-passenger van. There is a spot on the registration form to issue permission for your child to ride in the van and if they require a booster seat. We have booster seats so there won't be any need to provide one but your permission on this form is required in order for your child to ride in the van.

### **Electronics in Program**

#### **Cell phones**

Waterbury Recreation does not allow students to use their personal cell phones when participating in our summer day camp program. Students carrying cell phones will be asked to place them in their backpack during program time.

### **Child Abuse and Neglect**

The Town of Waterbury recognizes the serious local, state and national problems associated with child abuse and neglect. As an organization, Waterbury Recreation recognizes its legal responsibility for reporting suspected cases of child abuse to the properly constituted state, county, or local authorities.

Staff are in a unique position to identify potential cases of abuse or neglect of children. Through recognition and understanding of a problem, knowledge of reporting procedures, and participation in staff development programs on the subject of child abuse and neglect, staff will act responsibly in these situations.

### **Mandated Reporters**

Staff are all mandated reporters. This means that that our staff is legally required to report knowledge or reasonable suspicion of child abuse or neglect. Guidelines for reporting suspected child abuse and neglect are printed in the staff manuals and provided to each staff member.

Waterbury Recreation has adopted guidelines based on legal requirements and moral commitments which provide direction for the program staff to help in identifying and reporting cases of suspected child abuse and neglect. All records of reported suspected child abuse and neglect are confidential.

- Waterbury Recreation staff will accuse no individual when reporting suspected child abuse or neglect.
- Waterbury Recreation and summer staff do not investigate abuse reports.
- Waterbury Recreation staff **CANNOT** wait until a suspicion has been confirmed before reporting.
- If a Waterbury Recreation staff member or volunteer is suspected or accused of child abuse or neglect, the incident will be reported immediately and go directly to the Department for Children and Families.
- Procedures and expectations for reporting an incident in which a staff member may be involved are the same as for all other incidents.

Any changes to this policy will be made, as necessary, to be current with changes or revisions to state statutes.

### **Information Requests**

Any requests for information about a student that come from outside agencies, organizations, or persons (including from schools) will require authorization from the camper's parent/guardian. Requests without the parent or guardian permission will be denied unless court-ordered. Please contact the recreation office for more information and the necessary permission form.

### **Family Involvement**

Waterbury Recreation believes that it's best to work as a team in partnership with families to meet the needs of each student. We encourage families to take an active role in their student's experience. During registration, Caregivers are asked to review all program policies and procedures, and to contact the Day Camp Directors ([daycamp@waterburyvt.com](mailto:daycamp@waterburyvt.com)) or the Director of Parks & Recreation ([klisaius@waterburyvt.com](mailto:klisaius@waterburyvt.com)) for clarification or with any questions. Contact information is posted on the last page of this program and on our website.

### **Concerns**

If there are any concerns about the program, Caregivers are encouraged to communicate their concerns to the Program Coordinator. If the resolution presented by the Program Coordinator is unsatisfactory, please direct any concerns to the Director of Parks & Recreation.

If there are vacancies at the Waterbury Recreation Department, you can always contact the Town Manager with any concerns. Town Manager Tom Leitz can be contacted at [tleitz@waterburyvt.com](mailto:tleitz@waterburyvt.com).

## **Illness – General**

No one likes to be sick, but it does happen. While we are working with students, we stay vigilant for any signs of illness. Students with any of the following conditions may **NOT** attend or remain at program. Students should be symptom-free for 24 hours before returning to program and may require a physician's note stating that the condition is not contagious and/or a risk to others and that the child may return to program:

- Fever: having a temperature of 100°F/38°C or greater
- Diarrhea: five or more loose, watery stools within 24 hours
- Vomiting
- Sore throat/difficulty swallowing
- Headache/stiff neck
- Lice or nits (see lice policy)
- Undiagnosed rash or spots on skin
- Severe itching
- Mouth sores
- Cloudy eye discharge
- Unusual nasal discharge
- Significant tiredness, irritability, crying
- Uncontrolled coughing
- Difficulty breathing, wheezing
- Any communicable disease

We understand that it's difficult when your child becomes ill, and Caregivers are at work. Please also understand that bringing a sick student to program can jeopardize the health of other children and staff. We encourage Caregivers to make back-up arrangements to care for ill students if they are unable to leave work. Some chronic and seasonal conditions may resemble colds or eye infections, please provide a note from the child's physician that explains the condition or let us know when going through the registration process.

## **Injury Response**

Waterbury Recreation is committed to the prevention of and preparation for events that could impact the safety of our students. Waterbury Recreation staff are trained in CPR and first aid prior to the start of programs.

Staff will administer first aid to the student. Superficial wounds (scrapes, etc.) will be cleaned with soap and water, and covered with a bandage. Staff will notify the Caregivers of the injury and first aid at pick-up.

- In the event of an injury to the head or any injury that may require additional medical attention, the emergency contact will be notified immediately.
- If the emergency contacts are unable to be reached, staff will contact the next emergency contact person as specified on the registration form.
- If staff are unable to connect with emergency contacts, staff will monitor the child. If additional or immediate medical attention is required, staff will call 911.

## **Accident Reporting**

Each site will keep a medical log that will be used to record all medical related incidents.

- Caregivers will be informed of minor injuries by receiving an update at pick-up and offered a copy of the completed accident report.
- When a student's injury requires medical attention, the Director of Parks & Recreation will be informed, and an accident report will be completed by the staff.
- The Program Coordinator will review report entries with site staff on a weekly basis to look for trends and work on plans to help manage risk and minimize future injuries.
- The Director of Parks & Recreation will directly review all medical log entries at the end of each program month

## **Planning for Evacuation**

Program staff will create plans for evacuation in case of fire, flood, or other emergency situations. It is the responsibility of the Program Coordinator to see that evacuation plans are complete and in place. Emergency plans are posted at each program location in a conspicuous and visible area to all staff, students and Caregivers.

The Program Coordinator will ensure that fire evacuation plans are practiced throughout the program and that these practices include exits from all the various rooms and locations that the program may use during program hours.

- These plans will designate a primary and an alternate escape route as well as the location. The location of fire extinguishers will also be shown.
- During orientation, the staff will be trained in the use of the fire extinguisher as well as in how to evacuate students in case of an emergency.
- Documentation of these practice drills will be made on the fire and safety checklist, which is posted at each program.
- Students will be taught during these practice drills that if they become separated or scattered, they should meet outside at a specific location away from the building.

## **Stranger on Site**

Our programs are located in or near public parks which means that community members and other groups are free to use the facilities that have not already been reserved for our program (ie: tennis courts, basketball court, etc.). That being said, in the event an unidentified adult has entered or approached an area that has been previously reserved for the program, a staff member will inform the camp director and ask the individual(s) to leave. If they refuse to leave, the Director of Parks and Recreation will be contacted, and all campers will go into a 'Stranger on Site' protocol which involves the program moving to one of the pre-determined areas to ensure student and staff safety. The police will be called, and Caregivers will be updated if the incident turns out to be valid.

## **Caregiver Transportation**

Caregivers will be required to transport or have the school transport their child from

other programs that they may be signed up for. A counselor will not be able to drive children from program unless they are designated as a pick-up/drop-off contact on the registration form for the child.

### **In-Town Field Trips**

From time to time, we will travel throughout town to different parks, rivers, and other areas to get out and explore. Our location will be posted at the program site and every group off site has a cell phone. See phone number for program on the website and at the end of this handbook.

### **Swimming**

From time-to-time our program might visit one of our local indoor pools for swimming trips. We will stay within the swim markers and play on the beach. **Level 1 and 2** swimmers will remain in water no deeper than waist level. **Level 3+** swimmers will go no deeper than chest level.

## **Weather Policy, Closings and Cancellations**

### **Weather Closing**

The afterschool program will only cancel if weather forecasted is deemed too unsafe for travel conditions. The afterschool program will cancel if school is canceled for the day, if school lets out early due to weather, or if the Director of Parks & Rec cancels during the school day due to impending weather. The decision to cancel will come at no later than 1pm during the school day and will be pushed out via MyRec email. Additionally, the program may close early due to increasing poor-weather conditions as the day continues. In the event of this type of closure, Caregivers will be called ASAP.

### **Medical Closing**

Though very rare, program will close due to a major outbreak of head lice or any other serious illness that has impacted many of the students. Caregivers will be notified of such closures, including any COVID related issue/outbreak.

The Recreation Department cleans and sanitizes common areas, surfaces, and bathrooms multiple times each week. The Recreation Department also uses an air purifier with a HEPA filter. The Department asks staff and families to follow CDC guidance when addressing and navigating COVID.

## **Important Contacts**

### **Katarina Lisaius**

#### **Director of Recreation**

(802) 244-7174

[klisaius@waterburyvt.com](mailto:klisaius@waterburyvt.com)