

OPERATION: CAMP®

Welcome to the City of Richardson's OPERATION: CAMP for the summer of 2009. If you are returning to our summer program then WELCOME BACK!! If this is your first experience with us, then we want to thank you for giving our program a chance to make this the best summer ever.

OPERATION CAMP: offers a wide variety of programs and events that are appropriate for a variety of ages and ensures that your child(ren) will have a summer to remember. Sports, Group Games, Arts & Crafts, and field trips are the headlining activities for our summer programs, but it doesn't stop there. Our program specializes in letting kids be kids and we are thrilled that you have chosen to be a part of that experience.

This booklet is a guide for all parents who have enrolled their child(ren) in our program. Inside you will find exactly what to expect this summer as well as policies and procedures, general rules, contact information, phone numbers and much more.

If you have any questions or concerns regarding our program and how it fits with your child(ren), please feel free to contact me and I will be more than happy to answer any questions that you have. We look forward to meeting you and your child(ren) and to having an exciting summer!!

Sincerely,

Daniel Allen
Summer Camp Director

PHONE LIST

Heights Recreation Center

711 W. Arapaho

972.744.7855 ofc.

972.680.8148 fax

Daniel Allen-Summer Camp Director

Heights Playground

711 W. Arapaho

972.744.7850

972.680.8148 fax

Ian Fullington, Playground Camp Director

Apollo Jr. High School

1600 Apollo Rd Richardson, TX 75081

Jason Gunter, Teen Camp Director

Kitrina Johnson, Kinder Camp Director

Allison Britton, Elementary Camp Director

Victoria Brown-Wilson, Marionette/Drama Director

Huffhines Recreation Center

1500 Apollo Road

972.744.7881

972.479.1390 fax

Parks & Recreation Department

411 W. Arapaho, Rm. 208

972.744.4300

972.744.5807 fax

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GENERAL RULES

HOURS OF OPERATION

Kinder Camp: 9:00 am – 2:00 pm
Elementary Camp: 8:00 am – 5:30 pm
Teen Camp: 8:00 am – 5:30 pm
Playground Camp: 8:00 am – 5:30 pm
Marionettes: 8:30 am – 12:30 pm
Drama: 1:30 pm – 5:30 pm

BEFORE/AFTER CARE

Available for an additional \$10/per child (Elementary, Teen & Playground Camps) or \$30/per child (Kinder Camp) for drop off as early as 7:30 am and pick up as late as 6:00 pm.

REGISTRATION

For registration to be complete payment must be made. Spots cannot be held or upcoming weeks without payment. Please plan ahead and register early.

CHECK IN/CHECK OUT

For safety reasons we ask that parents/guardians walk their child(ren) into camp each day to sign them in. Please take this time to verify who will be picking up the child(ren) at the end of the day. Only those adults designated on the Check-In Sheet will be allowed to pick up campers. A picture ID will be required in order to confirm authorization. We will not release a child until an authorized person comes into the building and signs the child out.

DRESS CODE

Campers should dress for the active camp activities and for hot Texas weather. Light t-shirts and shorts are recommended. **ATHLETIC SHOES ARE REQUIRED** as sandals may cause injuries and are not good choices for active games and hikes. Socks should be worn to maintain healthy feet.

FIELD TRIPS

Field trips will be taken by the following camps on the following days:

Elementary Camp: Tuesdays & Thursdays

Playground Camp: Wednesdays

Teen Camp: Daily

Kinder Camp: Friday only – to the Arapaho Splash Pool

TEEN CAMP

Teen Camp usually takes field trips five days a week for the majority of the day. Due to the amount of traveling, we expect our teen campers to be mature enough to function without the constant interaction from camp staff. We do not allow campers to wander alone. All campers must be in a group of at least 3, but there may not always be a camp staff with that group. Teen Camp gives its campers more freedom than any other program, which is why teen campers must exercise mature-adult decision making skills when traveling. The campers that demonstrate this type of behavior will excel in this program and are assured a summer to remember.

TRANSPORTATION

We use buses from the Richardson Independent School District, as well as their drivers. All drivers are current RISD employees. Camp Staff will always be seated at the emergency door and will take a head count to and from all destinations.

LUNCHES

Campers should bring a nutritional lunch to camp each day, unless otherwise notified. Lunch boxes should be clearly marked with names. Lunches cannot be stored in a refrigerated area or heated/microwaved. Please keep this in mind when preparing lunches.

SWIMMING

Elementary and Playground Camps will swim daily barring inclement weather conditions and pool closures. Teen Camp will swim occasionally and Kinder Camp will swim on Fridays only. At the first sign of lightning or thunder, all children will be asked to leave the pool. Children should bring a towel, swimsuit and sunscreen on swim days. Please make sure all items are marked with your child(ren)'s name.

PERSONAL TOYS/GAMES

Please keep toys/games from home at home. Any toys/games brought to camp are not the responsibility of the Parks & Recreation Department.

DISCIPLINE

Camp Staff will implement discipline and guidance in a consistent manner based on the Richardson Parks & Recreation Behavior Modification and Re-Enforcement policy.

- i. First Offense** - Warning
- ii. Second Offense** - Separation/Time Out (5 min.)
- iii. Third Offense** - Removal from Activity (10 min.)
- iv. Fourth Offense** - Removal of Child from Activity and sent to Counselor or Director (20 min.)
- v. Fifth Offense** - Severe Clause: Removal of Child from Camps

Under no circumstances will there be cruel or harsh punishment or treatment. A deliberate action of harm to any camper or leader, vandalism, possession of a concealed weapon or controlled substance, emotional outbursts or tantrums, uncooperative attitude or any severe discipline problem disruptive to the City of Richardson Parks & Recreation Camp Policies will result in immediate measures to remove the child from camp.

FIRST AID KITS

Each camp group will have their own first aid kit that will remain with them both on and off site. Each staff member will also have a fanny pack that contains minimal first aid items (i.e. alcohol swabs, band-aids, etc.).

MEDICATIONS & HEALTH CONDITIONS

Medication will only be dispensed if it is brought in its original container and there is written authorization from a parent/guardian to do so. Campers with signs of illness should not be sent to camp. Campers who become ill or injured at camp will be made as comfortable as possible until a parent/guardian is able to pick the child up.

CELL PHONES

All Camp Directors will have a cell phone with them both on and off site to ensure that they can call for help in case of an emergency.

THE SUMMER HEAT

Camps will participate in outdoor activities and Playground Camp is housed predominately outdoors. Regular water breaks will be provided to avoid dehydration. Children are encouraged to bring their own water bottles. Please make sure water bottles are labeled with the camper's name. Sunscreen is also recommended, as the sun's rays can be intense on children's skin.

LATE PARENTS

We understand that occasionally things go wrong...traffic jams, car trouble, etc. If you realize that you will be late picking up your child(ren), please call to alert the staff. This will allow us to reassure your child(ren) and prevent unnecessary worry. Camp ends at 5:30 pm (6:00pm for those who have paid for Before/After Care). Campers not signed up for before/after care *should not* be picked up later than 5:45 p.m. Late fees will be assessed at a rate of \$1 per minute after 5:45 p.m. (no before/after care) and 6:00 p.m. (before/after care). Camp Staff will document late pick ups.

REFUNDS

A refund request form **MUST** be filled out or phoned in to the recreation center **no later than one full week (7 days)** prior to the start of camp. Refund requests submitted later than 7 days will only be made if your child(ren)'s place can be filled from the waiting list or in extenuating circumstances. *In some instances only a partial refund will be issued.* Please allow 4-6 weeks for receipt of refund by mail, if payment was made by check or cash.

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STANDARDS OF CARE

The City of Richardson is not regulated by any licensing agency because it is a municipality. We do, however, have to complete a number of requirements in order to have that licensing waived. We try whenever possible to meet all the regulations that the state has set up. Please read the attached Standards of Care provided on the following pages which explain all the rules and regulations.

One regulation is that we can only serve children ages 5 and up under this policy. Absolutely no exceptions can or will be made to this policy. If a child's age is questionable, a birth certificate may be required to verify the correct age.

CITY OF RICHARDSON YOUTH PROGRAMS STANDARDS OF CARE

I. GENERAL INFORMATION/ADMINISTRATION

- A. Purpose: To provide basic childcare regulations for recreation activities operated by the Richardson Parks and Recreation Department. This will allow the department to qualify as exempt from requirements of the Texas Human Resources Code.

- B. Implementation: Program will be the responsibility of the Parks & Recreation Department, with a Heights Recreation Coordinator supervising the overall program and Day Camp Directors and Leaders administering the program on-site.
- C. Programs: Regulations apply to five (5) on-going programs:
 - Summer Day Camp (Kinder, Elementary & Teen)
 - Summer Playground Program
 - Marionette & Drama Program
- D. Other: Each site will make available for the public and staff a current copy of the Standards of Care. Parents of participants will be provided a copy of Standards of Care during the registration process.
- E. Program Sites:
 - Heights Playground 711 W. Arapaho Rd.
 - *Apollo Jr. High 1600 Apollo Rd.
 - *RISD reserves the right to select an alternative site in case of summer repairs or maintenance requirements.
- F. Day Camp Objectives
 - 1. To offer a program wide in scope and varied in activities of different recreational activities: sports, games, arts and crafts, education, drama, special events, field trips, tournaments, etc.
 - 2. To provide a pleasant and memorable experience in a loving atmosphere.
 - 3. To provide a safe environment always promoting good health and welfare for all.
 - 4. To teach children how to spend their leisure time wisely, in an effort to meet several needs: emotional, physical and social.
- G. Exemption Status: Once an exempt status is established, the Licensing Division will not monitor the recreational program. The Licensing

Division will be responsible for investigating complaints of unlicensed childcare and for referring other complaints to the municipal authorities or, in the case of abuse/neglect allegation, to the local police authorities.

- H. Standards of Care Review: Standards will be reviewed annually and approved by the City Council after a public hearing is held to pass an ordinance regarding section 42.041(b)(14) of the Human Resources Code.
- I. Child Care Licensing will not regulate these programs nor be involved in any complaint investigation related to the program.
- J. Any parent, visitor or staff may register a complaint by calling Heights Recreation Center at 972-744-7850 during the hours of 8 a.m. to 5 p.m. Monday through Friday

II. STAFFING

A. Day Camp Director-Job Descriptions and Essential Job Functions

Essential Job Functions:

- 1. Assists in the planning, budget reporting, scheduling and implementation of the day camp program.
- 2. Supervise summer staff that includes Day Camp Leaders and Leaders in Training.
- 3. Implement lesson plans as needed and assist day camp staff with keeping activities on schedule.
- 4. Plan and lead activities such as sports, games, arts and crafts, music and field trips.
- 5. Prepare payroll and maintain budget information.
- 6. Keep attendance records and camper information forms.
- 7. Communicate courteously and effectively with the other city employees, citizens and program patrons.

8. Implement appropriate discipline procedures when necessary.
9. Attend mandatory staff training session and conduct staff meetings as required.

Qualifications:

1. Must be mature, responsible and able to complete duties with minimal supervision.
2. Must be able to communicate well with the public, and skilled at interacting with children.
3. Must be skilled in supervising children of varying age levels in a group setting.
4. Must have First Aid and CPR certification prior to start of camp.
5. Must have a valid Texas Class C Driver's License.
6. Must complete departmental day camp staff training.
7. Must have previous experience supervising children in a day camp setting.
8. Must have previous experience supervising staff.
9. Must have strong organizational skills and have the ability to adapt easily to change.
10. Must pass city criminal background check prior to hiring.

B. Day Camp Leader-Job Descriptions and Essential Job Functions

Essential Job Functions:

1. Supervise programs and activities of the program during all scheduled hours
2. Maintain supply inventory.
3. Effectively follow lesson plans and instructions from Director.
4. Complete incident and accident reports effectively relating to participating patrons.
5. Communicate courteously and effectively with the other city employees, citizens and program patrons.

6. Attend mandatory staff training session and conduct staff meetings as required.

Minimum Qualifications:

1. Must be mature, responsible and able to complete duties with minimal supervision.
2. Must be able to communicate well with the public, and skilled at interacting with children.
3. Must have experience working with children and the ability to cope with large groups of children and high noise levels.
4. Must have First Aid and CPR certification prior to start of camp.
5. Must be 16 years of age at the time of application.
6. Must complete departmental day camp staff training.
7. Must pass city criminal background check prior to hiring.
8. Knowledge or skills in recreational games, sports, crafts and other activities.

C. Other Requirements

1. Staff must complete the mandatory training program of at least 25 hours, in addition to planning hours with site staff prior to the start of camp. This training includes a departmental orientation, customer service, behavioral issues and discipline, as well as practical skills on activities for children in games, songs and crafts.
2. Staff must exhibit competency, good judgment and self-control throughout the duration of the camp.
3. Staff should relate to the children with courtesy, respect, acceptance and patience.
4. Staff shall not abuse or neglect children.

D. Criminal Background Checks: Criminal background checks will be conducted on prospective Day Camp employees.

E. A prospective employee will be subject to a drug test prior to hiring.

- F. Staffing Ratios: The staff ratio will be 1 staff member per 10 children, ages 5-13 while on site and 1 staff member per 6 children off site.

III. FACILITY STANDARDS

- A. Emergency evacuation and relocation plans will be posted at each facility.
- B. Day Camp Directors and Leaders will inspect sites frequently for any sanitation or safety concerns. Those concerns should be passed on to the Camp Supervisor.
- C. Each camp must have a first aid kit. This shall be checked and stocked on a weekly basis by the on site Camp Directors. It shall include at the minimum bandages, first aid cream, rubber gloves, Neosporin, alcohol wipes, hot/cold packs, gauze, tweezers, ace bandages and scissors.
- D. In a situation where evacuation is necessary, the first priority of staff is to make sure all participants are in a safe location.
- E. Program sites will be inspected annually by the Fire Marshall. Each Facility Manager is responsible for compliance with Fire Marshall's directives.
- F. The recommended number of fire extinguishers shall be inspected prior to camp and indicate that they are properly charged.
- G. Medication will only be administered with written parental consent. Prescription medications shall be left with staff in their original container, labeled with the child's name, date, directions and physician's name. Medication shall be dispensed only as stated on the bottle, and not past the expiration date.
- H. Non-prescription medicine with the child's name and date on the medication may be brought if in the original container. Non-prescription

medication will only be administered with written parental consent.

- I. Each indoor site shall have adequate indoor toilets and lavatories located such that children can use them independently and program staff can supervise as needed. Outdoor sites shall provide portable toilets based on number of children attending each day. Ratio of toilet to children will be 1:17.
- J. All participants must wear appropriate footwear daily. Sandals and flip-flops will be allowed only in the pool area.

IV. SERVICE STANDARDS-Day Camp Staff

This information will be provided to each staff as a part of the day camp manual:

- A. Camp staff shirts, shorts and tennis shoes are to be worn at all times.
- B. City issued employee I.D. should be worn and clearly visible at all times except during swim time.
- C. Camp participants and parents will be treated with respect at all times.
- D. Camp staff will take it upon themselves to resolve complaints. Do not refer a customer to another staff person. If you are unable to resolve the complaint on the spot, take the customer's name and phone number, investigate complaint resolution and then follow up with the customer.
- E. Camp staff will keep parents informed of camp activities. A weekly schedule will be distributed on the Monday of each week and extra copies will be kept with the sign in log daily.
- F. Camp staff will note details of behavior of campers (accomplishments, discipline problems, general activities, etc.) and update parents on a daily basis if there is a problem.

- G. Camp staff will monitor the sign in/out log at all times.
- H. Camp staff will clean rooms after each activity. Floors will be swept/vacuumed, tables and chairs stacked, supplies put away. This is extremely important due to the fact that rooms are used throughout the day by other groups.
- I. Camp staff will spend 100% of their time actively involved with campers and/or parents.

V. OPERATIONAL ISSUES

- A. Emergency Phone numbers are kept with the Day Camp Director on field trips. Those numbers include fire, police, and ambulance services.
- B. A Day Camp Manual is given to every Day Camp Director and Leader. An additional manual will be located at each site where all staff can have access to the manual, which outlines the following:
 - 1. Discipline Issues
 - 2. City Rules and Regulations
 - 3. Forms that must be filled out
 - 4. Service Standards
 - 5. Game/activity leadership
 - 6. Ways to interact with children
- C. Sign in-sign out sheets will be used every day. Only adults listed on sign-in/out release will be allowed to pick up children. An authorized person must enter the building, present appropriate identification and sign the sheet in order for staff to release the child.
- D. Emergency evacuation and relocation plans will be posted at each facility.
- E. Parents will be notified regarding planned field trips and provided the required release forms.
- F. Enrollment information will be kept and maintained on each child and shall include:

1. Child's name, birth date, home address, home telephone number, physician's phone number and address and phone numbers where parents may be reached during the day.
 2. Names and telephone numbers of persons to whom the child can be released.
 3. Field trip release form as needed.
 4. Liability waiver.
 5. Parental consent to administer medication, medical information and release on participant.
- G. Staff shall immediately notify the parent or other person authorized by the parent when the child is injured or has been involved in any situation that placed the child at risk.
- H. Staff shall notify parents or authorized persons of children in the facility when there is an outbreak of a communicable disease in the facility that is required to be reported to the County Department of Health. Staff must notify parents of children in a group when there is an outbreak of lice or other infestation in the group.
- I. Discipline:
1. Discipline and guidance of children will be implemented in a consistent manner based on the Richardson Parks & Recreation Behavior Modification and Re-Enforcement Policy:
 - a. **First Offense** – warning
 - b. **Second Offense** – separation/time out (5 min.)
 - c. **Third Offense** – separation/time out (10 min.)
 - d. **Fourth Offense** – removal from activity and sent to Director (20 min.)
 - e. **Fifth Offense** – severe clause; removal of child from program
 2. Under no circumstances will there be cruel or harsh punishment or treatment.

3. Incident reports will be filled out on any disciplinary cases, and information is to be shared with parents when picking up the child or sooner, when extreme cases occur. Continued disciplinary problems will result in the participant being asked to leave the program.
 4. A deliberate action of harm to any camper or leader, vandalism, possession of a concealed weapon or controlled substance, emotional outbursts or tantrums, uncooperative attitude or any severe discipline problem disruptive to the program will result in immediate measures to remove the child from camp.
- J. Illness or Injury
1. Parents shall be notified in cases of illness or injury.
 2. An ill child will not be allowed to participate if the child is suspected of having a temperature and/or accompanied by behavior changes or other signs or symptoms until medical evaluation indicates that the child can be included in the activities. In the event an injury cannot be administered through basic first aid, staff will call 911.
 3. When an injury occurs, an incident report shall be filled out immediately. The form shall be filled out completely with the original sent to the Community Events Supervisor's office and a copy kept in the Day Camp files.

VI. GENERAL GUIDELINES FOR CHILDREN

As a part of the Day Camp Manual, staff will be given the following information:

- A. Children must stay off of tables, counter tops, ping pong tables, etc.
- B. Children should walk in the building. Running is permitted only in designated areas.

- C. Bouncing and throwing balls is permitted only in the gym.
- D. Active games using equipment that can cause damage to window, shades, lights, and ceilings must be played only in the gym.
- E. Children must show respect for staff and each other.
- F. Children must wear shoes at all times.
- G. Children must be contained and not allowed to filter in with the general public. You must know where each and every child is AT ALL TIMES.

VII. ACTIVITIES

- A. Activities for each group will be planned according to the participant age, interest and ability. The activities should be flexible and promote social and educational advancement.
- B. A weekly calendar of activities will be posted for parents the Monday of that week of camp.
- C. When taking field trips, staff will:
 - 1. Count everyone before they leave the program site as well as prior to leaving the field trip site.
 - 2. Carry medical information on each child and necessary medications with them on the trip.
 - 3. Carry a first aid kit.
 - 4. Carry a cell phone for emergency use.
 - 5. Encourage participants to wear camp shirts so that children are easily identified.

VIII. MONITORING AND ENFORCEMENT

Standards of care established by the City of Richardson will be monitored and enforced by City of Richardson Departments responsible for their respective areas as identified:

- A. Health and safety standards will be monitored and enforced by the City's Police, Fire, Health and Code Enforcement Departments.
- B. Staff and program issues will be monitored and enforced by the Richardson Parks and Recreation Department. The Heights Recreation Coordinator shall visit each site on a daily basis. Camp Directors are responsible for visually checking the camp activities on a daily basis. When this staff is not available, another full-time staff person is responsible for the daily check.

