

**Before & After
School**

Parents Handbook

Fall-Spring 2019-2020

TABLE OF CONTENTS

PAGES

DIRECTOR'S MESSAGE

3

**PROGRAM DESIGN,
DELIVERY, DEVELOPMENT**

4

**PARTICIPANT: POLICIES, STANDARDS,
EXPECTATIONS, GUIDELINES**

5

**STAFF: POLICIES, STANDARDS
EXPECTATIONS, GUIDELINES**

6

**SIGN IN/OUT PROCEDURES
STRANDED CHILDREN
ILLNESS/INJURY**

7

**INCLEMENT WEATHER
EMERGENCY CLOSURES**

8

**USDA FOOD PROGRAM, SNACKS
RULES, REGULATIONS**

9

PROGRAM CALENDAR

10

**PAYMENTS, REGISTRATION
FEES, AND REFUNDS**

11



Dear Parents & Guardians,

Thank you for enrolling your child in this year's Before & After School Programs. Staff have worked hard to make this year's program an enjoyable and rewarding experience for your child. 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,

A handwritten signature in blue ink, appearing to read 'Darrell R. Crittendon', with a stylized flourish extending to the right.

Darrell R. Crittendon, Director
Norfolk Dept. of Recreation, Parks & Open Space

MISSION STATEMENT

Before & After School

To provide a safe and structured recreation program for children ages 5 - 12 providing the opportunity to engage in group games, educational activities, arts and crafts, field trips and many other fun activities.

PROGRAM DESIGN, DEVELOPMENT AND DELIVERY

The City of Norfolk's Department of Recreation Parks & Open Space, is a Nationally Accredited Parks and Recreation Agency (CAPRA). As a CAPRA agency, we continue to meet the ongoing rigorous operational standards in our professional field. CAPRA identifies three standard pillars of Recreation that define healthy living. These pillars are:

- **Health and Wellness: addressing nutrition and sedentary lifestyles**
- **Conservation: protecting open space, connecting children to nature**
- **Social Equity: insuring all people have access to the benefits of Parks and Recreation**

Our program is structured on five core service areas that directly meet the CAPRA standards that define healthy living.

- **Cultural Enrichment**
- **Health and Physical Activities**
- **Outdoor and Environmental Education**
- **Personal Development and Life Skills**
- **Social Enhancement**

The foundational core service areas programs are enhanced through our broad network of collaborative community partnerships that deepen and extend our ability to offer outstanding and meaningful learning opportunities for your children. In addition, our diverse staff which is broadly representative of our community, bring a wealth of talents, interests, experience, education, training and skills to programs, providing rich perspective for our participants recreation experience. Parents are also valuable RPOS partners in our programming through event attendance, volunteer service, and material contributions.

Our service delivery is predicated on the long-standing standards of youth development, known as ages and stages, so each age and stage group, has its own recreational plan to optimize their interests and learning needs. The age groups also merge for special events providing a full circle of multi-age friendships forged in a social context. Communication is provided in varied ways in order to address differing learning styles.

All of our (6) Before & After School sites are located on properties with ample outdoor space for recreational activities, doubling our program areas with the addition of fresh air, sunshine and shade, for either organized activities such as team sports or creative activities in free play. Before & After School sites are either directly connected or in close proximity to the elementary schools they serve and that provides, in itself, opportunities for more shared resources.

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/or poor air quality

PARTICIPANTS: POLICIES, STANDARDS, EXPECTATIONS, GUIDELINES

The following policies, standards, expectations and guidelines have been established for the safety of all participants. Non-compliance will result in suspension and/or expulsion from the program **without refund.** It is important that you read and discuss the rules with your child so he/she understands the expectations for participation in the program. Participants, parents, guardians and authorized persons to pick-up a child and staff are to:

BE RESPECTFUL of all people, places of business, equipment, vehicles.

Profanity, tone of voice, gestures, sexually inappropriate behavior, teasing, bullying, fighting, stealing, damaging equipment, throwing of objects, or physical contact will not be tolerated. Parents/guardians are financially responsible for their child's actions if the participant defaces or destroys the building, grounds, equipment, vehicles or others belongings or tampers/pulls the fire alarm without due cause.

BEHAVE SAFELY for everyone's safety

Maintain individual space, keep hands, feet, etc. to self. Follow the instructions of the staff's rules of activities and programs, ask for clarification as needed. Instructions are given in simple steps for a variety of learning styles. Any behavior deemed aggressive or threatening will require immediate removal from the program and facility with the possibility of further consequences. 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 for further action.

DRESS APPROPRIATELY for the weather and participation activities.

Ensure participants wear tennis shoes or non-marking, rubber-soled shoes excluded: black soles, flip-flops, sandals, skates/skate-shoes, cleats, and so forth.

LEAVE PERSONAL ITEMS AT HOME unless authorized by staff.

Our program provides appropriate and adequate materials for all activities and events. Participants' personal electronic devices and cellphones are not permitted. Label all belongings with the child's name (lunch box, water bottles, back packs, etc.)

The City of Norfolk and staff are not responsible for lost, stolen or damaged items.

Operational Guidelines

The Recreation, Parks & Open Space Before & After School 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.

STAFF: POLICIES, STANDARDS, EXPECTATIONS AND GUIDELINES

In order to promote the children'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. Behavior guidance is constructive in nature, age and stage appropriate, and is intended to redirect children toward appropriate behavior and conflict resolution.

The following is practiced.

- Respect of personal privacy, cultural, ethnic, and family backgrounds
- Encouragement in decision making abilities
- Encourage independence and self-direction
- Use of 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 time for inner reflection 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 about offering support, choice and a place that helps the child self-regulate and down-regulate, Time-In involves helping participants to recognize emotional overload and *learn* to utilize logic, reason, adaptability, flexibility, insight, empathy, control over body and emotions, and interpersonal relationships

.....

The following is forbidden:

- Punishment such as spanking , hitting, shaking
- Forcing a participant to assume an uncomfortable position
- Restraining/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 or her family, cultural background, race or religion
- Punishment by applying unpleasant or harmful substances
- Forcing a participant's to write repetitive sentences as a means of punishment
- Forcing or withholding water, food, or bathroom privileges

DISCIPLINE

The word discipline comes directly form the Latin word "Disciplina" meaning to teach, learn and give instruction

IMPORTANT PARENT INFORMATION

SIGN-IN/OUT CHILD PROCEDURES

All participants must be fully signed in/out daily by a parent or authorized individual. A picture ID is required for signing children out. Participants may not be dropped off!

Anyone not listed on the registration form requires 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 \$5.00 per child will be assessed for every 5 minutes past the pick-up time. Your child will not be able to return to the program until all late fees have been paid.

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.



ILLNESS/INJURY

Parents must pick up their child within one hour once notified by staff that their child is sick. 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, pink-eye and strep throat require parents to seek medical attention for their child. In the event of this type of illness, a physicians note is required for the child to return to the program.

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's possession while attending the program.

IMPORTANT PARENT INFORMATION

INCLEMENT WEATHER

The City of Norfolk may close or cancel programs due to severe weather conditions or unforeseen circumstances. Parents will be notified to pick up their child within the hour if the need arises. If parents cannot be reached, staff will utilize the emergency contact list. Inclement weather closings/re-openings are announced on Department and City Websites, Facebook, radio and television stations. There will be no credit, transfer or refund for any day missed because of inclement weather.

IF THE CITY OF NORFOLK IS CLOSED FOR INCLEMENT WEATHER, THE DEPARTMENT OF RECREATION, PARKS & OPEN SPACE FACILITIES WILL BE CLOSED AND PROGRAMS CANCELLED.

EMERGENCY CLOSURES

Each center has an Emergency Preparedness Plan which includes 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 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 your Before & After School location. Provide staff with a written note of changes.



IMPORTANT PARENT INFORMATION

USDA DINNER

During the school year some programs offer dinner through the Norfolk Public Schools/USDA Program. All facilities require parents to send a snacks or drink for their child to eat at a designated time.

- Refrigerated and heating capacities are not available.
- Pack snacks in a small insulated packs to keep food cold during the day.
- Vending machines may be available at some locations; however machines may not always be fully operational.
- Staff does not have change and is not responsible for lost money.
- Sharing/trading of food/drink items with other participants is prohibited unless they are siblings.
- **We are not a peanut free environment;** we appreciate you sharing your child's food allergies with us.

PACK A SNACK

It can be a long time between meals and the program, so snack time is important. Children may experience “Hanger”. Being hangry is defined as being a cross between hungry and angry/irritated. Please provide your child with afternoon nutritious snacks to boost mood and energy for fun and a perfect way to begin and end a play day!

DATE	DAY	NPS	RPOS	HOURS
9/2	M	CLOSED LABOR DAY	LABOR	LABOR
9/3-6	TU-F	OPEN	OPEN	6:30A-6:00P
9/9-13	M-F	OPEN	OPEN	6:30A-6:00P
9/16-20	M-F	OPEN	OPEN	6:30A-6:00P
9/23-27	M-F	OPEN	OPEN	6:30A-6:00P
9/30-10/4	M-F	OPEN	OPEN	6:30A-6:00P
10/7-11	M-F	OPEN	OPEN	6:30A-6:00P
10/14	M	CLOSED COLUMBUS	OPEN	6:30A-6:00P
10/15-19	TU-F	OPEN	OPEN	6:30A-6:00P
10/21-25	M-F	OPEN	OPEN	6:30A-6:00P
10/28-11/1	M-F	OPEN	OPEN	6:30A-6:00P
11/5	M	CLOSED ELECTION DAY	?	?
11/6-8	T-F	OPEN	OPEN	6:30A-6:00P
11/11	M	CLOSED VETERANS	CLOSED	VETERANS
11/12-15	TU-F	OPEN	OPEN	6:30A-6:00P
11/18-22	M-F	OPEN	OPEN	6:30A-6:00P
11/25-26	M-TU	OPEN	OPEN	6:30A-6:00P
11/27	W	EARLY RELEASE	OPEN	6:30A-6:00P
11/28-29	TH-F	CLOSED THANKSGIVING	CLOSED	THANKSGIVING
12/2-6	M-F	OPEN	OPEN	6:30A-6:00P
12/9-13	M-F	OPEN	OPEN	6:30A-6:00P
12/16-20	M-F	OPEN	OPEN	6:30A-6:00P
12/23-31	M-F	CLOSED WINTER/SPRING BREAK		
12/23	M	CLOSED	OPEN	OPEN RECREATION
12/24-25	TU-W	CLOSED	CLOSED	CHRISTMAS
12/26-27	TH-F	CLOSED	OPEN	OPEN RECREATION
12/30-31	M-TU	CLOSED	OPEN	OPEN RECREATION

DATE **DAY** **NPS** **RPOS** **HOURS**

Payment, Registration, Fees, and Refunds

1. **Payment Options and Due Dates:**

Camp Wake-up \$445 per child (field trip fees and t-shirt included)

- **OR** Payable in full or three payments of \$148 (April 8th with registration, May3rd, June 3rd)

Camp Willoughby \$535 per child (field trip fees and t-shirt included)

- **OR** Payable in full or three payments of \$178 (April 8th with registration, May3rd, June 3rd)

2. **Registration will only be completed with full payment. The only methods of payment accepted are:**

Credit or debit card with MasterCard or Visa logo

Money orders or checks made payable to “City of Norfolk Treasurer”

Cash will not be accepted.

3. **Tax Preparation**

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.

4. **Refund Policy**

The Department of Recreation, Parks & Open Space will provide a full credit or refund for an activity if it is cancelled by the Department or if the requester has one of the following situations:

-Medical necessity, military deployment or death; appropriate documentation is required.

The Department will not prorate fees under any circumstances for missed days or weeks due to vacation, illness or any other reason.

The City of Norfolk reserves the right to assess any fee alterations due to internal closings.

PARENT/GUARDIAN INVOLVEMENT

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

Human Brain Development and Behavior

The human brain is not fully developed until an individual reaches their mid-twenties.

When we are born our lower brain is fully developed. The lower part of the brain is our instinctual brain that reacts to a real or perceived threat with one of the following strategies: fight, flight, freeze or faint.

The upper brain is the part of the brain that develops over time until our mid-twenties. It is responsible for thinking, emotional, and relational skills that allows us to live balanced lives and have positive relationships. The upper-brain skills are : reason, logic, flexibility, adaptability, empathy, morality, regulation of emotions and the body.

What does this mean for children in terms of their skills in behavior? Since the upper brain is not fully developed, children's reactions mostly come from the lower brain, which is highly emotional and reactive; they need guidance and collaboration in learning how to move from reactivity (lower brain skills) to receptivity (upper brains skills). It means that while *most of the time*, children's behavior falls into the CAN'T versus WON'T category. Because the brain is changeable, we can help and teach children how to move through reactivity to receptivity

One of the first steps in moving from reactivity to receptivity is to connect /empathize/ recognize the emotion being expressed/name it. Listen to what is upsetting. These actions, activate the upper brain to engage and quiet the lower brain. The key here is, that the brain cannot be both reactive and receptive at the same time.

After connecting, redirecting can be achieved through mutual reflective thinking and collaborative problem-solving. The developing brain needs to have clear external boundaries and expectations. The brain is changing, changeable, and complex, it is being molded through experiences and guidance, that can strengthen the neural connections; over time the upper brain can override the lower brains impulsivities.