

S.O.A.R. FAQ SHEET

1. When does registration begin and what do I need to register?

Registration begins 08/30 at 10am. You will need the first payment and your child must have a valid Facility Use Card and attend one of the participating schools. (Bayview, Crossroads, Jaycox, Lake Taylor School, Lindenwood, Mary Calcott, Norview Elem, Norview Middle, Oceanair, Oceanview, P.B. Young, Sewells Point, Sherwood Forest, St. Helena, Tanners Creek, Tarrallton, Tidewater Park)

2. What COVID-19 protocols are in place to ensure the safety of my child?

Hand washing, physical distancing, and proper wearing of masks will be implemented during the SOAR program. Everyone will be required to properly wear a mask when inside the facilities. Hand sanitizer is readily available for participants and staff. Masks must be provided by participant and parents, RPOS sites will not provide masks to participants. RPOS staff will wipe equipment, tables and chairs and each room will be sanitized prior to group transitions.

3. What happens if my child has been exposed to someone that tests positive for COVID-19?

- Your child's safety is our top priority. Our COVID-19 protocols are below.
- All participants are required to wear masks inside city facilities. Exceptions include: when outdoors AND proper physical distancing can be maintained, during specific activities when wearing a mask prohibits the ability to do the activity (eating or drinking) and anyone who has documented medical reasons for non-use of face coverings.
- Parents/guardians must provide masks, RPOS will not supply mask to participants. RPOS staff will perform temperature checks before participants enter the program.
- Parents of any participant with a fever of 100.4 or higher will be notified immediately. The participant will not be admitted into the program.
- Hand sanitizer is available and frequent handwashing breaks are built into daily activities.
- Daily cleaning will take place to include sanitizing rooms, wiping equipment, tables, and chairs.
- Cohorts/groups will be established and remain together throughout the program. Increased outdoor play pending appropriate weather.

- If a participant develops symptoms, they will be separated from the group, parents will be notified for immediate pick-up.
- In the event a participant exhibits symptoms of COVID-19, they will be isolated, and parents/guardian will be notified immediately if your child has been exposed. If a participant or staff member tests positive for COVID-19, the facility will be sanitized.
- **Keep your child home if they are exhibiting signs and symptoms of COVID-19.**

4. How do I register for SOAR?

You can login or create an account at norfolkfun.norfolk.gov with your credit or debit card at norfolkfun.norfolk.gov. You can also register in person at any RPOS facility.

5. What are the hours of operation for SOAR?

SOAR program operates Monday through Friday from the start of dismissal, to 6pm. to include early release days.

6. How much is the program and when are payments due?

The monthly cost of the program per child is \$160 for grades k-5 and \$80 for grades 6 -8. Payments are due by the 25th of each month for the upcoming month. Power up pricing is available for eligible families.

7. Are there any additional fees to SOAR?

Each participant is required to have a valid Facility Use Card at the time of registration. Facility Use Cards must be obtained in person at any RPOS facility. Financial assistance available for those who qualify.

8. What is your refund policy?

RPOS will provide a full credit or refund for an activity that is COMPLETELY CANCELLED by the Department or if the requester has one of the following situations:

- Medical necessity – documentation required
- Military deployment – documentation required
- Death

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.

9. Will snacks or meals be provided?

Some locations will be provided snacks or meals through the USDA or other reputable organizations. Participants can bring snacks in a temperature safe, sealed, and non-breakable container. RPOS will not refrigerate or store food for participants.

10. What kind of activities are offered during SOAR?

Participants will have the opportunity to engage in arts and crafts, active and passive games, educational activities, among many other exciting activities.

11. Will there be programs offered on early release or school closures?

SOAR will operate Monday – Friday immediately after dismissal until 6pm to include early release days. SOAR will not be offered on official city holidays. Extended care will be offered on some days that schools are for an additional fee and separate registration (dates are subject to change).

12. Will my child be required to do homework?

Participants are not required to do their homework however, time in a quiet space is built into the activity schedule for participants choosing to do homework. We encourage parents to review work completed during the program.

13. What if my question was not answered?

Call one of the participating recreation facilities or email us at rposevents@norfolk.gov for additional information.

Bayview Recreation Center 757-441-1626	Fairlawn Recreation Center 757-441-5670	Sherwood Forest Community Center 757-441-5824
Berkley Community Center 757-441-1912	Huntersville Community Center 757-664-7434	Tarrallton Community Center 757-441-1765
Crossroads Community Center 757-965-9430	Norview Community Center 757-441-1440	Titustown Recreation Center 757-441-1259