



Winchester
parks and recreation *Virginia*

HIVE & HIVE CLUB

Parent Handbook

2016-2017



Winchester Parks & Recreation • (540) 662-4946
www.winchesterva.gov/parks



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MISSION STATEMENT



Mission Statement

Winchester Parks & Recreation's child care programs (HIVE and HIVE Club after-school and full day summer camp) offers a wide range of programs and services for school-age youth. Our mission is to support families by providing children a safe, fun and active environment facilitated by caring and qualified staff.

Winchester Parks & Recreation

1001 East Cork Street
Winchester, VA 22601
(540) 662-4946
(540) 678-8791 Fax

LINES OF AUTHORITY

Parks & Recreation Director
LYNN MILLER

Interim Assistant Director
JENNIFER STOTLER

Recreation Coordinator - Youth Services
STEPHANIE FRAZIER

Recreation Program Specialists
LISA ALMARAZ & LAURA EAGAN

Childcare Assistants





HIVE & SUMMER CAMP PROGRAM

Staff to child ratio will be 1:18

The Hive and The Hive Club programs are open to city resident children enrolled in Winchester public schools (pre-K through 8th grade). The summer camp program will be open to both city and non-city residents ages 5-12.

Age-appropriate recreational programs may include:

1. Active games designed to teach teamwork, communication skills, and to facilitate stress reduction through physical activity.
2. Passive games designed to teach sharing and cooperation skills.
3. Space for individual activities such as reading or homework.

Staff will take attendance daily and during transitions from one facility or location to another.

All staff will be responsible in conducting emergency preparedness procedures and monthly drills. The center will maintain a first aid kit on site, as well as a portable kit for field trips and special events. The Center shall have a designated phone to reach emergency services.

Staff will always put the safety of the children first.

Full-time and year-round staff are required to maintain current training in:

- a. First Aid, CPR and AED
- b. Bloodborne Pathogens and Daily Health
- c. Emergency medication
- d. Playground safety
- e. Active and passive games
- f. Behavior management
- g. New employee orientation
- h. Programming techniques
- i. Seasonal in-service training
- j. Other specialized training

**Winchester Parks
& Recreation does not
discriminate on the basis of
race, sex, color, creed, age,
disability, sexual orientation
or national origin.**

Recreation staff shall be subject to a background check. Recreation staff will use a positive approach to behavior management and will not compromise the health, safety, and well being of any child.

FEES & PAYMENT OPTIONS



Option 1: “An10a” Punch Pass HIVE - \$140.00 HIVE Club - \$80.00

Must be purchased before your child can attend the program. The pass will have 10 visits and will be placed on your child’s card. When you swipe your child out the visit will be deducted from your child’s card. The card can be renewed at anytime throughout the school year. Passes are only good for the current school year and unused punches will not be forward to the next school year.

Option 2: Weekly Rate HIVE: \$60.00 HIVE Club: \$30.00

- Payment is due the Monday of the week your child attends
- Failure to make your payment by Tuesday will result in a \$10.00 late fee applied to your household until payment is received
- Unpaid Balance - until your balance is paid:
 - Your household will not be able to attend any WPRD programs or activities
 - Your household will be restricted from renting facilities
 - Your child will be removed from the program and taken off the active roster immediately if balance exceeds 21 days
 - Your household balance will be submitted to the City’s Treasurer’s office for collection

For the weekly payment punch pass option, you can now set up auto debit from a credit card. Set up your account today by contacting HIVE staff.

NO SCHOOL DAYS

Pre-Registration:

| | |
|------------------------|-----------|
| Weekly HIVE Users | \$8/day* |
| Weekly HIVE Club Users | \$14/day* |
| An10a Punch Pass Users | \$20/day |

**Pay non-member rate if register after deadline*

CLOSED:

9/5, 11/24-25,
12/23-30, 1/2, 1/16, 5/5
Program canceled if minimum # of registrations is not reached

After registration deadline or non-members: \$30/day

Payment must be made when registering for the dates needed. You will have until the weekly registration deadline to register or cancel for the date needed. No refunds after registration deadline has passed. **NOTE: Snow days, school holidays and no school days are not included in the punch card or weekly rate. These days are an additional fee.**



FINANCIAL ASSISTANCE

Financial assistance is available for Winchester city residents on a first-come, first-served basis. To be considered for financial assistance, the proper paperwork and application must be submitted.

Please allow two weeks for staff to review your application. Following the review process, you will be notified concerning whether or not your application was accepted.



City of Winchester
Federal Tax ID #
54-600-1683



Notes:

- Program will not be open if the building is activated as an emergency shelter.
- Childcare statements are available on WebTrac for families who need to submit statements for reimbursement.

PROGRAM ENROLLMENT



All children must be registered by a parent or legal guardian. All forms must be completed and registration fee must be paid before your child will be able to attend the program. Forms given to the school will not be honored. Enrollment will only be accepted via mail or at the WPRD office.

Payments

Weekly payments are due the Monday of the week your child will be attending. Payments can be made by phone, mail or walk-in by Visa, Mastercard, Discover check or cash. If tuition is not paid by close of business Tuesday, a late fee (\$10) will be added to the balance and your child will not be able to attend until the balance is paid.

Punch passes for the school year, must be purchased before your child can attend the program. Passes are good for one year, hold 10 punches/visits and can be purchased any time throughout the school year.

Unpaid Balance

Until your household balance has been paid:

- Your household will not be able to attend any WPRD programs
- Your household will also be restricted from renting facilities
- Your child will be removed from the program and taken off the active roster immediately if balance exceeds 14 days
- Your balance will be submitted to the City Treasurer for collection
- If collected, you will automatically be set up as auto debit.

Returned Check

A \$25 fee will be charged for returned checks. After the first returned check, payments will only be accepted by cash, money orders or credit card (Visa, Mastercard or Discover). Auto debit will be an option after first payment is not received.

Auto Debit

Your household's weekly payments can be automatically submitted every Tuesday using our auto debit option. After the first declined payment, your child will be dismissed from the program and amount must be paid.





PARENT UNDERSTANDINGS

- Parent's/Guardian's failure to disclose the child's health/behavior at the time of registration will result in your child's being dismissed from the program. If the child's health/behavior concerns causes a safety concern for your child, other children in the program and and staff.
- Parent/Guardian must swipe their child out of the program each day.
- Parent/Guardian are required to escort their child into the facility on full day programs.
- Parent/Guardian are to provide staff with sunscreen. Please label your child's sunscreen with their name.
- Parent/Guardian may designate in writing alternate designees to pick up their child if necessary. Staff will require identification for anyone picking up the child.
- Parent/Guardian must provide a lunch on full day programs and two snacks during the summer (morning & afternoon).
- All incidents and accidents will be documented on our Accident/ Incident Report.
- Children should not bring personal play items from home including but not limited to: stuffed animals, action figures, dolls, electronic devices, and cell phones.
- We reserve the right not to release your child in the following situations:
 - Authorized person to pick up appears to be under the influence of alcohol or drugs
 - Authorized person makes verbal threats and shows violent behavior towards staff, child or other personnel
 - If one of the above situations should occur, the person in question will no longer be permitted to pick up a child in the program and will be added to the non-authorized pick up list.

ATTENDANCE LIMITATIONS



Reasons why your child may not be allowed to attend the HIVE, HIVE Club or Summer Camp:

- Failure to make payments
- Failure to comply with program policies and procedures
- Child's temperature is 100 degrees or over
- Child has a communicable disease - You must notify staff within 24 hours if anyone in the household has a communicable disease. Prior to returning, parents must provide a physician's certification that the condition is no longer contagious.
- Early dismissal from school resulting from illness
- If child does not arrive by school transportation

ILLNESS

A child will not be allowed to attend for the day or within 24 hours of being picked up for the following:

- 100 F temperature
- a communicable disease
- contagious skin rash (poison ivy, poison oak)
- contagious eye infections
- vomiting or diarrhea

If your child has head lice, he or she will not be able to attend until treatment has been given.

If your child develops a rash that is questionable to staff, we will contact you. Depending on the reason and duration of the rash, a doctor's note may be required for your child to attend the program.

Parents/Guardians will be required to pick up their child within one hour after receiving communication from a WPRD staff member should their child become ill or injured. The child will be kept comfortable and away from the group until pick up.

The center maintains a chart of Communicable Diseases that apply to this policy.



SIGNING IN/OUT

Signing IN Procedure (Summer Camp Only):

1. Go to the front desk located in the War Memorial Building.
2. Find your child's card located in the HIVE/HIVE Club box on desk.
3. Swipe your child's card.
4. Place your child's card back in the green box.

Signing OUT Procedure:

1. Go to the front desk located in the War Memorial Building.
2. Find your child's card, located at the Hive/Hive Club box on desk.
3. Swipe your child's card.
4. Place your card in the green box.
5. Look at the location sheets to find your child's location. The location sheets can be found on the bulletin board in the hallway across from the George Washington room.



INCLEMENT WEATHER

If schools close early we will operate on a normal schedule but reserve the right to close early due to deteriorating weather conditions.

If schools are closed check our website www.winchesterva.gov to see if we will be running our No School Snow Day. If we are operating that day, the site will open at 8:00 am and close at 6:00 pm. Opening the site will depend on road or deteriorating weather conditions.

Information regarding closing will be on our cancellation hotline (662-4946 ext: 2833), the City of Winchester's Facebook page and website (www.winchesterva.gov), and FM radio stations Q102 and WINC 92.5.

DISCIPLINE POLICY



Your child will be allowed three* write ups:

First = Warning

Second = Suspension

Third = Dismissal

**Your child may be dismissed from the program at any time without reaching the third write-up if serious infractions of policy and procedures occur.*

Length of suspension will be based on the write up. If your child has received a second write up, you will receive a phone call giving you 24 hours to find alternative care and the length of the suspension. If your child receives a third write up, you will receive a phone call and your child will be dismissed from the program. After receiving the third write up, you may request a meeting or submit a letter requesting your child be reinstated into the program may.

The following is a list of behaviors and incidents that will automatically be subject to immediate disciplinary action (including suspension or dismissal):

1. Use of profanity
2. Displaying obscene gestures or inappropriate attire
3. Disrespect for authority and participants
4. Throwing objects
5. Defacing school/program property (parents and guardians will be responsible for damages)
6. Disregard for rules or staff directions
7. Possession of alcohol, drugs, drug paraphernalia or weapons
8. Acts or threats of violence (written or verbal), or bodily/physical harm directed toward staff, other participants or themselves including fighting, biting or bullying
9. Running out of the program or hiding from staff
10. Inappropriate touching
11. Child's health or behavior becomes a safety concern





INCIDENTS/ ACCIDENTS

If an accident or incident occurs during the program, an accident/incident form will be completed by a staff member for documentation.

The completed form will be ready when the child is picked up. A parent or guardian must sign the form and return it to staff. A copy will be made for the parent or guardian if requested.

The form will be kept on file at the office.



WPRD does not permit the use of tobacco products, alcohol, drugs or fireworks during our programs. Verbal threats as well as the use or threat of use of weapons is also prohibited. In addition, theft, violent behavior or destruction of property will not be tolerated. Any violation may result in immediate dismissal from the program with no refund. Parents will be expected to provide immediate transportation home, should an incident occur on or off site.

STUDENT PICK UPS



Late Pick Up

The program will be open until 6:00 pm. If a child has not been picked up by 6:00 pm, staff will attempt to contact the parent/guardian. If they cannot be reached, staff will then contact the emergency person(s) listed on the child's enrollment form to have the child picked up. For this reason it is important for parents to let the emergency contact person(s) know they have been listed. All emergency contacts should live within the immediate area in case they need to come pick the child up. In the event that no one can be reached after several attempts within thirty minutes of closing time, the Winchester Police Department and/or Social Services will be notified.

A \$5.00 late fee will be charged for each child for the first 1-5 minutes after our closing time and \$2.00 per minute after that. Repeated late pick ups and/or failure to pay late fees may result in the parent being asked to find alternative child-care.

Emergency Pick Up

Two emergency contacts other than parents or guardians must be listed on each child's application before a child will be admitted to the program. Emergency contact must be at a location during HIVE hours that is within a 30 mile radius of Jim Barnett Park. One of these emergency contacts will be contacted if a parent or guardian cannot be reached to pick up your child(ren) in the event of an emergency.

NOTICE

We reserve the right not to release your child in the following situations:

- Authorized person to pick up appears to be under the influence of alcohol or drugs
- Authorized person makes verbal threats and shows violent behavior towards staff, child or other personnel

If one of the above situations should occur, the person in question will no longer be permitted to pick up a child in the program and will be added to the non-authorized pick-up list.



STUDENT PICK UPS Continued

Custody Changes

Any disputes of parental custody must be settled outside of the program. Proof of parental custody should be presented to program staff for verification purposes. If there is a change in custody, staff must be notified and given a copy of the new custody agreement.

Joint Custody - Both parents have equal rights in making decisions concerning the child/children, they both authorize emergency contacts and those who are allowed to pick children up from the program (proper id is required). If there is a disagreement parents must settle the matter outside of the program site.

Full Custody - If the parent that registers the child in the program has full custody that parent has the right to choose who will be able to pick up the child from the program and has the right to change authorization at anytime. The child will only be released to persons identified by the parent on the registration form, by note or letter.

Pending Custody - If no custody has been established the parent responsible for registering the child in the program will have the right to make all decisions in regard to the child including who may pick the child up from the program site

SUNSCREEN/INSECT REPELLENT & MEDICATION



Medication

Emergency medication will be kept in a locked cabinet and an emergency medication form will need to be filled out by parent/guardian in order for staff to administer the medication. Once administered, staff will document the time given, date and who administered the medication.

No other medication will be administered. All emergency medication has to be in its original container.

Sunscreen/Insect Repellent

Sunscreen/Insect repellent you provide for your child will be kept in locked cabinet and will only be administered by staff if parent/guardian has signed sunscreen/insect repellent form.

Sunscreen/Insect repellent will be kept in its original container label with the child's name. Sunscreen/Insect repellent will be thrown out once it has expired or parents have failed to pick up two weeks after the completion of program or camp.

During our summer program, please make sure to have your child already applied with sunscreen before morning drop off. Staff will reapply after lunch each day. On swim days, sunscreen will be applied one to three times (or as needed) during our time at the pool. You will be notified if your child runs out of sunscreen.



OZONE ACTION DAYS

Code RED days will be monitored by staff. On these days, outside play will be limited. Staff will also encourage children to drink plenty of water throughout the day.



REFUNDS

No refunds will be given for activity or registration fees.

After the first day, no refund will be made unless for a medical reason. A doctor's note must be provided.

If your child is suspended or dismissed from the program, no refund will be given and any unpaid balances will be forwarded to the City Treasurer's office for collection.

No School Day

Refunds will not be given unless proper notice has been given. If we cancel the program, we will give you a one-week notice. In return, if you find you do not need the service you are to give a one-week's notice. Failure to give the proper notice will result in you paying for the program. Note: No refunds will be issued after the Friday before the No School Day date.

Summer Camp

Refunds will not be given unless a one-week written notice has been given. Failure to give notice will result in you paying for the program.

Making a Refund Request

Refund requests must be in writing and submitted to a Winchester Parks & Recreation HIVE or Summer Camp staff member or emailed to Stephanie Frazier at stephanie.frazier@winchesterva.gov.

SEVERE ALLERGIES & SNACKS



Severe Allergies

The parent will supply a complete list of specified foods or allergens that need to be avoided. Copies will be provided to the program staff so they are aware of the type and severity of the allergy. Allergy lists are for staff use only, and must be posted at each site, out of sight of the public and other children.

Snacks

Each child in the Hive and Hive Club programs will receive a snack daily. We participate with VDH (Child and Adult Care Food Program). This program is available to all that are enrolled in the after-school program. Children with food allergies/medical must fill out a form for us to keep on file. **NOTE: Children may bring snacks from home.**

SWIMMING & PLAYGROUNDS

Swimming

A certified lifeguard will be on duty and will not count towards the staff/child ratio. Staff will have designated areas at the pool if they are not in the water with the children. General swim rules will apply when attending the Winchester Parks and Recreation Indoor and Outdoor pools.

NOTE: A swim test must be taken by all children who participate in the HIVE or Summer Camp programs. For ages 5-6, parents must give permission to a staff member in order for their child to be tested.

Playgrounds

Playgrounds utilized will meet all current ASTM publication F 1487-01, and CPSC Handbook for Public Playground Safety. WPRD will provide a certified playground inspector to inspect park playground equipment on a regular basis.



CHILD ABUSE/NEGLECT & WITHDRAWAL

Child Abuse/Neglect

All program staff will be trained in recognizing and reporting child abuse.

Any suspected child abuse or neglect will be reported to the program director by program staff. The program director will then notify the Department of Social Services.

All child-care workers are mandated by the State of Virginia to report suspected cases.

Withdrawal Procedures

Parents must notify the Program Coordinator in writing **one** week in advance if you plan to withdraw your child(ren) from a WPRD child care program. Emails accepted: stephanie.frazier@winchesterva.gov.

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- Authorized person makes verbal threats and shows violent behavior towards staff, child or other personnel

If one of the above situations should occur, the person in question will no longer be permitted to pick up a child in the program and will be added to the non-authorized pick up list.

DAILY & FIELD TRIP TRANSPORTATION



Daily Transportation

Daily transportation to the park for The Hive will be provided by Winchester Public Schools. A bus will be at each school site to transport the children participating in the after-school program to the War Memorial Building. A WPRD Staff member will be at some sites (if needed) to assist the children until they are driven to the War Memorial Building. Department staff will meet children as they exit the bus.

Field Trip Transportation

Field trip transportation will be provided by Winchester Public Schools, Winchester Transit, a commercial transportation service or the WPRD 15-passenger van for activities outside of the normal program.

HAZARDOUS SUBSTANCES & HARMFUL AGENTS

All hazardous substances such as cleaning supplies, insecticides and pesticides will be kept in a locked closet. The children will not have access to the key.

All substances will be kept away from food and stored separately. All materials will be kept in its original container, if another container is used a label will be placed on the outside stating the contents.

When a surface has become contaminated with body fluids it will be cleaned and sanitized.





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