



City of Saco, Maine

Parks & Recreation Department

75 Franklin St., Saco, ME 04072

Office Hours: Monday-Friday, 8:00 am-4:00 pm

Telephone: (207) 283-3139

E-mail: parksandrec@sacomaine.org

Web Site: www.sacorec.com

2019-2020 Saco Parks and Recreation Parent and Camper Handbook



Summer Camp and School's Out

Program Policies



Please take the time to read this over. It will answer many questions and will allow us to provide the best possible program experience for your child.

Rev 3/29/2019

Contacts and Program Enrollment: page 2

Important Program Contact Information

Saco Parks and Recreation Main Office: 207-283-3139

Office Hours: Monday-Friday 8:00 am-4:00 pm.

Kinder Kickstarters Summer Day Camp: 207-294-2439

- For children entering Kindergarten.
- **Location:** Saco Community Center

Pepperell Pathfinders Summer Day Camp and PreK-2 After the Bell Program: 207-294-2436

- **Summer Camp:** For children entering Grades 1&2. Location: Fairfield School & Pepperell Park
- **After the Bell:** For children currently in grades PreK-2. Location: Saco Community Center

Memorial Memories Summer Day Camp and Memorial After the Bell Program: 207-294-2438

- For children currently in grades 3-5
- **Summer Camp & After the Bell Location:** Burns School and Memorial Park

Teen Trailblazers Summer Day Camp: 207-294-2435

- For children entering Grades 6-8
- **Summer Camp Location:** Saco Community Center

Enrolling in the Summer Camp and School's Out Programs

All participants must be pre-registered to participate in these programs. Enrollment must be done at the Saco Community Center Office at least one business day prior to starting camp by providing all necessary forms which include:

- Typed Participant Contact Form*. Please include any necessary medical information or special concerns.
- *We will not accept same day enrollments.* We require one full business day to process paperwork before a child may attend our programs.

Once enrolled, registration fees must be paid for prior to attending programs by all payment deadlines.

*All registration forms must be completely filled out and kept up to date. All changes to this information must be made with the registration office. **Failure to update or disclose all information is grounds for removal from this program.** Updates cannot be reported directly to the camp staff. Any changes made to these forms must be agreed on by all legal parents or guardians. Anyone calling in a change must provide their driver's license number for security purposes. There will be no exceptions to this.

Things to make us aware of:

- Food and Other Allergies
- Medical Conditions & Prescription Medications
- Behavioral Problems
- Custody Arrangements*

*Only complete legal documents will be used to determine custody and decision making situations. *This information will be kept confidential!* If a dispute arises it will be handled as outlined in our registration and pick up policy (pg. 19). If legal review is required legal guardians will be responsible for paying all fees up front (\$115.00 per hour, minimum of one hour).

Outstanding Balance

Any family with an outstanding balance from any program will not be allowed to register for additional programs until that balance is paid. Unpaid balances may affect your ability to register for your program needs throughout the summer or school year until the balance is paid. This includes any account associated with your child that has a balance. Please ask at the Saco Parks and Recreation Office about payment plans.

Summer Camp Payments, Credits & Attendance:

Kinder-5th Grade Camps: Page 3

Summer Camp Payments

Universal Childcare Membership Enrollment Fee: \$20.00/residents; \$25.00/non-residents. Universal membership fees due at registration are non-refundable and are not applied to camp pricing. Annual membership includes access to Summer Camp and School's Out programs.

Payment Options 2019: all payments are due in advance of attending camp. Payment deadlines are as follows:

- **Full Summer:** an initial payment of \$165.00/\$185.00 (depending on residency) is due at registration to be applied towards the total due and must be paid in full by the appropriate deadline listed below depending on when signing up.
 - ◇ **Early Bird Full Summer** final balances of either \$1025.00 (resident) or \$1125.00 (non-resident) are due by Sunday, May 19, 2019. If the deadline is not met, you will move to paying the standard daily rate and lose the full summer reduced rate.
 - ◇ **Standard Full Summer** registrations are available to purchase between Monday, May 20, 2019 and Friday June 14th, 2019, and the balance must be paid in full by June 14th. Standard Full Summer fees are \$1145.00 (resident) or \$1245.00 (non-resident).
- **Weekly Registrations:** All weeks must be paid for by 6:00 a.m. on Monday of the week needed.
 - ◇ **Weekly Summer Payments:** Resident Fee \$165.00/week; Non-Resident Fee \$185.00/week
- **Daily Registration:** A minimum of two-days attending per week is required for daily registrations. All days must be registered for in advance. If this day includes a field trip with limited admission, we reserve the right to limit enrollment. For Daily Camp registrations, we recommend registering early.
 - ◇ **Standard Daily Summer Payments:** Resident Fee \$35.00/day; Non-Resident Fee \$40.00/day

Late Fees: *Fees paid after deadlines are subject to a \$7.00 per day, per child, per program late fee.* Excessive late fees may result in moving to our second tier of late fees billed at \$14.00 per day or in extreme cases, may cause removal from the program.

Available Payment Locations: Payments can be made at the Saco Parks & Recreation Office or online at www.sacorec.com if online options are available. Office hours are 8:00 a.m.-4:00 p.m.; if paying at the office, please give enough time to process payments to meet deadlines. Payments left in the drop box should include a detailed breakdown of where the payment should be applied with your child's name, program, and dates needed, and must be left with enough time for processing. Payments will not be accepted on camp.

Summer Programs through the School Department and Outside Activities

Please make sure the Saco Parks & Recreation Office is informed in advance if your child is participating in a summer program through the Saco school department or other activities involving them being picked up at camp. If there is a conflict with field trips, you must decide which activity your child will attend. We do not leave staff behind on field trip days.

Parents must let the SPR office know prior to camp starting your field trip conflict preference: if we are gone on a field trip, parents must decide whether your child will stay with the school program and be picked up from the school program directly, or will they not attend the school program and come with us on the field trip. This must be a program determination, and this choice must apply to all field trip days throughout the summer. **We cannot accommodate day by day decisions.** If you choose for your child to attend the school program, you must make arrangements for care and transportation following the end of the program. When summer camp begins if the office has not been notified that a participant is attending a school summer program, they will not be released from summer camp. Once we have verification from a parent, the child will be allowed to leave for their next scheduled program time.

Summer Camp Additional Info & Policies

Teen trailblazers Summer Day Camp: page 4

Teen Trailblazers Summer Camp Payments

Universal Childcare Membership Enrollment Fee: \$20.00/residents; \$25.00/non-residents. Universal membership fees due at registration are non-refundable and are not applied to camp pricing. Annual membership includes access to Summer Camp and School's Out programs.

On-Camp Days: On-camp day pricing is \$25.00 per day for Mondays only.

Field Trip Days: Field Trip days occur on Tuesday, Wednesday, Thursday, and Friday of every week of camp. Hours and cost will vary by trip.

Making your Weekly Payments During the Summer:

- During the summer, payments for on-camp days and field trips will be due the Thursday prior to the week needed, unless otherwise specified, to allow for trip reservations. **Some deadlines may be earlier.**
- Because many of our field trips require advanced reservations and ticket entry, last minute weekly registrations may not always be able to be accommodated or may require an additional fee.
- ***There is a maximum of 50 spots available for most trips.*** We will be allowing more than 50 total memberships to our Teen Trailblazers camp. Trip spots will be sold on a first come-first serve basis to the first 50 members registering per trip. Advanced trip registration is highly recommended to reserve your spot.
- Same-day trip registrations may not be allowed.

Cancellation and Refund/Credit Information for Teen Trailblazers Day Camp

Because our Teen Trailblazers Day Camp program is largely based on trips, we have adopted some specific policies towards refunds in the event of cancellations that are pertinent to this camp only. Some of our standard camp refund policies will still apply. Please read below for more details:

- Occasionally program locations must be changed and moved with very little notice, including field trips which can be affected by weather. We will make every effort possible to communicate updates to parents by email and will also begin making use of our text cancellation system, so please make sure your www.sacorec.com account has up to date info on email addresses and cell phone carriers used.
- *If a trip is cancelled by the Saco Parks and Recreation Department*, for example due to weather, we will hold an On-Camp option that day for campers at Saco Middle School. Credits will be issued to the household sacorec.com account as applicable below:
 - ◊ The cost of the on-camp option is \$25.00. For any camper attending the on-camp option, the \$25.00 fee will be deducted from the credits issued to the household account.
 - ◊ For any camper who does not attend the on-camp option, the trip credits will be issued in-full.
- In the event that a field trip is cut short due to weather, we do not prorate our program.
- *No refunds will be given the day of the trip or after the trip is held if a camper does not attend**. Because we have to pay admission for each camper to many of these trips up front, if a camper changes their mind at the last minute and does not attend, we are still responsible for covering their entry and cannot credit or refund the missed day.
- For most trips, to change a field trip day registered for or receive a credit to your sacorec.com account, the request must be received by the SPR office by the weekly deadline of Thursday of the week prior.
- For some trips, change requests must be received earlier to receive credit or a refund. A good example of this would be trips that require prior notice of final count.
- Because the Teen Trailblazers program is considered a contracted program, refunds or credits may be issued less any deposits or required pre-payments to the contracted company.

*Special consideration will be given in the event that the child has a medical reason that they cannot attend a field trip registered for. Any exceptions to our policy must be discussed with the SPR office for review.

School's Out Payments & Attendance: page 5

School's Out Program 2019-2020 Payments

- **Early Rizer grades PreK*-5:** \$5.00/day, *breakfast options sold separately*
- **Grades PreK*-5 After the Bell/Abbreviated Wednesdays/Early Release:** \$16.00/day
- **Full Day Off and Vacation Days for grades K-8:** \$32.00/day
- *Before and after care programs are open to participants of the Saco School Department preschool.*

The SPR School's Out Program follows the Saco school calendar with services offered accordingly.

- For regular school days and Abbreviated Wednesdays, we offer both Early Rizer and After the Bell.
- On Early Release Days, we offer Early Rizer and Early Release Day options.
- For full days off, which include Teacher's Workshops, most holidays, and school vacations, we offer the Full Days Off program only; no Early Rizer is available on these days.

All payments are due in advance of attending camp according to the deadlines below. Payment options are available online at www.sacorec.com or you may pay at the office.

Payment deadlines are as follows:

- **Early Rizer - Before School:** before 6:00 AM the day of the program
- **After the Bell & Abbreviated Wednesdays – After School:** before 1:00 PM of the day of the program
- **Early Release Days:** before 11:00 AM the day of the program
- **Full Days Off:** due in advance. Registration deadlines are announced on website.

Fees paid after these deadlines are subject to a \$7.00 per day, per child, per program late fee. Excessive late fees may result in moving to our second tier of late fees billed at \$14.00 per day or in extreme cases, may cause removal from the program. Payments left in the drop box should include a detailed breakdown including your child's name, program, and dates needed, and must be left with enough time for processing. Payments will not be accepted on camp.

After the Bell Locations and Bus Transportation Info

K-2 students from Young and Fairfield Schools take assigned buses to the Community Center and will join the preschool students. If your child will be riding an alternate bus, please notify the SPR office one week prior to review transportation plans. Students in grades 3-5 at C.K. Burns stay at After the Bell on-site at school.

Changes to Attendance for School's Out Program Only

It is important for us to be updated if your child will not be attending a day of After the Bell you have registered and paid for. We have two ways to communicate this information: you can call the office at 283-3139 or you can email us at sacorecattendance@sacomaine.org. Please leave a voicemail if the office staff are unavailable.

If your child is not attending our program on a registered day, please let us know by the following times:

- *before 1:00 pm for After the Bell on a regular school day or Abbreviated Wednesday*
- *before 11:00 am for an Early Release Day*
- *1 full business day prior for Full Days Off/Vacation Days*
- *Separate calls must be made to the schools and our department for attendance changes.*

This will allow us to account for them as quickly as possible. Failure to communicate this information by this deadline will result in no credit being issued for that day's program. Multiple occurrences may result in a meeting and/or possible removal from the program.

Information we need:

Calling in - who is calling, the child's name, program they are scheduled to attend, parent phone number.

Email - subject line should read "(Child's name) will not be attending camp on (date)". Email should include: who is emailing, the child's name, the program they are scheduled to attend, parent phone number.

School's Out Attendance Process: page 6

Children registered for our After the Bell program but who do not arrive

If we are expecting a child and they do not arrive to our After the Bell program and no prior notification has been received from a parent, then we will start the process of accounting for the children. Part of the process involves talking with the schools to find out if a child was absent, picked up, or took the bus. This information must be verified by a parent so please be sure that you can be reached in a timely manner. Every child must be accounted for every day. In addition, as stated in the previous section, failure to communicate a change in attendance by our daily deadlines will result in no credit being issued for that day's program.

Children arriving to program who are not registered

When a child arrives at our program, they are considered enrolled for the day and the program costs will be billed to cover our services. We will contact the parents to inform them the child is here if they were not registered. These calls are made after any calls made to parents of children who were registered but did not arrive, as those children are our priority in locating safely.

Our program fees cover our services and any costs associated with having extra participants, including bringing in additional staffing, staff making notification phone calls, etc. We do not have these children sit out; they actively participate with us and we are providing a safe and fun environment for your child.

Children sent to us by the schools are considered enrolled in our program, and issues involving the schools sending children to our program in error must be dealt with the school directly. Understanding that occasionally errors may occur, if a parent is able to pick up their child *within 15 minutes of notification* from program staff, including a voicemail left, that their child has unexpectedly arrived to our After the Bell camp, we will not bill the program cost for the day.

Registering for After the Bell when Participating in After School Extracurricular Activities or Programs through School Department

Please make sure the SPR Office is informed if your child is participating in after school activities through the school while enrolled in our program. Notification must be received by the office at least one business day prior to the activity beginning. In past years, this has primarily impacted the After the Bell programs at Dayton and for grades 3-5 at Burns School. Examples may include field trips, math club, talent show practice, tutoring, etc.

- *On the days your child will attend the school department program FIRST and come down to After the Bell for pick up after, do not register your child in advance.*
- Once your child arrives at our program, they will be written on to the sign-in sheet and your account will be billed once attendance is processed. We will not bill any late fees in this instance.

This process will allow our staff to safely and quickly account for all children arriving right at the conclusion of the school day without any confusion as to those arriving later. Please note that until your child is checked into our program, they are under the care and liability of the school.

Participants Moving from After the Bell to other SPR or School Programs

This policy applies to children who, if needed, will move from the After the Bell program into other Saco Parks and Recreation or school-sponsored programs that are located in the same building. This would include rehearsals, evening sports practices, etc. Please make sure the Saco Parks & Recreation Office is informed in advance if your child is participating in another program either directly following After the Bell or that they must be signed out of After the Bell from.

All requests must be submitted to the SPR Office at least one full business day prior to the program. Requests may be made by phone at 283-3139 or by email to sacorecattendance@sacomaine.org. Requests should include the child's name, a description or name of the program, details such as dates and times, and also should include whether or not your child will return to the After the Bell program (depending on time) or if they will be picked up from their other activity directly. This policy may not apply to all SPR programs. Late requests/notifications may not always be accommodated. Any changes to the schedule must be reported in a timely manner to avoid any late notification fees.

Drop Off and Pick Up Procedures: page 7

Camper Drop Off

All children being dropped off at programs must be checked in. Each program will have a designated check in area where a counselor will be in charge of checking in the campers. **The person dropping them off must accompany campers to the check in area.** Please do not drop off your child away from the check in areas and have them approach by themselves. Children must be accompanied into the Early Rizer and Morning Chill Programs. *Please use caution in all of our parking lots. Speed Limits must be adhered to. Please watch for buses loading and unloading passengers.*

See below for check-in locations. Check-in tables will be stationed until approximately 9:00 am. After that time, please locate a Camp Leader, Director or specified check-in staff member.

Schools Out Full Days Off, Kinder Kickstarters Camp, and Teen Trailblazers Camp – Check in at the Saco Community Center in the gym, main lobby, hallway or playground.

Pepperell Pathfinders Camp – Check in at Fairfield School will be at the table between the school and Pepperell Park. During inclement weather check in will be indoors in the school gym.

Memorial Memories Summer Camp – Check in at Burns School will be at the table next to the side vestibule doors. During inclement weather check in will be indoors, entering the building through the side vestibule doors.

Camper Information at Drop Off

Please let us know how your child's day is going. This will help us work with them and try to ensure a good day for them at camp.

Camper Check Out/Pick Up

This is one of the most important times of the day. It is important that each person picking up campers knows where and how to pick up their campers. The approved pick up person should locate the check out counselor who will then locate the child and have them come to the check out point. We use cell phones and walkie-talkies in this process. Please do not walk directly into the program and approach the children without checking in first. The person picking up the camper must sign their name on the check out sheet next to the child's name and note the time picked up. Do not call children over before you have checked them out.

Please note these important policies for the check out process:

Signing Out: Children will not be allowed to leave the camp if the person picking them up does not come to the appropriate pick up area or see the counselor in charge of check out on the playground. Parents will not be allowed to drive in the driveway, open the door of their car and call for a camper. The staff must know who is picking up the child and receive a signature. In addition, the parent or pick up person must wait at the table for safety reasons until your child has been brought over to leave. If you must return to the program after signing out, as an example for a forgotten item, all children must still be supervised; they may not be sent into the building alone.

Picture ID: A positive picture ID must be provided at every pick up: this is for parents and all approved pick up people. Positive ID does *not* include a photocopy of a license or credit cards, as examples. **If you fail to provide a picture ID and another method is needed to identify you, this may result in a fee of \$50.00.** If an ID is not provided a second time, an additional \$50.00 fee will be assessed. A third incidence will result in a meeting and/or possible removal from the program. Other staff are not allowed to vouch for you. The check out person must be able to identify you or they will ask for an ID.

Drop Off and Pick Up Procedures: page 8

Camper Check Out/Pick Up (continued)

Adding new pick ups to your contact sheet: If someone new is going to be picking up the child, **a call must be made to the Parks & Recreation Office** during business hours (8:00 am-4:00 pm) to add them to the approved list before them coming and picture ID must be shown; *these updates cannot be made with program staff at the check-in desk.* If someone arrives to pick up the child but is not on the list, the child will not be released unless we can make contact with a parent or guardian to verify. **The fee for sending someone not on the list to pick up is \$50.00 for the first two times this occurs.** A third incidence could result in a meeting and/or possible removal from the program.

- Please make sure that all pick up people understand and adhere to our check out procedures.
- We reserve the right to remove people from your authorized list if they are unable to follow policy.

Please see our Policy on page 19 for information about biological parents pick up rights as well as adding contacts to your contact form. Any disputes will follow this policy.

Pick Up locations: will be the same as drop off at each camp. Pick Up areas are manned from 4:00 pm to 5:30 pm. If you are picking up prior to that you must locate a Senior Staff member and they will radio for the sign out book and the camper. Depending on weather, the check-out table may be indoors or outdoors.

Picking Up after Field Trips: Children may not be immediately available for pick up when returning from a field trip. Our staff needs time to make sure everyone is safely off the bus and has sufficient time to set up for check out. **This may take up to 15 minutes after ALL buses have returned.** Please do not approach the check out area until they are prepared to take you. This could take a few minutes but for the safety of all the children this must be observed. If you have an emergency situation please call the camp phone ahead of time to speed up your checkout.

Walkers: children who are allowed to walk home must leave the camp grounds immediately after signing themselves out with a Check Out Counselor. Check-out for walkers will begin once camp is settled and quiet upon return from a field trip.

Late Pick Ups: All parents who pick up after the scheduled closing time of 6:00 p.m. will be responsible for paying a late pick up fee. If you are going to be late, please phone the camp directly to let them know. They can pass this information on to your child who may become worried and anxious if you are running late. This phone call does not eliminate the late pick up fee.

The fee for late pick up is dependent on the time the child is picked up; see information below. Time is according to the designated device: camp cell phone, check out person's watch, iPad, etc.

- **Between 6:01 pm and 6:30 pm:** \$1.00 per minute *with a minimum \$10.00 charge.*
- **After 6:31 pm:** \$2.00 per minute. This fee is applied to the entire total of minutes late.
- Your first time will be waived *if it is under 15 minutes late*, or if the late pick up is due to an issue affecting multiple families such as snow storms or traffic caused by an accident.
- If your child is picked up late more than six times, this could jeopardize their place in our program.

There are NO exceptions to these guidelines! Failure to follow proper drop off and pick up guidelines could result in a child being removed from our program.

Infraction of Parent Handbook Policies

Please review all policies in this handbook carefully. If we receive a report of policies being violated, a fee will be assessed and possibly result in a meeting with the program director. The first infraction could result in a \$50.00 fee; additional infractions may result in removal from our program.

Examples include: yelling at the staff involved in a program, not accompanying a child to check-in, incomplete or outdated information on a contact sheet, not being accessible (bad phone number or voicemail is full), or sending your child with personal items that are not allowed, just to name a few. Our staff are following directions and the policies of the program; if there are questions, they should be directed to the office.

Snow Day Procedures: page 9

Weather Related After School Activity Cancellation Announcements

The Saco Parks and Recreation Department follows the cancellation and closure policies of the Saco School Department. Examples:

- If school-related after school activities are cancelled due to inclement weather, SPR practices and activities will be cancelled as well for the evening.
- **Exception:** the exception to this would be for Early Release and After the Bell. These activities will still be held.
- If we determine that our After the Bell will also be impacted, we will send a separate communication directly from the Saco Parks and Recreation Department via email and text.

Full Day Off Snow Days

We do not offer Full Snow Day programs or Snow Day delayed start programs during the school year in event of school closure.

Cancellation Postings

The Saco Parks and Recreation Department will post closure and cancellation announcements in the following areas:

- **Primary:** www.sacorec.com. Cancellations and closures are posted as Alerts that appear on every page of the site.
- Other options:
 - ◇ Email or text announcements
 - ◇ Facebook on the “Saco Parks and Recreation” departmental page

SPR Program Staff - Program Policy info: page 10

Program Staff

Program staff can be distinguished by their “Staff” shirts and sweatshirts, either maroon, white, or grey.

Directors & Leaders – plan the program’s structure, activities and games. They supervise all counselors and handle disciplinary issues.

Head Senior Counselors – are experienced staff who handle check in and check out. They help manage the daily schedule.

Recreation Counselors – Recreation Counselors have duties assigned to them based on their age and experience level, and many have previous experience working with children. Rec Counselors are typically high school students who excel at school in both academics and extra curricular activities, and many stay with us from year to year progressing into Head Senior Counselors and Camp Leaders. New Rec Counselors are just beginning with our programs. They bring experience with children and now are learning the structure of our programs, assisting staff and helping provide an extra set of hands and eyes to keep children busy and safe.

Program Questions and Staff Attention

All basic questions about a program should begin with the Director and Leaders. For additional questions, please contact the Parks & Recreation Director or Program Director. Do not engage the younger staff directly. Meetings and questions with the younger staff must be arranged for with the Program Director. Staff must never be approached without speaking to a Leader or Director first. Please do not distract the staff from doing their jobs. Be aware of what is going on around them before entering into a conversation. Do not call them away from a location unless it involves an emergency.

Staff Working Outside the Program

Staff is allowed to work outside the program as babysitters, and this must be reported to the Program Director. This arrangement must take place outside of normal program hours and should not be used in place of regularly scheduled programs; this puts our staff in a conflict of interest and could jeopardize their position at Saco Parks and Recreation. Staff must be added to the pick up list if they will be taking children from the program.

Determining Eligibility for Programs – Grades and Ages

For Saco Parks and Recreation programs with eligibility determined by either a grade or age, please consider the following:

1. **Grade-based programs** are based on current grade during the school year, or during the summer months in between school years based on the grade entering in the upcoming school year.
2. **For families that choose to have a child wait to start school but would be grade-eligible for kindergarten based on their birthday:** during the year prior to starting school, parents have the option to have their child participate in either Pre-K or Kindergarten level programs or divisions. A grade override may be required by the SPR Office. Once the child starts school the following year, all eligibility will be determined by the current grade in school, not the grade they would have been eligible for if they had started school a year earlier. Please note this may mean repeating divisions.
3. **Age-based programs** are based on the participant’s date of birth and how the birth date corresponds to the start of the program.

Exceptions: Saco Parks and Recreation takes into consideration the age/grade of participants when determining the appropriate audience for a program. All exceptions to age or grade-based eligibility must be requested to parksandrec@sacomaine.org to be considered. This does not guarantee that the exception will be granted but it is the primary way to initiate the request.

Please note that for contracted programs, eligibility is determined by the outside organization and in these cases we are not able to override their requirements.

Handbook Policies at Other SPR Programs

Please note that SPR programs outside of summer camp and School’s Out may be subject to policies and procedures outlined in this handbook. Examples to include (but not limited to) registration deadlines, late pick up fees, cancellation and refund policies, etc.

Activities and Field Trips: page 11

Field Trip Shirts

Summer Camps: Most field trips require our staff and campers to wear their designated field trip shirt. This brightly colored shirt helps us with identifying our campers in busy places. It also provides a visual aid for children to see and stay with our groups. Your weekly schedule will tell you which trips require t-shirts. Every camper will receive two t-shirts with registration. *T-shirts should not be altered.* Additional shirts are available for \$10.00 at the SPR Office. We can bill you for these but this balance must be paid within 5 business days.

Children will not be allowed to participate on field trips that require t-shirts without one. You will be asked to show your child's shirt at check in on field trip days. Shirts must be this season's blue t-shirts. Additionally, we ask that on days your child is not attending our program that they please refrain from wearing their field trip shirts to any location that may cause confusion as to whether your child is with our group.

School's Out Program: Field trips shirts are not required during the school year on vacation day field trips.

Field Trips

- All field trips will be announced in advance if possible using weekly schedules and our email system.
- Trips are subject to change.
- All trips are included with camp fees.
- We ask that parents register in advance for field trips so we may plan for staffing and transportation purposes. Without your help in registering early and because space is limited on the buses, last minute registrations may not be able to be accommodated.
- Some trips allow for an on-camp option for those campers not interested in attending that trip. In these cases, campers will stay behind at camp locations with staff and participate in daily on-camp activities.
- For other trips, it may be required that all campers participate. In these cases, if your child does not want to go on a field trip they must be picked up from camp. We will not leave children and staff behind for these particular trips. Our staff to child ratios are based on full participation.
- Most will last only a few hours in the morning or afternoon.
 1. **Departure:** Be sure to check the departure time so you arrive on camp before the bus leaves. We ask that you arrive 15 minutes prior to departure time to check-in. Campers will not be allowed on buses if they are loaded and ready to leave or are leaving. Do not call and ask us to hold buses. We will not wait.
 2. **Return Time:** For most trips, we will try to return to camp by 3:30 pm; some trips may return later. Early pick up at a field trip location must be arranged ahead of time unless it is an emergency. Pick up will be done at the earliest possible arranged for time. Circumstances may dictate a delay in checking your child out. Please give yourself plenty of time prior to appointments when picking up. Some trips may not allow drop offs or pickups onsite depending on venue rules and staff availability.

Beach Trips Each Summer Camp will have scheduled beach trips. Throughout the summer, each camp will visit beaches, pools or fresh water locations. On longer days we leave between 9:30 & 10:00 am and try to return to camp no later than 3:30 pm. On these days we try to schedule locations with alternative activities and shade areas as well as bathrooms. Occasionally we will also try to schedule a half day or shorter water trip for each camp. This trip will leave after lunch and return before 3:30 pm. Our camps have a detailed plans for covering all water activities. Most beaches we visit have life guards on duty.

Program Location Changes Occasionally program locations must be changed and moved with very little notice. If this move involves our summer camp program, we will notify all participant's families when we are notified of the change so proper pick up arrangements may be made. If you do not want your child to be transported to an alternative location in the event of a non-emergency change of program location, please make note of this on your registration form. If your child is not to be transported to our alternative site they must be picked up within fifteen minutes of the notification from our department. If no parent or guardian can be reached at the listed numbers on the contact sheet, messages will be left on the answering machine of the parent and the participant will be transported to the alternative site. We use only City of Saco and other approved vehicles to make this move from one site to another. If the move is a result of an emergency, the office will make notifications to the parents or guardians as to where the participants may be picked up, as the move occurs.

What to Bring to Programs: page 12

Snacks, Food & Drinks

School System Lunch Program: The school lunch program will not be offered for summer camp 2019.

Meals & Snacks are not provided by SPR. It is the parents' responsibility to send lunch and snacks. Water will be provided in coolers or drinking fountains only. Children should bring an ample supply of liquids for the day; we recommend using refillable containers and avoiding sugary drinks which are dehydrating.

No Lunch Fee: \$25.00. Multiple violations of this policy may result in removal from the program.

*During Full Day programs, your child should pack enough snacks and lunch to last the day. We offer a scheduled snack time in the morning and afternoon. Lunch is taken between 11:30am and 12:30pm depending on that day's activities. Children will have access to their bags during the day but should be warned not to eat everything they bring early as they will get hungry later in the day.

During After the Bell, we have a regular snack time in the afternoon so please send your child to school with an afternoon snack.

Guidelines for Managing Food and Other Allergies at Camp

Sharing of food and drinks will not be allowed. All food allergies or issues must be documented on your registration form. Failure to disclose this information could result in dismissal from the program.

Food and other allergies can be life threatening. In any camp setting: day camps, residential camps, sports camps, or travel camps the risk of accidental exposure to a food or other allergen is present. Camp staff, physicians, parents, and campers themselves must work together to minimize the risk. There must also be procedures in place to deal with accidental ingestion or contact.

CAMPER RESPONSIBILITY—Campers should:

- NEVER trade food with other campers and should not eat anything with unknown ingredients.
- Read every label and check with a counselor (if age appropriate).
- Limit perfumes, cologne, body spray, and other fragrances.
- Be proactive in the management of mild reactions, such as seeking help if a reaction is suspected.
- Tell an adult if a reaction seems to be starting, even if there is no visible appearance of allergic response.
- DO NOT go off alone if symptoms are beginning.

Personal Items, Toys and Electronics

Please check with the staff before bringing any items, toys, game devices, collectable cards, Ipod type players etc to camp. We may offer special times for these items but in the past they have become points for problems.

- Any items allowed at camp should have the campers name clearly marked on it.
- ***The Saco Parks and Recreation Department will not be responsible for lost or stolen items.***
- Parents should monitor the music brought to camp on any music player. Any items that contain vulgarities or similar offensive material will be removed from camp and subject to discipline.
- Campers will not be able to wear or use smart watches at camp.

What *not* to bring to Camp

- Excess money
- Weapons or Fireworks
- Music that contains explicit words
- Clothing that advertise alcohol, drugs or other offensive material
- Water Guns – except on designated days
- Anything you do not want to chance being damaged, lost or stolen

Requests to Leave Equipment at Programs

Due to limitations in space and for the safety of your items, we are unable to accommodate requests to leave equipment at programs for participants or other parents/guardians to pick up later. This includes but is not limited to car seats, sports equipment, etc.

What to Bring to Programs (cont.): page 13

Camp Dress Code and Lost and Found Information

Lost and Found:

- Please label all clothing and other items brought to camp with full name whenever possible.
- A lost and found will be located at each camp. Please check this often.
- At the end of each week we will display items in the lost and found and donate whatever is not claimed.

It is important that children bring proper clothes to camp. Weather conditions change during the day and campers should be prepared for all conditions. For summer, it is important children have sweatshirts on cool days, and also in the morning before the temperature rises. It is easier to remove layers than to contact parents to bring something if your child gets cold.

Camper Warm Weather Dress Code:

- Clothing that exposes a camper's underwear is unacceptable.
- Children should wear pants and/or shorts to camp, depending on season. Girls who wear a skirt to camp should also pack a pair of shorts for the day as this makes it easier to participate in activities.
- No belly-shirts, short shorts, bikinis or otherwise revealing clothing shall be worn at camp.
- T-shirts, hats or other clothing with explicit language or references to drugs, alcohol/ tobacco products or inappropriate subject matter will not be tolerated.
- Closed toe shoes or sneakers are recommended. Sneakers are required for any games or activities being played in the gym; sneakers and socks should be brought to camp daily if not worn to program.
- No Heelys are allowed at camp.

Camper Cold Weather Dress Code:

- Please send your child with extra layers appropriate for seasonal weather conditions. During winter months, this could include hats, mittens, winter coat, snowsuit, waterproof boots, etc.
- We hope to provide children opportunities to play outdoors in cold weather months when temperatures and conditions permit, and appreciate parents sending clothing necessary for outdoor play.

Campers who violate these codes will be asked to change clothes. If a change of clothes is not available, parents will be called to transport their child home for the day.

Sunscreen

Sunscreen will be provided at certain programs including our After the Bell program, and all summer camps.

Sunscreen should be applied to the child before arriving at camp. We will have scheduled sunscreen times especially on hot days. Parents should show their children how to apply sunscreen. Our option on camp is a spray-on style; if another option or a specific brand is preferred, this must be provided. Counselors will be there to help campers but will only apply spray on sunscreen. Campers should not share any sunscreen they bring from home unless they are in their immediate family. Please make sure their name is written on the bottle.

Please note: we will not let campers go without sunscreen. Anyone not wanting their child to use sunscreen must indicate this request in writing on the camper's Participant Contact Form.

Bicycles and Skateboards

May be brought to camp but can only be used under the supervision of the camp staff. Bikes should be locked in the bike rack and skateboards should be left in a designated area. Campers are not to use someone else's bike or skateboard without their permission and without checking with a counselor. Helmets and proper safety gear are mandatory when operating bicycles and skateboards on camp property.

Hats, Hair Brushes, Combs & Make Up

Campers should not share combs, brushes, hair pins, hats or any other item that may be worn on the head. There will be no sharing of make up or other common items that could result in the spreading of head lice, colds, conjunctivitis and other medical issues.



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PROGRAM REFUND POLICIES (rev.25MARCH18)

Refund requests

Must be in writing via email to parksandrec@sacomaine.org and take a minimum of two weeks to process. Please include the reason for the request. We do not provide cash refunds. All payments for service must clear prior to a refund being processed. All refund requests are subject to approval. If a refund is granted, please note that card processing fees, trip deposits, or staff time may not be able to be refunded. See this section for additional details.

School's Out Program Refund Processing Deadlines

Refunds will be issued as credits to your sacorec.com account. See details next page on use of credits.

- **After School Call Outs:** Please let us know changes to your After the Bell attendance before 1 p.m. on a regular school day or Abbreviated Wednesday, and before 11 a.m. on an Early Release day so we can account for your child as quickly as possible. Failure to communicate this information or calls received after the deadlines will result in no credit being issued for that day missed.
- **Early Rizer:** it is not necessary to call out your child for before care. Credits for non-use of services for this program will be issued to your account once attendance is processed.
- **Full Day Out Programs:** Changes in Full Days Off (either cancellations or moving dates) must be done by 1 business days prior to the date(s) registered for. If we receive notification less than 1 business day, we will issue a credit of 50% of the paid daily registration fee.
- **Universal Membership Fees** are non-refundable.

Summer Camp Refunds: Kinder-5th Grade Camps

Refunds: different deadlines and refund/credit options apply depending on the registration option you chose:

- **Full Summer Camp Registration:** Refund requests must be made 3 business days prior to the start of camp to be eligible for a full refund, less any required deposits. Refund requests made once camp begins will be determined by calculating previous use and payment option selected. Full Summer Campers will not be issued credits or prorated for any days not attended.
- **Weekly and Daily Summer Camp Registration:** Refunds will be issued as credits to your sacorec.com account. Changes in weekly or daily needs (either cancellations or moving dates) must be done by 1 business days prior to the date(s) registered for. If we receive notification less than 1 business day, we will issue a credit of 50% of the paid registration fee. Weekly Campers will not be issued credits or prorated for any days not attended in weeks registered for.
- **Universal Membership Fees** are non-refundable.

Academy Camp Credits: please see next page under "Other SPR Program Refund Details" for information.

Teen Trailblazer Camp's refund and credit policy: Please see page 4.

Online Gift Certificates Use and Refunds/Credits Policy

Gift certificates may be purchased in one account and gifted for use in another account; once a gift certificate is redeemed, credits may not be transferred to another account. Gift certificates may only be redeemed for account credits and are not eligible to be redeemed as cash. Account credits do not expire and may be applied towards any future SPR Program for any household member. Registration deadlines still apply when using credits and credits may be applied from home for online check-out. If a promotional discount is applied to a gift certificate purchase and a refund is later requested, refunds will be based on the actual paid value, not the discounted value, and any portion of the credit used will be factored into the total eligible remaining for refund.

Discipline If your child is removed from an SPR program or event for discipline reasons, the department will schedule a meeting with you and your child to determine if that child may return to the program. This behavior will also affect the child's ability to be enrolled in future activities. In most cases, we are unable to provide a refund if your child is dismissed from a program. However, if you would like a refund request to be considered, all requests must be made within one week of removal from the program in order to be reviewed.

Trip Refund Occasionally program locations must be changed/moved with very little notice, including field trips which can be affected by weather. No refunds will be given the day of the trip or after the trip is held. We do not prorate our program based on a field trip being cancelled or cut short.

Refund Policy (continued): page 15

Other SPR Program Refund Details

Non-Contracted Events (Saco Parks & Recreation Administered Program) – If you withdraw 3 business days prior to the first class or event, you will receive a full refund unless deposits were required for activities and equipment used in that program. If you withdraw less than 3 business days before the first class or event, you will receive a 50% refund less any required deposits for activities and equipment used in that program.

Contracted Events (Outside Organization Administered Program) – All refunds will follow the contracted companies refund procedures and policies first. Secondly, the departmental policy on contracted events is as follows: If you withdraw 3 business days prior to the first class or event you will receive a full refund less any deposits or required pre-payments to the contracted company. If you withdraw less than 3 business days before the first class or project you will receive a 50% refund less any deposits or required pre-payments to the contracted company. Refunds on contracted events are subject to change and will be stated on all event publications.

Quality of a Program - If you are dissatisfied with a program after the first class/meeting, you must let the department know before the second class/meeting of the session. We will issue a 50% refund at this time. No refunds will be given after the second class of a program or after a single meeting program. For contracted programs, all refunds will follow the contracted companies refund procedures and policies first.

Refunds to your Credit Card Credit card refunds must be applied to the original credit card of purchase. All card refunds must be requested within 3 months of the original transaction date to be put back on the card and are *subject to a 5% processing fee*.

Refunds as Credit to your www.sacorec.com Account Refunds may be used as a credit towards your next registration and should be noted on your request for refund. Some registration options require the refund to be issued as a credit. Your credit will show up on your account and can be applied to your next purchase with the Saco Parks and Recreation Department. Some important notes on credits received from a program either for non-use of service or by a refund request:

- Credits issued to your [sacorec.com](http://www.sacorec.com) account cannot be refunded, but may be used towards any future program with the Saco Parks and Recreation Department.
- All credits for non-use of service *can only be used after attendance is processed and will only be issued if attendance change deadlines are met (page 5)*. This is not instant and may take several business days for processing.
- No credits will be issued if your child is removed from the program for disciplinary reasons.
- Credits accumulated for non-use of service are not eligible to be refunded.
- We reserve the right to apply credits towards billed items on your account or require that credits accumulated be applied towards your next registration.

Use of Credits

To use a credit in your online account:

1. Add the program/activity to your cart as usual and select "Pay Online" to check-out when ready.
2. You will see the credit during one of the first steps of checking out in the middle of the page and must hit "Apply" to have it applied to your transaction. Continue to the final processing page.
3. If you arrive at the page asking for credit card information before applying the credit, you have gone one step too far and please go back one step to apply it.
4. *Credits must be used by our attendance payment deadlines.*

Annual Statements and Dependent Care Reimbursement Requests

Dependent Care Reimbursement: Requests for dependent care reimbursement documentation can only be made following receipt of payment through the dates of service indicated. It cannot be used towards anticipated payments. Please allow 7-10 business days for the office to process these requests.

Annual Statements: statements of registrations are available through household accounts. Here are the steps:

- Log in to account at www.sacorec.com and click household name on the left – Example: "Smith Household"
- In the center tab options, select Finance and choose "Payments" in the middle options
- Select your preferred date range – Example: for 2018, change the Start Date to 01/01/2018 and End Date to 12/31/2018
- Leave "Show All Payments" unchecked – this will provide a summary of payments made by credit card, cash or check. Checking this box will also include any account credits issued or used, which essentially is double reporting since the original payment that generated the credit is already reflected elsewhere in the summary.
- Click "Print" – this will provide a PDF summary of itemized transactions. The City of Saco's Tax ID number appears at the top.

Please note that this summary includes all payments for all activities by all parties for any household member throughout the year. We cannot advise you on what information may be used for tax purposes and please be aware that programs offered through Saco Parks and Recreation Department are considered recreational programming. For additional questions on qualifications, we recommend consulting with a tax specialist.



Parks & Recreation Department

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MEDICAL INFORMATION & WAIVER POLICY (2MARCH17)

Participants with medical conditions requiring emergency administration of prescription or non prescription medications are welcome and may participate in all Saco Parks & Recreation Department Programs. If at any time it is found that this policy has not been followed or been kept up to date dismissal from Saco Parks & Recreation programs may result.

1. Program Requirements

- Check with the Office to verify that the program you are registering for falls under the terms of this policy.
- Requests for emergency medication at a program must be noted on the Participant Contact Form under SPECIAL CONCERNS, including an overview of the behavioral or medical concerns, and symptoms.
- Information about any required medications for both on-site emergency medications and prescriptions taken at home should be included in the medications section with details on dosage, expiration, when taken, etc.
- Additional forms/medications may be required for activities at different locations.
- All information will be kept confidential and is for the safety and well being of your child, the other children in the program and our staff.

2. Emergency Medication

The Department **may** train its personnel to administer epi-pens and asthma inhalers for emergency situations.

As part of a Doctor's written medical action plan, diphenhydramine (Benadryl or equivalent) may also be included for treatment as specified in the written medical plan: the type and dosing of diphenhydramine provided must match that indicated in the action plan. A participant who uses and/or relies upon such emergency prescriptions and devices listed above shall be welcome in a program provided the following conditions are met:

- For PROGRAMS ALREADY IN SESSION: all medications and their labels* with the child's name, name of medication, date filled & expiration date for epi-pen or asthma inhaler must be provided at least 2 full business days prior to the child participating in one of our programs, provided that adequate advance notice of each program is made available to eligible participants.
*Labels can be one of the following formats: 1. a copy of a doctor's prescription; 2. medication label; OR 3. pharmacy prescription label.
- By choosing option A the parent/guardian is expressly choosing to have the participant administer their own emergency medication. Department staff will only administer emergency medication if the child is unable to do so on their own. For this reason a back up of all medications must be provided to the department under Option A.
- By choosing option B the parent/guardian is expressly authorizing and consenting that the Department administer the medication in the event of an emergency in lieu of their child. Under Option B, your child may not self medicate.
- By choosing option C the parent/guardian opts to waive their choice to have their child self medicate and is also requesting that the Department staff NOT ADMINISTER medication in the event of an emergency. In such cases, the parent/guardian is expressly directing that EMS/911 personnel act as first responders and administer any emergency medication.
- The Department will not allow any other emergency medication other than those indicated above to be held by the child or by Department staff.
- Regardless of which Option is selected, the Department will call upon EMS/911 services and personnel for assistance in any emergency without prior consultation with parent/guardian.

3. Storage of Medication

- a. At no time is it acceptable for participants to carry any type of medication on them or in their belongings.
 - i. Exceptions are Epi-pen/Benadryl Tablets or asthma inhaler for emergency use. In this case, the department must also have the same medication provided for the camper to keep with our medical supplies.
- b. Medication must be dropped off to the Office at least one week prior to the start of the program.
- c. All medication dropped off by parents must be in the original container from the pharmacy and clearly labeled with the individuals name, prescribed dosage, name of medication, and expiration date.
- d. The department cannot accept any medication that must be climate controlled.
- e. The department will store all medication in a secure location only accessible by senior staff.
- f. Diphenhydramine (Benadryl or equivalent) must be provided in accordance with the medical action plan in premeasured dosages. (We do not accept liquid forms that are not premeasured).

4. Routine Medication

- a. The Department and participants will not carry or administer routine medication.
- b. Parent/guardian will be solely responsible for assuring that they have correctly administered their medications either prior to or during program time.
- c. If routine medication must be administered during program time, a parent/guardian or designee must come to the program, check in with the program staff, and administer the medication directly. The parent/guardian must give prior authorization of designee to the SPR Office beforehand and list them under the Special Concerns section of the Participant Contact Form.
- d. In all circumstances, the Department must be made aware on the Participant Contact Form of any medication used by a participant, prior to the admission to any program. This information is vital for emergency medical personnel who may *be* responding to an emergency situation.

5. 911 Policy

- a. In all cases and circumstances, the Saco Parks & Recreation Department will call 911 and Staff will abide by and follow all EMS/911 instructions during a medical emergency concerning your child. The Parent/Guardian will be notified by Parks & Recreation Staff at the earliest opportunity.

6. Expiration & Return of Medication

- a. Parents/guardians are responsible for picking up any and all medication at the end of the program.
- b. If participant is enrolled in another program that starts immediately after the ending program, the current medication and forms (unless otherwise specified) can still be used.
- c. For the purposes of the Saco Parks and Recreation Department, expiration dates are regarded as the first day of the expiration month. We have consulted with pediatricians and pharmacists to determine this. As an example, a medication that expires on 08/2017 is considered to be expired on 8/1/2017.
- d. Parents are responsible for providing updated prescriptions/medications prior to them expiring. Medication must be updated 1 week prior to expiration to allow Department adequate time for distribution. Failure to keep medications up to date will result in immediate suspension of services.
- e. In all cases parents/guardians are responsible for picking up expired medication within two week's of a program's end. A \$50.00 disposal fee will be issued to the household account if the medications are not picked up within the deadline.

7. Picking up and dropping off medications—how this impacts memberships

- a. All emergency medications must be provided prior to the program registration deadline.
- b. Memberships provide access to many program registrations. Universal Childcare memberships allow registrations for Summer Camp and Schools Out programs. Theater memberships allow for registrations for individual performing arts academies. In order to maintain an active membership, all required emergency medications must be kept with the Saco Parks and Recreation Department.
- c. For families that use our programs occasionally and would like to pick up emergency medications between programs, please note that during these periods memberships will be suspended until the medications are returned. This will limit access to program registration while your membership is suspended.

Additional Policies on Medicines & Illnesses: page 18

Potty Training

All participants in programs, such as (but not limited to) Summer Camp and School's Out, must be fully potty trained to register. If accidents occur, parents will be contacted and may be required to pick up their child from the program. Because camp is a new experience for our younger campers, we recommend sending a simple change of clothes. Recurring accidents may require a meeting with the Program Director to discuss ongoing participation and could affect the child's ability to continue in the program.

Emergency Medication & Non Prescription Medicinal Information

Emergency Medications: All EpiPens and Inhalers on site must adhere to all Saco Parks & Recreation Medical Policies. Regarding other medications: All prescription medicines taken at any time, at home or at the program, must be disclosed and documented on the Participant Contact Form. This information is required in the event that a camper needed emergency care, the emergency personnel would need to know what medication the child currently takes to safely treat the camper. Failure to disclose this information or to follow the prescribed dosage and frequency can result in removal from our program. This information will be kept confidential and is for the safety and well being of your child, the other children on camp and our staff.

Non-Prescription Medications: *Non-prescription medications are not allowed at camp.* Examples of non-prescription medications include:

- Cough drops
- Ibuprofen
- Advil
- Aspirin
- Medicated lotions or ointments
- Or any other over-the-counter treatment that may effect the camper's health, and the health of other camper's for safety concerns.

If any non-prescription medications are found in a camper's bag, they will be confiscated. This may also result in removal from the program.

Mandated Reporters

Any suspicions of child abuse or neglect must be brought to the attention of the proper authorities. This is a highly sensitive and confidential matter. Abuse and neglect is considered but not limited to physical & mental violence, abandonment and with-holding of essential needs such as food, water or clothing.

Contagious Diseases

Any participant with any of the following or other similar conditions must be removed from the program Conjunctivitis – Head Lice – Impetigo – Ringworm. Children with head lice may return to a program following treatment.

Notifying the office: parents are reminded to check their children for any possible lice infestations and alert us to their occurrence. It is very important that parents report to us if your child has recently shown symptoms and that they have been treated. These updates give our staff the information they need to clean our facility as required with potential lice exposure, and monitor contact between participants to prevent the spread of lice. As always we will treat this information confidentially and appreciate your cooperation. Failure to report this information may result in consequences ranging from a parent handbook infraction fee being billed up to dismissal from the program.

Sickness and Fever

Your child should not attend camp if they are sick or have a fever. If they become sick or have a fever at camp they must be taken out of the program. A member of our staff will call you with details. If you receive a call about Contagious Diseases or Sickness you must pick your child up within one hour of being called.

- Failure to do so will result in a Late Pick Up fee of \$1.00 per minute with a minimum charge of \$10.00



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PROGRAM PARTICIPANT PICK UP POLICY (REV 5AUG10)

Saco Parks and Recreation shall follow the policies and procedures detailed below regarding pick-ups of all program participants.

1. Absent a Court Order to the contrary, parents and legal guardians may pick up their child at Saco Parks and Recreation Programs upon presentation of ID, provided they are listed on the original program registration form. If a Court order bars or limits the rights of either parent or guardian, that order should be presented to the City for its records and review before the enrollment of the participant.
2. Saco Parks and Rec. will assume that parents and guardians have consulted and agreed as to the names of any third parties (friends, grandparents, other relatives, new spouses, etc) who may also pick up a child. Only those third parties whose names appear on the original Pick-Up Authorization Form may pick up a child. As with parents/guardians, all authorized third parties must also present photo IDs at the time of any pick-up.
3. If one or another parent or guardian, during the registration process, requests or attempts to “strike” or bar a third party on the registration form from being allowed to pick up a child, and absent a Court order directing such action, that attempt or request will be viewed as a “Dispute” under this policy, and the Department will follow the policy set forth below in Section 4 (parent/guardian pick up only; no third party pick-ups) until such time as either a Court Order is produced authorizing the prohibition, or the parents/guardians reach a common agreement as provided below permitting authorized third parties to pick up.
4. If a dispute arises between parents or guardians, at any time and in the sole opinion of the Department, over the issue of who may pick up a child, the Department will immediately thereafter bar third parties from picking up the child regardless of whether such third parties are listed on the original Pick-Up Authorization Form, or have picked up in the past. In cases of dispute, the Department will only turn over a child to either a parent or guardian until such time as either a Court Order directs otherwise, or until the parents/guardians reach a common agreement as to which third parties may pick up the child. If the parents/guardians reach a common agreement, they will both be required to re-execute; in person, a Pick-Up Authorization Form at the Department’s main office.
5. Should a parent/guardian inadvertently or intentionally omit the name of the other parent/guardian, and provided such other parent or guardian contacts the Department and requests to be added to the pick-up list, the Department will treat the omission as a “Dispute”, and the policy set out in Section 4 above (parent/guardian pick-up only) will be followed until such time as either a Court order is produced authorizing the exclusion of the one parent/guardian, or an agreement is reached between the parent/guardians.
6. If a dispute requires the Department to secure legal advice as to the nature and effect of any Court order, the parents/guardians will be charged \$115.00 for that work, such cost added onto the participant’s program fees.



Saco Parks & Recreation Participant Discipline Policies, Definitions & Core Values

Saco Parks & Recreation has worked hard with outside resources including the Saco School System to combine its current discipline program with templates and concepts from these groups. By doing this our goal is to present a familiar system that balances the understanding of parents, participants and the department.

The following pieces will be used if a discipline situation should arise with your child:

Part 1 – Participant Discipline Chart

This chart breaks behavior down into five subject categories. Within each category there is a breakdown in the severity of behavioral actions. These are defined as Minor, Minor Plus and Major. Discipline will be decided based on the action and its severity. This also allows for accumulation of actions to call for greater discipline if carried out over a specified time frame. Each includes a menu of options outlining what steps staff will use in disciplining a program participant. *Some steps may be bypassed based on the severity of the action.*

There is a category on this page that explains what each box means. We hope that this progressive discipline gives you a better understanding of what happens at our program. It is our goal to work with all participants to allow for their success at our programs, and at the same time consider the safety and well being of all of our participants.

Part 2 – Parent Report Form

This is a copy of the form a parent/guardian will receive at pick up that explains the area of discipline and the severity of it. If a parent or guardian is the one picking up, the events will be discussed discreetly. If it is not a parent/guardian picking up, the form will be given at pick up to pass along. If a parent/guardian would like more information they may call the office. If the discipline is at a high level, Saco Parks & Recreation staff will be in touch with a parent/guardian prior to pick up.

Discipline actions can be carried over from one program to another. For example, if there were a large issue during the after school program towards the end of the school year, it may impact involvement in summer camp. A meeting may be required before we accept a registration for a future program.

If you have any questions about this please call the
office at 207-283-3139 or email: parksandrec@sacomaine.org.

Saco Parks & Recreation Discipline Chart			
Defiance/Non-Compliance			
	Definition	Examples	Menu of Options
Minor	Camper's non-responsiveness to a staff member's request is of brief duration (less than 5 minutes) or low intensity, not intentional.	May unintentionally refuse to comply with rules or directions given. Examples: Staff have asked students to line up and a camper was not paying attention and is not in line. Bringing toys from home and not leaving them in their backpack when instructed or scheduled.	Corrective Steps <ul style="list-style-type: none"> *Repeat verbal instructions *Verbal warning *Sit out *Report to supervisor *Internal report form
Minor Plus	Camper's non-responsiveness to a staff member's request is of moderate intensity (more than five minutes/times) Camper disrespects peers, staff or materials with reminders.	Refused to comply with request(s) for more than five minutes. Talking-back, using socially rude interactions, excluding others from playing, lying, cheating.	Corrective Steps <ul style="list-style-type: none"> *Repeat verbal instructions *Sit out *Report to supervisor Collection of Information <ul style="list-style-type: none"> *Report form Discipline Options <ul style="list-style-type: none"> *Talk to parents *Apology to others
Major	Camper's non-responsiveness to a staff member's request is of high intensity (more than ten minutes). Complete refusal to follow directions even after several prompts.	Camper refuses to join in with group or to engage in task at hand. Camper leaves the program area without permission. Camper brings a weapon such as a lighter, matches, bullets, and/or fireworks.	Corrective Steps <ul style="list-style-type: none"> *Repeat verbal instructions *Sit out *Report to supervisor Collection of Information <ul style="list-style-type: none"> *Report form Discipline Options <ul style="list-style-type: none"> *Early pick up *Time away from program *Removal from program

Saco Parks & Recreation Discipline Chart			
Disruption			
	Definition	Examples	Menu of Options
Minor	Camper engages in low intensity, but inappropriate disruption of activity.	Unintentional distractions: making messes, breaking the line, and/or blurting out. Intentional distractions: noises, pranks, disruptive statements, questions, and/or throwing objects.	Corrective Steps <ul style="list-style-type: none"> *Repeat verbal instructions *Verbal warning *Sit out *Report to supervisor *Internal report form
Minor Plus	Camper engages in repeated low-intensity but inappropriate disruption of activity. Three or more times.	Three or more times a day making messes, breaking lines, blurting out, making noises, pranks, disruptive statements or questions, and/or throwing objects. First occurrence of non respect of personal space in bathrooms.	Corrective Steps <ul style="list-style-type: none"> *Repeat verbal instructions *Sit out *Report to supervisor Collection of Information <ul style="list-style-type: none"> *Report form Discipline Options <ul style="list-style-type: none"> *Talk to parents *Apology to others
Major	Behavior causes a major interruption in a program area or activity.	Yelling/screaming unnecessarily. Endangering themselves or others in program. Throwing of dangerous objects. Second occurrence of non respect of personal space in bathrooms Misuse of toilets, sinks or urinals for intended functions (Bodily waste)	Corrective Steps <ul style="list-style-type: none"> *Repeat verbal instructions *Sit out *Report to supervisor Collection of Information <ul style="list-style-type: none"> *Report form Discipline Options <ul style="list-style-type: none"> *Early pick up *Time away from program *Removal from program

Saco Parks & Recreation Discipline Chart			
Inappropriate Language			
	Definition	Examples	Menu of Options
Minor	Camper's use of inappropriate language is of brief duration or low intensity. This includes spoken, written or non-verbal communication that insults, mocks, slanders or belittles another person.	Put downs, taunts or slurs of a non-offensive nature and mild oaths that may or may not be directed at an individual.	Corrective Steps <ul style="list-style-type: none"> *Repeat verbal instructions *Verbal warning *Sit out *Report to supervisor *Internal report form
Minor Plus	Camper's use of inappropriate language is of a moderate intensity of spoken, written or non-verbal communication that insults, mocks, slanders, or belittles another person.	Student swears or uses inappropriate gestures such as the middle finger Knowingly speaking a word with a similar sound to swear word. Repetitive put downs, taunts, or slurs.	Corrective Steps <ul style="list-style-type: none"> *Repeat verbal instructions *Sit out *Report to supervisor Collection of Information <ul style="list-style-type: none"> *Report form Discipline Options <ul style="list-style-type: none"> *Talk to parents *Apology to others
Major	Verbal or gestural messages that include threats and harassment.	Bullying, hostile threats or accumulation of 3 Minor Plus write ups.	Corrective Steps <ul style="list-style-type: none"> *Repeat verbal instructions *Sit out *Report to supervisor Collection of Information <ul style="list-style-type: none"> *Report form Discipline Options <ul style="list-style-type: none"> *Early pick up *Time away from program *Removal from program

Saco Parks & Recreation Discipline Chart			
Physical Contact/Aggression			
	Definition	Examples	Menu of Options
Minor	Any incident in which a camper engages in physical contact with another person that does not cause harm.	Unwanted or distracting physical contact such as hugs, hand holding, back rubs, pushing in line, or pushing during activities.	Corrective Steps <ul style="list-style-type: none"> *Repeat verbal instructions *Verbal warning *Sit out *Report to supervisor *Internal report form
Minor Plus	Incidents in which a camper engages in physical contact with another person that may cause harm.	After redirection, repeated instances of aggressive horseplay, playful grabbing, unwanted chasing, non aggressive slapping and shoving. Not keeping hands and feet to themselves.	Corrective Steps <ul style="list-style-type: none"> *Repeat verbal instructions *Sit out *Report to supervisor Collection of Information <ul style="list-style-type: none"> *Report form Discipline Options <ul style="list-style-type: none"> *Talk to parents *Apology to others
Major	Actions involving serious physical contact where injury may occur.	Hitting, punching, kicking, biting hair pulling, spitting, scratching choking, hitting with an object or throwing an object that may cause harm.	Corrective Steps <ul style="list-style-type: none"> *Repeat verbal instructions *Sit out *Report to supervisor Collection of Information <ul style="list-style-type: none"> *Report form Discipline Options <ul style="list-style-type: none"> *Early pick up *Time away from program *Removal from program

Saco Parks & Recreation Discipline Chart			
Property Misuse			
	Definition	Examples	Menu of Options
Minor	Camper misuses program or others' property, but does not alter the use of the property.	Mishandling of items. Playing with soap and/or sinks in the bathroom	Corrective Steps <ul style="list-style-type: none"> *Repeat verbal instructions *Verbal warning *Sit out *Report to supervisor *Internal report form
Minor Plus	Camper misuses property with moderate intensity after re-direction has been completed. Material is repairable by student.	After redirection, continues breaking pencils/crayons kicking furniture, mishandling books, tearing/writing in books, or writing on property. Malicious use of soap/sinks in the bathroom. Swinging from bathroom stall doors, sinks and toilets	Corrective Steps <ul style="list-style-type: none"> *Repeat verbal instructions *Sit out *Report to supervisor Collection of Information <ul style="list-style-type: none"> *Report form Discipline Options <ul style="list-style-type: none"> *Talk to parents *Apology to others
Major	Camper participates in an activity that results in substantial destruction or disfigurement of any property. Any damage that is done that impairs usefulness. Restitution may be involved.	Breaks window, desk, chair or other equipment as a result of aggressive behavior. Accumulation of 3 Minor Plus write ups. Attempting to flood bathroom. Flushing inappropriate items in toilets.	Corrective Steps <ul style="list-style-type: none"> *Repeat verbal instructions *Sit out *Report to supervisor Collection of Information <ul style="list-style-type: none"> *Report form Discipline Options <ul style="list-style-type: none"> *Early pick up *Time away from program *Removal from program



Parent Report Form

Some Examples of Behavior For Minor Plus & Major Incidents

Student Name:	
Grade:	Date:
	Time:
Referring Staff Initials:	
Leader/Director Initials:	
Program Location:	
Incident Location:	
Supervisor Involved:	

Circle Level of Reported Incident	
Minor Plus	Major

Check All That Apply	
Category	
<input type="checkbox"/> Defiance	
<input type="checkbox"/> Inappropriate Language	
<input type="checkbox"/> Disruption	
<input type="checkbox"/> Physical Contact	
<input type="checkbox"/> Property Misuse	
<input type="checkbox"/> Third Minor Plus	
Discipline	
<input type="checkbox"/> Time Off From Program	Duration:
<input type="checkbox"/> Requires a Meeting to return to this or future program	
<input type="checkbox"/> Removal From Program*	
<input type="checkbox"/> Other	

Behavior	Minor Plus	Major
Defiance	Refused to comply with requests for more than 3-5 minutes. Talking back, using socially rude interactions, excluding others, lying and cheating.	Camper refuses to join in group or to engage in task at hand for more than 5-10 minutes. Leaves camp or trip area without permission. Brings any type of weapon
Inappropriate Language	Camper swears, uses inappropriate gestures, repetitive put downs, or uses slurs that may be lightly offensive.	Bullying, hostile threats or accumulation of three or more Minor Plus write ups.
Disruption	Three or more times a day making messes breaking lines, blurting out noises, pranks, disruptive statements/questions.	Yelling and screaming for non emergency situation. More than three write ups for intentional and unintentional disruptions.
Physical Contact	Repeated instances with redirection of aggressive horseplay, playful grabbing, unwanted chasing, non-aggressive slapping and pushing. Not keeping hands to self.	Hitting, punching, kicking, biting, hair pulling, spitting, scratching choking, hitting with an object, or throwing an object.
Property Misuse	Breaking minor equipment such as crayons, pencils, pushing furniture, mishandling books, or writing on items that can be cleaned up. Locking bathroom stalls. * Removal from one program may require an additional meeting to register for another program. Example removed from After The Bell and wants to attend Summer Camp	Damage to facility or equipment. Breaks windows, desk, chairs, etc. Uses SPR equipment or school equipment with aggressive behavior. Three or more Minor Plus write ups. Stealing.