

# Saco Parks and Recreation Parent and Camper Handbook

This handbook features information regarding program policies and procedures. In consideration of COVID-19, some policies may be updated throughout the year with any changes or new requirements passed. Saco Parks and Recreation features a dedicated team of recreation professionals working to offer essential services to our community under a continuously evolving set of guidelines. We are looking ahead to planning programs with a creative spirit and a willingness to modify programs or develop new ones so that we can continue offering affordable services to the Saco community. You can be sure that our programs are offered with the same level of enthusiasm and care that you have come to expect from SPR. Thank you for your continued support!

## TABLE OF CONTENTS

CONTACTS.....	page 2
SCHOOL'S OUT PROGRAM ENROLLMENT and FEE WAIVER .....	pages 2-3
OUTSTANDING BALANCES.....	page 3
PROGRAM ELIGIBILITY AND READINESS .....	page 3
SCHOOL'S OUT PAYMENTS .....	page 4
AFTER THE BELL and FULL DAY OFF CHECK-IN PROCESSES .....	page 4
CHECK OUT AND PICK UP PROCEDURES .....	page 5
ATTENDANCE UPDATES & POLICY FOR CANCELLATIONS AND CREDITS.....	page 6
COVID-19 PREVENTION PROTOCOLS .....	page 7
SCHOOL'S OUT & EXTRACURRICULAR ACTIVITIES .....	page 8
SPR PROGRAM STAFF.....	page 9
WHAT TO BRING TO PROGRAMS.....	pages 10-11
GENERAL REFUND POLICIES.....	pages 12-13
ANNUAL STATEMENTS & DEPENDENT CARE REIMBURSEMENT REQUESTS .....	page 13
MEDICAL INFORMATION & WAIVER POLICY.....	pages 14-15
ADDITIONAL POLICIES ON MEDICINES & ILLNESSES.....	page 16
PROGRAM PARTICIPANT PICK UP POLICY (CUSTODY ARRANGEMENTS).....	page 17
DISCIPLINE POLICY & CORE VALUES.....	page 18



***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 April 2023

# Contacts and Program Enrollment: page 2

## **Important Program Contact Information**

### **Saco Parks and Recreation Main Office:**

(207) 283-3139 x801

Office Hours: Monday-Friday 9:00am-1:00pm.

Location: 75 Franklin Street

### **Saco School's Out Program:**

#### **Community Center K-2 After the Bell Program:**

Program Phone: (207) 294-2436

Location: 75 Franklin Street

ATB Hours: dismissal until 5:30pm

#### **CK Burns School Grades 3-5 After the Bell Program:**

Program Phone: (207) 294-2438

Location: 135 Middle Street

ATB Hours: dismissal until 5:30pm

#### **Saco Pre-K After School Program:**

Program Phone: (207) 294-2435

Location: 5 Willey Rd.

Hours: dismissal until 5:30pm

#### **Dayton Consolidated School After School Program:**

Program Phone: (207) 294-2437

For children entering PreK through Fifth Grade

Location: 21 Clarks Mills Road, Dayton

Hours: dismissal until 5:30pm

### **Full Days Out Program:**

#### **Saco Community Center**

Program Phone: (207) 294-2436

Location: 75 Franklin Street

Hours: 7:30am-5:30pm

## **Enrolling in the School's Out Program**

All participants must be pre-registered to participate in this program. All families are required to complete a new and separate enrollment between programs. We process registration rollovers upon request.

### **Step 1: Complete Enrollment Forms at home to submit to the office**

#### **Form 1—PARTICIPANT CONTACT FORM:**

- New participants may find this form under Department Info at [www.sacorec.com](http://www.sacorec.com)
- This form must be typed, not hand written. Please include all medical information or special concerns and all medications child takes even if it's only taken at home. Please see below for more detail.
- Summer 2023 participants may request a rollover of their form by e-mailing [parksandrec@sacomaine.org](mailto:parksandrec@sacomaine.org)

#### **Things to make us aware of:**

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

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.

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. 17). If legal review is required legal guardians will be responsible for paying all fees up front (\$115.00 per hour, minimum of one hour).

**Submitting Completed Forms:** Forms can be printed and brought to the SPR Main Office or e-mailed to [parksandrec@sacomaine.org](mailto:parksandrec@sacomaine.org) and can be either signed/scanned or signed digitally.

(continued on next page)

# Program Enrollment (continued) & Eligibility: page 3

## Step 2: Following the completion of forms, contact the main office to enroll

**Phone:** (207) 283-3139 X801

**E-mail:** parksandrec@sacomaine.org

Enrollments will be processed in date and time-stamped order so please make sure to leave a voicemail if you cannot get through by phone, or send an e-mail.

*Please do not e-mail specific staff members. Please use the general e-mail address above.*

**Info Needed:** In your voicemail or e-mail, please include:

☐ Your Name      ☐ Child's Name      ☐ Grade for 2023-2024 school year      ☐ School attending

*If we are missing information, this may delay processing of registrations*

**Confirmation:** We will process your enrollment through your household account at [www.sacorec.com](http://www.sacorec.com) and issue a receipt which will show enrollment in the School's Out Membership for 2023-2024 and an assignment to the attendance group for your child's grade and schedule cohort. Please watch your e-mail for the invoice from [www.sacorec.com](http://www.sacorec.com) for confirmation. This step must be completed by the office; memberships are unable to be purchased on the public website.

**Membership fee:** Once you have received your enrollment confirmation and membership fee invoice, please log in to your household account at [www.sacorec.com](http://www.sacorec.com) to pay the membership fee. Once complete, your account will be open to purchase days of service needed on the program activity page.

## **Fee Waiver Applications**

The fee waiver application for 2023-2024 programs is available at [www.sacorec.com](http://www.sacorec.com) under "Department Info."

Completed applications and supporting materials can be submitted via mail to:

"Attn: Ryan Sommer, Saco Community Center, 75 Franklin St., Saco, ME 04072"

## **Outstanding Balances**

Any family with an outstanding balance from any program will not be allowed to register for additional programs until that balance is paid. This includes accounts associated with your child that have a balance. Payment plans are available upon request.

## **Determining Eligibility for Programs – Grades and Ages**

For SPR 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, and for summer programs 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. 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. Typically a participant's birthday must fall within a week of the start of the program for an override.

**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](mailto: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. For contracted programs, eligibility is determined by the outside organization and in these cases we are not able to override their requirements. We appreciate your understanding.

## **Potty Training**

All participants in programs, such as 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. We recommend sending a simple change of clothes. Recurring accidents may require a discussion to evaluate options and determine ongoing participation.

# School's Out Payments: page 4

## School's Out Program 2023-2024 Payments

- Grades PreK\*-5 After the Bell/Abbreviated Wednesdays/Early Release: \$18.00/day
- Full Day Off and Vacation Days for grades K-8: \$36.00/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 and Dayton school calendars with services offered accordingly.

- For regular school days and Abbreviated Wednesdays, we offer After the Bell.
- On Early Release Days, we offer Early Release Day options (register under After the Bell).
- For full days off, which include Teacher's Workshops, most holidays, and school vacations, we offer the Full Days Off program.

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

### Payment deadlines are as follows:

- **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.

## Check-in Processes

### After School Locations and Bus Transportation Info

K-2 students from Young and Fairfield Schools take assigned buses to C.K. Burns School. Students in grades 3-5 at C.K. Burns stay at After the Bell on-site at school. Saco Pre-K students stay on-site at Willey Road. Dayton PreK-5th grade students stay on-site at Dayton Consolidated School.

### Arrival for "After the Bell" After School Programs

All students arriving to After the Bell programs are greeted upon arrival, verified with the membership list, and then cross-referenced with the attendance sheet for that specific day. Any expected students who do not arrive or additional students who are not registered but do arrive will have additional attendance steps as follows.

### Children registered for After School but who do not arrive

If we are expecting a child and they do not arrive to our After School program and no prior notification has been received from a parent (see next page), 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.

### Children who arrive to After School but are not signed up

If a child arrives to the program who is not registered for that day, we will notify the parents that the child has arrived to confirm they are meant to be here. While this occurs most commonly due to a missed registration, there are times when a child is sent to us in error. For this reason, we will always call parents if a child arrives when not signed up.

### Full Day Program Check-In

All children being dropped off at programs must be checked in. Please follow these steps to check-in:

- **IMPORTANT: The person dropping off must accompany campers to the check in area, either in the lobby or gym of the Saco Community Center. Please do not drop off your child and have them approach by themselves.**
- Everyone entering the building must wear appropriate facial coverings.
- Check-in tables will be stationed from 7:30am until approximately 9:00 am. After that time, please call the camp cell phone to arrange a check-in.



# Check Out and Pick Up Procedures: page 5

**Camper Check Out/Pick Up** It is important that each person picking up campers knows where and how to pick up their campers. See our process below with detailed information by location.

**Pick Up information:** Pick Up areas are manned from 4:00 pm to 5:30 pm. Depending on weather, the check-out table may be indoors or outdoors. For after school, we ask that parents picking up early please be patient at the start of the year as we complete attendance processes and plan accordingly for extra time. This typically takes longer until bus routines become more consistent. We will do our best to have the check out process available for all locations as quick as possible.

**Check-Out at the Community Center:** Check out procedures will follow the same format as check in. The pick up person will enter the lobby, present their ID, staff will sign out the camper using our digital process, and call over the radio for check-out. The camper will meet their parent at the check-out area. Please make sure to have ID ready and pickups must wear appropriate facial coverings in the Saco Community Center.

**Check-Out at Burns/Dayton/PreK:** Please see our listing of each check-out location in school-based after care programs. To check out, a staff member will confirm your ID, sign out your camper using our digital process, and call over the radio to have them brought to you. Please make sure to have ID ready and pickups must wear appropriate facial coverings in school buildings.

- **Burns after school:** Enter the school using the vestibule doors on the right side of the building. Use the small parking lot closest to the playground. Pick up is by 5:30pm.
- **Dayton after school:** Pick up is at the “school pick up doors” near the gym. Pick up is by 5:30pm.
- **Saco Pre-K after school:** Pick up is at the main doors of the building. Pick up is by 5:30pm.

**Signing Out:** Pick up from School’s Out programs is a digital format for a contact-free check-out process. You will be asked to present an ID, but you will not have to physically sign a form to check-out. If possible, we ask for direct family only to be picking up from camp in order to limit exposure.

Children will not be allowed to leave programs if the person picking them up does not come to the appropriate pick up area and officially sign out. The staff must know who is picking up the child and see photo ID. The parent or pick up person must wait at the table for safety reasons until your child has been brought over to leave.

**Picture ID:** A positive picture ID must be provided at every pick up for parents and all approved pick up people. This is especially critical while wearing facial coverings. Positive ID does *not* include a photocopy of a license or credit cards, as examples. 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. **Failure to provide a picture ID will result in a fee of \$50.00.**

**Adding new pick ups to your contact sheet:** If someone new is going to be picking up the child, a request must be made to the Parks & Recreation Office during business hours (9:00 am-1:00 pm) to add them to the approved list; *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.**

- 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 18 for information about parent pick up rights and disputes on added contacts.*

**Walkers:** children who are allowed to walk home must leave the camp grounds immediately after signing out.

**Late Pick Ups:** All parents who pick up after the scheduled closing time of 5:30 p.m. will be responsible for paying a late pick up fee as noted below. 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.

**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 5:31 pm and 6:00 pm:** \$1.00 per minute *with a minimum \$10.00 charge.*
- **After 6:01 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 due to a larger issues such as snow storms.

***There are NO exceptions to these guidelines***

# Attendance Updates & Cancellations: page 6

## **Changes to Attendance for After School Program Only**

In the interest of your child's safety, it is important for us to be updated if your child will not be attending a day of After School. 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](mailto:sacorecattendance@sacomaine.org). Please leave a voicemail on our general mailbox (x801) if staff are unavailable.

**For all locations: If your child is not attending our After School program, 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 and ensure their safety. If we do not hear from you in advance, we may also use information from the school department to verify attendance changes.

### **Information we need for attendance changes:**

**Voicemail** - who is calling, the child's name, program/location 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/location they are scheduled to attend, parent phone number.

## **Cancellations and Credits**

- **Attendance updates:** if your attendance change is made prior to required deadlines (see above), your account will be credited with the registration cost for that day.
- **Weather closures:** in the event of a winter weather school closure, all SPR School's Out programs will be cancelled and your account will be credited. See additional information below.
- **All attendance and closure changes will be automatically issued as account credits, not as refunds.** Credits are issued typically within two business days and can be applied to any future SPR program.
- **Unenrolling:** If you wish to unenroll, unused daily registration costs will be credited. Registration fees are non-refundable.
- **COVID-19 Cancellation Policies:**
  - ◇ For the most current policies regarding quarantines and exceptions, please see our COVID-19 policy page.
  - ◇ Participants required to quarantine are eligible to return to SPR programs when they are eligible to return to school. Please notify the office for attendance changes to cancel After School dates during quarantine.
  - ◇ In the event of an SPR program postponement, closure, or cancellation due to COVID-19, all corresponding registrations fees will be eligible for an account credit to your household account.
  - ◇ In the event of a school closure or format change such as changing to remote instruction, corresponding SPR childcare based programs will be temporarily closed to evaluate options.

## **Weather Related After School Activity Cancellation Announcements**

The Saco Parks and Rec 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 during the day, SPR practices and activities will be cancelled as well for the evening.
- **Exception:** the exception to this would be After School. These activities will still be held for that evening.
- If we determine that our After School programs will also be impacted, we will send a separate communication directly from the Saco Parks and Recreation Department via email and text.

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

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

- ◇ **Primary:** [www.sacorec.com](http://www.sacorec.com). Cancellations and closures are posted as Alerts that appear on every page of the site.
- ◇ **Secondary:** Email or text announcements from Saco Parks and Recreation

# COVID-19 Prevention Protocols: page 7

Here are some of the protocols that will be in place for all programs following recommendations by the state of Maine and Center for Disease Control for the prevention of COVID-19. Policies are evaluated throughout the year should any guidelines change.

**Facial Coverings:** during indoor activities, we will require that participants and staff wear masks. If a child has a medical reason that excuses the use of a facial covering, we can accommodate this request with documentation from your child's physician submitted to the office in advance. FMI: parksandrec@sacomaine.org



**Healthy Hygiene Practices:** All participants will have a regular rotation to wash their hands and/or sanitize multiple times throughout the program. Signage with reminders for hand washing are posted.

**Cleaning:** We have an extensive cleaning schedule which includes regular cleaning of all tables, chairs, equipment, and high-traffic areas throughout the course of the day.

**Dedicated Rest Area:** Should a participant become sick for any reason while in our programs, each location has a dedicated room to rest while they await their parent pick up.

**In the event of a confirmed case of COVID-19 at our program:** Should we have a confirmed case of COVID-19 for an individual in our program, we will follow all CDC protocols in place at that time for closures and notifications.

**In the event of a close contact at our program:** We work with the Saco School Department on policies, and have adopted the most recent guidelines for quarantine and exceptions issued by school administration in December of 2021:

For each close contact who is asymptomatic and who has not tested positive for COVID-19:		
Where was the exposure? 		
What exceptions to quarantine do they qualify for? 		
	In Community	At School
1	Is boosted	No quarantine; wear a mask around others x 10 days
2	Is a fully vaccinated 16-17 year old student who, according to the U.S. CDC, may receive a booster, but has not yet done so	
3	Is not eligible for a booster, but is fully vaccinated	
4	Completed their second dose of Pfizer or Moderna vaccine within 6 months, or J&J vaccine within two months	
5	Participates in school pooled testing	Community quarantine x 5 days; wear a mask around others x 10 days
6	The school is enforcing a mandatory masking policy	
7	None	Quarantine x 5 days; wear a mask around others x 10 days

# School's Out & Extracurricular Activities: page 8

## **Participation 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 accompanied by a full activity schedule must be received by the office at least one business day prior to the activity beginning.** All activity information must be reported in a timely manner to avoid any late notification fees.

In past years, this has primarily impacted the After School programs at Dayton and for grades 3-5 at Burns School. Examples may include field trips, math club, talent show practice, tutoring, etc.

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 School to other SPR or School Programs**

This policy applies to children who, if needed, will move from After School programs 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](mailto: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.

## **Onsite Support from Outside Agency**

If your child will be receiving any support services by an outside agency during their time with SPR programs, for example with a counselor or behavioral health professional, there are a few steps to complete with the office prior to their first visit.

*Please use the following steps:*

- Please send a request by email to [parksandrec@sacomaine.org](mailto:parksandrec@sacomaine.org). Let us know in your request if the specialist will be checking your child out of the program or if they will need access to a space for counseling on site.
- Parents must add the specialist to the approved pick up list. This verifies that you as the parent give permission for this person to work with your child, even if they aren't taking them off site.
- A background check from the specialist's official job site or agency must be provided to the office to keep on file with enrollment paperwork.
- Upon arrival, specialists visiting SPR programs must follow the same health screening process as campers and staff.
- If they will be providing on-site support, we must confirm that we have an available space in our facility. During their time with the specialist, participants are considered checked out from our programs.
- Specialists are not SPR staff. They will only be watching the camper they are contracted to support. They are not responsible for running programs or administering discipline. If they see something that needs to be addressed, they will report it to an SPR Program Director.



# SPR Program Staff: page 9

## **Program Staff**

Program staff can be identified by their City of Saco “Staff” shirts

**Full Time Staff, Directors & Leaders** – plan the program’s structure, activities and games. They supervise all counselors and handle disciplinary issues. They also oversee the administration of all COVID-19 prevention procedures including safety protocols, hygiene and handwashing processes, cleaning schedules, and more.

**Head Senior Counselors** – are experienced staff who handle check in and check out. They help manage the daily Schedule and oversee the implementation of activities.

**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 Deputy Director. Do not engage the younger staff directly. 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 are allowed to work outside the program as babysitters, and this must be reported to the office. 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.

## **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 withholding of essential needs such as food, water or clothing.

# What to Bring to Programs: page 10

## **Snacks, Food & Drinks**

**School System Lunch Program:** only offered during summer programs.

**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.

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 advised not to eat everything they bring early as they will get hungry later in the day. **No Lunch Fee:** a \$25.00 will be issued if the department must supply a lunch.

During After School, 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 child's Participant Contact 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**

Personal items brought from home will be very limited at programs this year. Every child will have a dedicated bin to place their belongings. We ask that items brought to camp are kept to an absolute minimum (change of clothes, school bag on After School days, lunch/snack and water bottle on Full Days Off) to ensure that items will fit in to the bins and are not shared with other campers.

- Any items allowed at camp should have the camper's name clearly marked on it.
- The Saco Parks and Recreation Department will not be responsible for lost or stolen items.

## **What *not* to bring**

- School-issued technology/devices
- Items of value
- Excess money
- Weapons or Fireworks
- Music that contains explicit words
- Clothing that advertises alcohol, drugs or other offensive material
- Water Guns
- 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 11

## **Dress Code and Lost and Found Information**

It is important that children wear or bring proper clothes to camp. Weather conditions change during the day and campers should be prepared for all conditions with layers or options.

### **Camper Warm Weather Dress Code:**

- Comfortable clothing that is easy to play in is recommended.
- Closed toe shoes or sneakers are also recommended for ease of play and participation.
- Layers are recommended.
- Optional: if your child dresses up for school, we recommend having a change of clothes for play and crafts.
- We ask that families follow the school department's recommendations regarding appropriate clothing.
- If we will be offering a water activity or a messier, more-involved craft activity, parents will be notified in advance to plan options for clothing that allow participation.

### **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.

### **Lost and Found:**

- Please label all clothing and other items brought to camp with full name whenever possible.
- Items that are labeled will be returned to your child's bin, which you can ask about at check-out.
- At the end of each week we will display unlabeled items at the check-out area. Unclaimed items will be donated bi-weekly.

## **Sunscreen**

Sunscreen will be provided at certain programs including our After School 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.** Parents not wanting their child to use sunscreen must indicate this request in writing on the camper's Participant Contact Form.

## **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.

## **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.

**OVERVIEW OF REFUND POLICIES** (rev.05JANUARY2022)

**Refund requests**

Must be in writing via email to [parksandrec@sacomaine.org](mailto: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**

*Please see Page 6 for cancellation and credit information specific to the 2023-2024 school year program.*

**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 full 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.

**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**. Upon processing, credit card refunds typically take between 3-7 business days to appear back to your card.

**Refunds as Credit to your [www.sacorec.com](http://www.sacorec.com) Household 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 registration 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.
- No credits will be issued if your child is removed from the program for disciplinary reasons.
- We reserve the right to apply credits towards billed items on your account or require that credits accumulated be applied towards your next registration.

**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. *Use of credits must follow our attendance payment deadlines.* If you have credits, please make sure to officially use them towards your transaction to avoid any attendance issues.

**\*Requesting a refund of credits:** If your household has an available credit balance and you will no longer be participating in SPR programs in the future, you may request a check refund of your credit and we will consider the exception.

**Please send Refund and Cancellation requests to [parksandrec@sacomaine.org](mailto:parksandrec@sacomaine.org)**



# Refund Policy (continued): page 13

## **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.

## **Other SPR Program Refund Policies**

**Non-Contracted Programs/Events (Saco Parks & Recreation Administered Program)**– If you withdraw 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 after the first class or event and prior to the second meeting/session, you will receive a refund less a \$15.00 required deposit towards processing fees and equipment used in that program. No refunds will be given after the second class of a program or after a single meeting program.

**Contracted Programs/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.

## **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 your household account. *Here are the steps:*

- Log in to account at [www.sacorec.com](http://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 date range – Example: for 2022, change the Start Date to 01/01/2022 and End Date to 12/31/2022
- 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 or financial advisor.*

## **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**

- a. Check with the Office to verify that the program you are registering for falls under the terms of this policy.
- b. 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.
- c. 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.
- d. Additional forms/medications may be required for activities at different locations.
- e. 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:

- a. 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.
- b. 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.
- c. 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.
- d. 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.
- e. The Department will not allow any other emergency medication other than those indicated above to be held by the child or by Department staff.
- f. 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 such as Summer Camp, Schools Out programs, and Theater. 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 16

## **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.

## **Sickness and Fever**

Your child should not attend programs if they are sick or have a fever. If they become sick or have a fever at camp they must be picked up from 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\*. We have a dedicated space in programs for children to wait for their parent.

- \*Failure to pick up within an hour of notification will follow late pick up fee policies.

## **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 a parent handbook infraction fee being billed.





Parks & Recreation Department  
75 Franklin St.  
Saco, ME 04072-1538

Telephone: (207) 283-3139

E-mail: parksandrec@sacomaine.org

**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.

# Discipline Policy and Core Values: page 18

## **Overview for Program Participants**

Saco Parks and Recreation has worked over the years to develop a fair policy when it comes to handling disciplinary situations in our programs. This policy is always evolving. As we develop our policies, factors we consider include developmental benchmarks for each age groups and providing consistent expectations between school and our programs to create a familiar system for parents and participants. Most situations fall under one of the following categories:

- Defiance or non-compliance
- Disruption
- Inappropriate language or behavior
- Physical contact or aggression
- and Property misuse

Our goal is to create a learning-teaching environment in our program. We understand that all children attend SPR programs for the fun and safe environment we offer, and it is our goal to work with participants to help them achieve success at our programs when issues occur. Should situations happen in our programs that require disciplinary attention, our program staff are trained to follow steps that include: talking to all parties involved to get the best sense of what happened and create resolution; talking to staff who witnessed the incident; documenting the incident on a report form; and informing parents/guardians.

In the event of repeated or severe behaviors, it may be necessary to discuss if any disciplinary consequences should be instituted. Program staff work with our full-time staff and department administration in the majority of these decisions. Consequences can include a discussion with parents, time off from the program, and in some cases, removal from the program. Removal decisions are not taken lightly and typically incorporate meetings with parents to discuss the incident and next best steps for everyone.

We strive to provide a program that considers the safety, needs, and well-being of all our participants, and appreciate your support in reinforcing with your children our expectations. If you have any questions about our disciplinary protocols, please email at [parksandrec@sacomaine.org](mailto:parksandrec@sacomaine.org).

## **Infraction of Handbook Policies for Parents/Guardians**

If we receive a report of handbook policy violation from any Saco Parks and Recreation program, a fee may be assessed. Depending on severity, infractions may result in warnings, fines, a meeting with the department director, or removal from our program depending on severity.

**Examples include:** late registrations, yelling at staff, not following check-in or check-out procedures, incomplete or outdated information on a contact sheet, not being accessible (bad phone number or voicemail is full), etc.

If there are questions, please email [parksandrec@sacomaine.org](mailto:parksandrec@sacomaine.org) so we may consider the inquiry.