



*Virginia Beach Parks & Recreation*  
**PARENT HANDBOOK**

.....  
*Out-of-School Time Programs*

VIRGINIA BEACH  
**PARKS & RECREATION**

[VBGOV.COM/CHILDCARE](http://VBGOV.COM/CHILDCARE)



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**Welcome to our Out-of-School Time Programs as we celebrate over 50 years of offering quality childcare and youth development programs. We are thrilled that you have chosen our compassionate and professional team members to care for your child.**

The Parent Handbook is designed to provide you with valuable information regarding our Out-of-School Time Programs, so you know what to expect from us. It also outlines our expectations for parents, guardians, and participants. Please take time to thoroughly read and discuss these parameters with your child. If you have any questions, please don't hesitate to ask a member of our team.

Our Out-of-School Time Programs are designed to promote healthy minds, bodies and spirits. Studies show that children who participate in regular physical activity from an early age are more likely to develop and continue an active lifestyle throughout their teenage and adult years. Regular physical activity in childhood and adolescence improves physical and mental wellbeing.

We know that each child is unique. Our programs are planned to enhance and challenge individual needs, interests and abilities. Fun recreational activities, wellness initiatives, and supportive relationships will occur in a healthy, positive and safe environment.

To further encourage children to lead a healthy lifestyle, we are giving each child who is enrolled in Virginia Beach Parks & Recreation's Out-of-School Time Programs a recreation center membership, which can be used at any of our recreation centers. Memberships are good for the entire school year and expire the last day of August. We look forward to sharing in the growth and development of your child. By working together, we can reap many positive benefits and rewards for your child's today and tomorrows. Please remember to keep your handbook accessible throughout the year and to reinforce its contents with your child.

Thank you for trusting us with the care of your child. I am confident he/she will "Experience the Fun!" I look forward to seeing you at a park or program soon.

Recreationally yours,

Michael J. Kalvort, CPRE  
Director, *Virginia Beach Parks & Recreation*



*fun learning through*

**PLAY!**

*Virginia Beach Parks & Recreation's Out-of-School Time Programs strive to enrich the lives of children by engaging them in supervised recreational and enrichment activities. Our programs give them creative outlets for their boundless energy and celebrate each child's desire to have fun, learn, and build friendships in a safe and nurturing environment.*

Since its founding in 1963, Virginia Beach Parks & Recreation's Out-of-School Time childcare programs have grown to become one of the largest youth development organizations in South Hampton Roads. More than 12,000 youth are members of the Virginia Beach Community Recreation Centers and, every year, over 8,000 young people participate in our Early Childhood Education, Before-School, Afterschool and Summer programs and camps from pre-school through the teen years. We're dedicated to providing convenient, high-quality and affordable programs that are well-supervised and focus on your child's positive development.

## OUR PHILOSOPHY & GUIDING PRINCIPLES

Virginia Beach Parks & Recreation has more than a 50-year track record for providing safe, structured environments where children engage with caring instructors. Each program is focused on enriching the lives of children through supervised recreational, developmental and leisure activities designed to help each child achieve their individual potential.

## THE VALUE OF PLAY

"Play is a child's work." With family schedules becoming busier in recent years, and academic expectation on youngsters growing increasingly more demanding, youth need more time to be themselves. Not only is playtime healthy for youth, but research says that it's imperative for reaching essential social, emotional and cognitive developmental milestones, and enabling them to better manage stress and maintain resiliency.



*out-of-school childcare*  
**PROGRAMS**

# EARLY CHILDHOOD PROGRAMS

We offer high quality, safe and affordable programs during the school year and summer. Our programs encourage creativity and independence while developing literacy, language development, problem solving and reasoning as well as gross and fine motor skills. Snacks are provided, however children will need to bring their lunch daily. These programs are licensed and regulated by the Virginia Department of Social Services Licensing Division

## *Preschool Buddies (ages 3–5)*

During the school year this program supports State and Virginia Beach City Public Schools readiness indicators, ensuring every child begins school ready to learn. Offered at our Bow Creek, Kempsville, Princess Anne and Williams Farm Recreation Centers

During the summer each week will be a different theme and include swimming, on site special events and field trips.

## *Kinderbuddies (grade K)*

During the school year this program is perfect for your half-day kindergartener, expanding and supporting the concepts that will be introduced in the classroom through individual and group play. **Transportation is provided from select schools to Kempsville and Princess Anne Recreation Center.**

During the summer this program is perfect for rising or just completed Kindergarteners! Each week will be a different theme and include swimming, on site special events and field trips. Offered at our Bow Creek, Kempsville, Princess Anne and Williams Farm Recreation Centers

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# SCHOOL-YEAR PROGRAMS

We offer high quality and affordable “Out of School Time” programs for school aged children right at their school and select Virginia Beach Recreation Centers. Our highly trained staff are committed to youth development, providing age appropriate activities and empowering your child. These programs operate exempt from licensure under state code §63.2-1715 and run concurrent with the school operating calendar. Please refer to the school year payment schedule for a complete listing of program closures.

**Added bonus:** all school-year programs with a registration fee include a Virginia Beach Rec Center membership, which can be used at all Virginia Beach Community Recreation Centers. We are dedicated to the physical well-being of our children, and helping them achieve a healthy lifestyle. Memberships are valid from September 1 - August 31 of the school year purchased. Your child’s membership card can be picked up from any Virginia Beach Community Recreation Center.

## *Before School Programs*

- **KidzQuest:** for morning or all-day kindergarten – 5th graders at select Elementary Schools in Virginia Beach.
- **Mega Middle School Mania:** for 6th – 8th graders at select Middle Schools in Virginia Beach.

## *After School Programs*

- **KidzQuest:** for afternoon or all-day kindergarten – 5th graders at every Elementary School in Virginia Beach.
- **RISE:** for all day kindergarten – 5th graders at Title I Elementary Schools in Virginia Beach, designed to provide four key elements: Recreation, Imagination, Socialization and Education.
- **Recreation Center Based:** for afternoon or all-day kindergarten – 5th graders from select Elementary Schools to select Recreation Centers. Participants will have the added bonus of access to the center game rooms, gymnasiums and indoor swimming pools.

## All Day Break and Spring Break Programs

Need care when school is out for teacher in-services, winter and spring break? We have you covered!

- **All-day break camp:** for Kindergarten – 5th graders located at Bow Creek, Bayside, Great Neck, Kempsville and Princess Anne Recreation Centers.
- **Spring Break Camp:** for preschool & kindergarteners at Bow Creek, Kempsville, Princess Anne and Williams Farm Recreation Center and Kindergarten - 5th graders at Bow Creek, Bayside, Great Neck, Kempsville and Princess Anne Recreation Center.

## SUMMER PROGRAMS

Are you looking for a fun and energetic summer camp to fill your child's day? Conveniently located at Bayside, Bow Creek, Great Neck, Kempsville and Princess Anne Recreation centers as well as select Virginia Beach City Public Elementary and Middle Schools, your child will participate in recreation activities, games, crafts, special events and field trips. Parents have the option to register for only the weeks child care is needed. These programs operate exempt from licensure under state code §63.2-1715.

### School-Based Summer Camps

- **KidzQuest Juniors:** for rising 1st – 3rd graders at select Elementary Schools in Virginia Beach
- **KidzQuest Seniors:** for rising 4th – 6th graders at select Elementary Schools in Virginia Beach
- **Mega Middle School Mania:** for rising 6th – 9th graders at select Middle Schools in Virginia Beach

### Recreation Center Summer Camps

These programs feature the same high quality supervision as the school based camps with the added bonus of access to the center game rooms, gymnasiums and indoor swimming pools.

- **Youth:** Rising 1st – 6th graders
- **Teen:** Rising 7th – 9th graders

### RISE School-Based Summer Programs:

This fun and educational summer program offers rising 1st – 6th graders who attend a Virginia Beach City Public School, enriching experiences emphasizing Math, Science or Literacy as well as the key elements of RISE: Recreation, Imagination, Socialization and Education. These programs operate at select Title I schools in Virginia Beach.

**Eligibility Requirements:** Participant must receive Free or Reduced Lunch from VBCPS or a Parks and Recreation Fee Waiver.







*program*  
**DESIGN**

# YOUTH DEVELOPMENT

Virginia Beach Parks & Recreation has adopted the Search Institute's 40 Developmental Assets™ as our framework for youth development. The Assets are the experiences, qualities and relationships young people need to grow up healthy, competent, principled and prepared. Our goal is to increase self-esteem, a commitment to learning, positive identity, and build social competencies. Research indicates that the more assets a child has, the more likely they are to be successful. They are better equipped to make wise choices, handle the pressures of daily living, and find meaning and fulfillment in life. Our participants' success is a priority to us.

# UNIVERSAL PROGRAMS

Virginia Beach Parks & Recreation offers Universal Programs which encourage participation by a diverse population and accommodate those with varying abilities and diverse learning styles. The keys to a Universal Program are consistency, structure, variety of activities and a shared investment.

## *Inclusion Support Services*

Virginia Beach Parks & Recreation is committed to complying with the ADA. We strive to provide access to our programs and services to individuals of all ages and abilities to the extent possible. All of our programs have participation guidelines; however, upon request reasonable accommodations may be made to ensure our citizens have access to our programs. Every accommodation is unique to the individual's needs. To ensure the ability to review requests for reasonable accommodation and time to implement agreed upon reasonable accommodations, we request at least two weeks advance notice; however, in some extenuating circumstances it may take up to four weeks depending on the type of accommodation needed. All participants are required to meet the participation guidelines with or without accommodations; therefore, the accommodation must be in place before the participant begins the program, unless the need for accommodation arises after the participant began participating in the program. If you are requesting a reasonable accommodation, please submit the Accommodation Form found at [www.vbgov.com/inclusion](http://www.vbgov.com/inclusion) at least 2–4 weeks in advance of the program start date.

## *Activity Schedule*

Each program contains a schedule of events and activities at the site. Participants and parents will be informed of changes to the schedule as soon as possible. During the program, instructions will be given prior to each activity in 1 to 2 simple steps and provided in ways that engage a variety of learning styles. Understanding of instructions will be ensured by asking participants if they understand or by having participants repeat instructions.





*virginia beach  
parks & recreation*

# POLICIES

# STAFF/PARTICIPANT RATIOS

For all programs, our minimum staff to participant ratios are as follows:

**Ages 3 - 5**    1 staff to every 10 children

**Kindergarten & up**    1 staff to every 18 children

In mixed age groups, staff will follow the ratio for the youngest child registered in that program.

## *Licensing Information*

Licensed Programs/Camps are regulated by the State of Virginia Department of Social Services Licensing Division's Child Day Center Standards. Programs/camps that are exempt from licensure operate under §63.2-1715 of The Code of Virginia which allows local governments to establish safety and supervisory standards.

## *Parent Notification of Code of Virginia*

Section 63.1-248.3 of the Code of Virginia requires any person providing full or part-time child care for pay on a regular planned basis to report any suspected child abuse or neglect.

## *Staff Qualifications*

Your child's safety and welfare is of the utmost importance to us. All of our Out-of-School-Time childcare programs staff must meet standards and attend trainings that are above the industry norm.

### ***Site Activity Center Leaders must:***

- Be 21 years old.
- Have 3 years of experience, or 48 semester hours of college credit and 6 months experience working with children.

### ***Activity Center Assistant Leaders must:***

- Be at least 18 years old.
- Possess a high school diploma or equivalent.
- Have experience in working with children, such as a teacher (or substitute), coach, childcare aide or provider.

### ***All staff must have a successful completion of the following background checks:***

- FBI fingerprinting.
- State Criminal Record check.
- Central Registry Check (which identifies founded child abuse or neglect charges).

***Employees receive mandatory training which includes – but is not limited to:***

First Aid/CPR and AED, child abuse and neglect mandated reporting, playground supervision and safety, youth development training, behavior support, introduction to inclusion, among a wide range of additional training classes.

***Applicants are automatically disqualified for hire, if they have ever been convicted of:***

- Child abuse/neglect.
  - Sexual offenses.
  - Violent felonies (i.e., battery, rape, murder, manslaughter, abduction, robberies/carjackings involving unlawful force) or any misdemeanor involving violence within the past five (5) years.
  - Felony drug distribution.
-



*important parent*  
**INFORMATION**

## ***Parent Handbook***

Parents are responsible for reviewing the pertinent contents of the Parent Handbook with your child and complying with its contents. Parents are required to follow the same expectations as those of participants. Failure to do so could result in a temporary suspension and/or expulsion from being a person authorized to drop off or pick up a child.

## ***Open Invitation***

Parents have the right to visit and observe our programs at any time, and we openly invite you to do so. We request that parents limit their observations to less than 30 minutes, so we can maintain a smooth transition of supervision between the parent and our program staff. Please note, if an individual is disruptive to the program, children or program staff, we reserve the right to ask the individual to leave or terminate their rights to visit, drop off and/or pick up children in the program. For any questions regarding our activities, policies or concerns, please direct those questions to our staff.

## ***Volunteer Opportunities***

Volunteers are utilized for field trips, special events and daily operations. Opportunities are available to those ages 14 and older. If you have a special skill you would like to share, then you may be a perfect match for our programs. Days and times will vary with each program. All volunteers must complete a volunteer application. Background checks will be completed on all adult volunteers (ages 18 and older). For more information, call 385-0400 and ask for the Out-of-School Time Program Unit Volunteer Resource Coordinator.

## ***Account Information/Customer Privacy Policy***

We are committed to protecting the privacy and confidentiality of your personal information. We comply with all federal, state and local laws and regulations, as well as City of Virginia Beach policies regarding the collection, maintenance, dissemination and disposal of personal information. We don't sell or rent your personal information to someone else. The complete Privacy Policy is available at [VBgov.com/parks](http://VBgov.com/parks).

## ***Registration Information***

To register, we need personal information, such as your age, emergency contacts, and allergy/health information, so that we can safely deliver programs and services. A registration form is required to be completed and submitted by a parent/legal guardian before your child may begin attending. These forms can be found online at [VBgov.com/child-care](http://VBgov.com/child-care) or at any of our recreation centers. One form per child, per program is needed.

## ***Payment Policy***

Payments are due in full according to the dates indicated on our payment schedule. If payment is not received by the scheduled dates, your child will be withdrawn from that session/week. Should this occur, you must re-register your child (if space is available) and pay a reinstatement fee in order for your child to attend. If the program is full, you may place your child at the end of the waiting list for that session/week. Fees are not pro-rated.

## ***Refund, Cancellation, Transfer or Withdrawal Requests***

Requests must be submitted in writing by a parent/legal guardian. Refunds are not provided for administrative processing, reinstatement, late pick-up and registration fees, non-refundable deposits or requests received on or after the start of a session and/or week. Requests received 7 days prior to a session and/or week beginning will be honored in full less any of the fees indicated above. Accounts will not be credited – see exceptions.

- Registration fees and deposits are non-transferrable, non-refundable. If a request is received 7 days prior to the start of the week, the deposit can only be applied to another camp deposit.
- Requests received after 7 days but prior to the start date will be honored in the following manner:  
A 50% refund of the total fee or a transfer to another available program **or** service. Deposits are only transferrable to another camp deposit.

**Exceptions:** Payments made for individual sessions and/or weekly camps will be applied towards any remaining balance on the account. After remaining balance is paid, any refund remaining will be provided.

If you would like to transfer programs and space is available, please submit your request in writing to any Virginia Beach Community Recreation Center at least 7 days before the start of the requested session. Requests can also be submitted by fax to 757-471-2330 or e-mail [OSTRegistration@VBgov.com](mailto:OSTRegistration@VBgov.com), attn: Registration Management.

## **Parent Pick-Up Procedures**

All participants must be signed in and/or out daily by a parent or authorized individual indicated on your completed registration form. A picture ID is required to verify any person picking up a participant. We will not release a child to anyone without a photo ID and that is not on your child's authorized pick-up list. Please share this important information with those individual's you have indicated on your child's registration form.

Anyone not on the authorized pick-up list will need prior written permission from a parent or legal guardian to pick up a participant. This change must be received and approved by our Registration Management Team.

For safety reasons, doorbells have been installed outside the gymnasium door entrance way at all school-based locations. Virginia Beach Parks & Recreation staff are the only ones permitted to open the doors during programming hours.

## **Authorized Pick-Up Changes/Requests**

Parents must keep the Virginia Beach Parks and Recreation's Out-of-School Time Programs Registration Management staff informed and updated of all information identified on your child's registration form each program period.

Requests to modify accounts including authorized pick-up changes must be submitted in writing by a parent/legal guardian. You may visit any of our recreation centers to submit the written request; fax it to 757-471-2330; scan and e-mail as an attachment to [OSTRegistration@vb.gov](mailto:OSTRegistration@vb.gov); or mail to:

**Virginia Beach Parks & Recreation**  
**Attention: Registration Management Team**  
**2289 Lynnhaven Parkway**  
**Virginia Beach, VA 23456**

Please include your child's name, program they attend and explanation of the request (for authorized pick-ups please provide the name as it appears on their ID and a telephone number), your printed name and signature. This information will be processed once we have received and verified you are a person authorized to make these changes. Please do not send a note with your child to their program; staff will not be able to release your child if our office has not received your request.

Licensed Early Childhood Program participants are only permitted to be released to individual's 18 and older. For school-aged programs, please submit a written request to grant permission for an individual under the age of 18 to be allowed to pick up a participant. This can be submitted as notated above. We will contact you regarding your request within 48 hours of receiving.

For questions or concerns, please contact the Out-of-School Time Programs Registration Management Team at 757-385-0402. Please advise family and friends that they will be required to present a picture ID when they pick up your child from the program.

## **Late Pick-Up Fees**

A late fee of \$20 per child will be assessed for every 15 minutes past the pick-up time when a child has not been picked up. Your child(ren) will not be able to return to the program if the late fee is not paid with the next payment. The program may refuse to provide services to any child who is picked up late more than six times within one school year or summer.



## ***Stranded Participants***

Participants still at the program site after regular operating hours will be attended by at least 2 staff members. Attempts will be made to contact parents/guardians and emergency contacts when a participant has not been picked up by the close of the program. Thirty minutes after closing, local authorities will be contacted and staff will follow the directions of those authorities.

## ***Legal Authorization***

“Parent” is defined as biological parents, parents in loco parentis, legal wards, foster/adoptive parents. Both parents may designate individuals who are permitted to pick up a child from a Virginia Beach Parks & Recreation program.

Without a court order terminating parental rights or restricting a parent’s access to a child, both parents, regardless of whether the parent has physical custody, will be provided the same rights to have access to the child. Additionally, biological parents can only be listed as not authorized to pick-up if their parental rights have been terminated or a court order restricts their ability to be in contact with the child(ren) at issue. Therefore, copies of the most current, updated or revised court orders related to child custody and/or visitation must be submitted at the time of each program registration. Parks & Recreation does not determine or monitor visitation orders. Parents are responsible for abiding by their court orders.

## ***Program Openings and Closings***

KidzQuest, KinderQuest, RISE, Mega Middle School Mania, and school-age Recreation Center programs operate concurrent with the Virginia Beach City Public Schools school-year operating calendar. On the days schools are closed for students, our programs are closed as well. Most days when schools are closed to students, we offer All-Day Break Camps at many of our community recreation centers at a reasonable cost. On days of adjusted dismissal, our programs begin once the students have been released from school, without any additional cost to you.

The Early Childhood programs at the Bow Creek, Princess Anne, and Williams Farm Recreation Centers operate in accordance with the City’s operating schedule.

Virginia Beach Parks & Recreation retains the right to adjust any program/camp details printed in this handbook including fees, locations, times, and starting dates. Fees are NOT pro-rated.

## ***Cancellation of Out-of-School Time Programs***

We aren’t in the business of canceling our affordable, quality programs. However, Virginia Beach Parks & Recreation does retain the right to cancel a program/camp for any reasonable cause, and to deny registration or entry into a program/camp when it deems necessary to assure public safety.

Please note that each program must meet its minimum enrollment. Please register early, and encourage your family and friends also to register their children for our safe, structured and fun programs. If a program is cancelled, registrants will be contacted.

## ***Transportation***

The City of Virginia Beach City Public Schools will provide the majority of the transportation for Virginia Beach Parks & Recreation’s Out-of-School Time programs. A staff member who has appropriate training and licenses and who is in good standing with DMV may also provide transportation in our city cars, vans or department buses. In case of unscheduled early dismissal, transportation will not be provided. Parents should follow individual school’s transportation policy regarding unscheduled early dismissal.

## ***Photography and Publicity***

Virginia Beach Parks & Recreation retains the right to photograph or videotape programs/camps, participants, and volunteers for publicity purposes.

## Inclement Weather

Our programs may be forced to close due to severe weather conditions or unforeseen circumstances. Parents will be notified to pick up their child(ren) within the hour if the need arises due to inclement weather and/or facility closure. Discuss with your child the alternative arrangements you may have chosen for them. Inclement weather closings are announced on local radio stations and TV stations [radio stations including: *WTAR (am 790)*, *WXMM (FM 100.5)*, *WWDE (FM 101.3)* and TV stations: *WTKR-TV News Channel 3*, *WAVY-TV Channel 10*, *WVEC-TV Channel 13.*] **Fees are not pro-rated.**

- All Before School Programs will be closed when school is closed or there is a delayed opening.
- All After-School Programs will be closed when school is closed or released early.
- KinderQuest Programs will be closed when school is closed or released early.
- All Recreation Center-based Kinderbuddies Programs will be closed when the schools are closed due to inclement weather.
- All Preschool Programs at Recreation Centers will follow the operating conditions of the facility during inclement weather.

## Medication

If your child is in need of taking any prescription or nonprescription medication while in our programs, please complete and submit the Medication Consent Form at least two weeks prior to your child beginning. A separate Medication Consent Form is required for each medication. This form can be submitted to any Virginia Beach Recreation Center, e-mailed to [OSTRegistration@vbgov.com](mailto:OSTRegistration@vbgov.com) or faxed to 757-471-2330 for processing and approval prior to any medication being allowed on site. If there is a change in medication, dosage and/or specialized procedure, an updated Medication Consent Form must be completed and submitted for approval before this medication or specialized procedure can be self-administered. A physician's signature is required.

An Out-of-School Time Programs staff member will contact you via telephone confirming approval and the date when medication can be brought to the program. Approved medications must be provided to the program staff within 30 days of being notified of the approval. If requested medication is not provided to the program staff within 30 days of approval, the form will become null and void and the parent will be required to resubmit the form for approval.

A parent will be required to drop off and pick up the medication from program staff. Participants are not permitted to transport medication on their own to and from the program. All items (i.e., medicine cup, spoon, spacer, etc.) must be labeled with the child's name.

Please check the expiration date on all medications, including topical creams, sprays, and/or lotions, prior to submitting them to staff. Staff will not accept expired prescription or over the counter medication. All programs are required to have approved medication in appropriate labeled pharmacy/physician containers.

All medication or equipment will be locked up unless the Permission to Carry and/or Self-Administer Life Saving Medication is approved. Program staff trained in Medication Administration will oversee the medication process. A parent will be contacted immediately following the use of "as need" medications, as well as when any unusual side effects occur. Side effects will also be reported immediately to a program supervisor.

- A Consent and Release for the Administration of Epinephrine (Epi-Pen) Injections Form must be completed and signed by a parent/legal guardian.
- A Glucagon Injection Form must be completed and signed by a physician and parent. This form is obtained from your physician.
- Parent/Legal Guardian must understand that with the exception of the Epi-Pen and/or Glucagon Injection, Out-of-School Time Program Staff are not trained to use equipment and do not have legal authority to do so.

The forms above must be submitted with the Medication Consent Form. It is the parent's responsibility to make alternate arrangements for administration of medication prior to completion and approval of this process.

## Illness/Injury

For the protection of all participants and staff, do not bring your child(ren) if they are sick. A participant who becomes ill or has a temperature of 100 degrees or more while in the program will be separated from program participants but will remain within supervision of the staff. A parent will be notified and required to pick up their child within one hour of notification.

If your child is injured, basic first aid will be administered. If deemed necessary, a parent or guardian may be contacted immediately. In cases of emergency, 911 will be called, and the parent/guardian will be notified.

When children at the activity center/camp have been exposed to a communicable disease listed in the Department of Health's current communicable disease chart, the parents will be notified in writing within 24 hours or the next business day of the activity center/camp's being informed, unless forbidden by law, except for life-threatening diseases which must be reported to parents immediately. Parents will notify the program staff if your child or someone in the household comes down with a reportable communicable disease. Parents of other program participants may be notified. All names will remain confidential.

## Tax-Related Childcare Spending Requests

We provide childcare spending reports for tax purposes, but they are not automatically sent to you. To receive one, please submit a request. A web-based form is available at [VBgov.com/childcare](http://VBgov.com/childcare) or you may request one by e-mail to [OSTRegistration@vbgov.com](mailto:OSTRegistration@vbgov.com) with the following information:

- Parent/Guardian Name
- Children's Names and programs enrolled
- Primary and/or Secondary Phone Numbers
- Home address
- If you would like to receive it by e-mail or US Mail

This information will be provided to you once we have received and verified you are a person able to receive this information. The City of Virginia Beach's Tax ID/EIN is: 54-0722061

## Compliance with Standards

Compliance with the standards set by Virginia Beach Parks & Recreation will enhance the safety and enjoyment of every participant. Failure to comply with the information outlined in this handbook or the falsification of the program requirements will result in loss of program privileges. Virginia Beach Parks & Recreation reserves the right:

- To call the parent and request that the child be picked up within one hour of being notified.
- To suspend your child for one, or more days for their failure to adhere to the established behavior guidelines, participant expectations and the policies and procedures outlined in the handbook. Fees will not be pro-rated or refunded for time missed due to a suspension.
- Repeated violations or severe behavior may result in a long-term suspension or expulsion from the program.

## ***Emergency Operations Plan***

An emergency operations plan has been developed and posted to help staff and participants be prepared for emergency situations. Our emergency operation plan includes the following components:

- Details the emergency actions to be taken in events that include evacuation, internal lockdown, external lockdown or shelter-in-place.
- Program staff are trained in emergency operations at hire and annually.
- Program staff will complete fire drills and shelter-in-place drills.
- Parents are requested to keep their child's emergency contact information up to date.
- Parents should tune in to the local television or radio stations for news alerts.

# PROGRAM PARTICIPATION GUIDELINES

Virginia Beach Parks and Recreation welcomes individuals of all abilities and we have adopted the following participation guidelines to assist people participating in our programs and services.

## *age*

Age requirements are established to suitably design activities appropriate for participants in any given program.

## *skill*

To participate in any program or activity, individuals must meet the skill level that is required.

## *communication*

Individuals must be able to communicate, in English their basic needs and receive basic instructions to help maintain a safe environment.

## *dress*

Individuals must abide by program dress codes and be able to dress themselves with minimal assistance from staff (i.e., with buttons, zippers, and snaps).

## *eating and drinking*

If the program or activity includes a snack and/or meal time, the participant must demonstrate the ability to feed or drink by themselves with minimal verbal assistance from staff (i.e., verbal cues and reminders).

## *personal hygiene*

The significant social component of our programs, services and activities warrants the necessity of individuals being able to care for their own hygiene needs and conditions to participate.

## *toileting*

Individuals must be able to use restroom facilities with minimal assistance from staff (i.e. verbal cues and reminders); independently get on and off the toilet; and dress themselves with minimal assistance from staff (i.e., with buttons, zippers, and snaps).

## *goals*

Individuals must be willing to work toward the goals presented for that program or activity.

# BEHAVIOR GUIDELINES/POLICIES AND PROCEDURES

Parents, guardians, participants and staff are required to follow all Behavior Guidelines, Policies and Procedures in our Parent Handbook.

## *Expectations of Parents*

To ensure the safety and well-being of all program participants, parents/guardians, visitors and staff members, parents/guardians and visitors are expected to demonstrate respect towards all program participants, other parents/guardians, visitors and staff members.

Parents/Guardians are financially responsible for their own and/or child's actions when they:

- Damage and/or destroy any property, including but not limited to buildings, grounds, equipment, vehicles or belongings
- Tamper with or pull the fire alarm without due cause

Parents/guardians and visitors are also expected to treat the facility and property appropriately and with care. Use of threats, sexual or offensive gestures, sexually inappropriate behavior, throwing of objects and physical assault are prohibited and may result in the parent, guardian, visitor or person being asked to leave the program site and be prohibited from coming to a program site in the future thereby making the individual unable to drop off or pick up participants from the program site.

## *Expectations of Participant*

Expectations will also be posted so participants can refer to them. Rules and consequences will be reviewed regularly. Participants are expected to:

- Exercise respect toward all people, places of business, equipment, and vehicles.
- Follow the rules associated with activities and program areas and ask a staff member for clarification if needed.
- Communicate and conduct themselves in an appropriate manner. Threatening words, tone of voice, gestures, foul language, sexually inappropriate behavior, teasing, bullying, throwing objects, and physical contact will not be tolerated and are prohibited.
- Model and support a safe, fun and healthy environment.
- Follow the recreation center program rules if enrolled in any of our recreation center programs. These are located in the lobby of each recreation center.
- Follow the "Prohibited Conduct" section of the Virginia Beach City Public Schools Code of Student Conduct if enrolled in any of our school-based programs.

## *Expectations of Staff*

In order to promote your child's physical, intellectual, emotional, and social well-being and growth, staff will interact with them to provide needed help, comfort, support and:

- Respect personal privacy, differences in cultural, ethnic and family backgrounds
- Encourage decision-making abilities
- Promote ways of getting along
- Encourage independence and self-direction
- Use consistency in applying expectations

Behavioral guidance is constructive in nature, age and staff appropriate, and is intended to redirect children toward appropriate behavior and to resolve conflicts.

The following actions or threats are forbidden:

- Any form of physical punishment such as spanking, hitting or shaking
- Forcing participants to assume an uncomfortable position
- Restriction of body movement through binding, tying or confinement in a closed or small space
- Verbally abusive remarks such as belittling a participant, threats or remarks about his/her family, cultural background, race or religion
- Use of exercise
- Forcing, withholding or substituting food
- Separation from the group so that the child is away from the hearing and vision of a youth worker
- Giving authority/consent to allow a participant or other persons to punish another participant
- Enforcing a punishment at the request of a parent/guardian that resulted from behavior at home
- Punishment by applying unpleasant or harmful substances
- Forcing participants to write repetitive sentences as a consequence
- Forcing or withholding quiet time, snacks, water or bathroom privileges

## ***Bullying***

**Bullying – defined as unwanted aggressive or non-aggressive behavior, that involves the real, or perceived to be real, power or control of one participant(s) directed towards other participant(s) – will not be tolerated.**

These actions include, but are not limited to threats, spreading rumors, verbal and or physical attacks and the intentional exclusion of individual(s) from a group activity. Participants who display these types of behaviors will be considered for disciplinary action in accordance with our philosophy of progressive discipline.

Any behavior that is deemed aggressive or threatening will require immediate removal from the program/facility with the possibility of further consequences. If the patron is a minor, staff will make every effort to contact the parent or guardian to make them aware of the situation. Any unlawful behavior or activity will be reported to the appropriate legal authorities for further action.

Any inappropriate behavior can result in disciplinary action ranging from a warning, temporary suspension and/or expulsion from the program.

## ***Progressive Discipline***

Virginia Beach Parks & Recreation Out-of-School Time Program participants are encouraged to play, learn and grow in a supportive and inclusive environment. As such, the following behaviors are discouraged and may result in appropriate disciplinary responses: the use of profanity, obscene language; inappropriate gestures; sexually inappropriate behavior; teasing; bullying; throwing objects, and malicious physical contact to name a few. Please refer to the Expectations of Participants on page 21 for a full listing. Depending on the behaviors indicated, Parks & Recreation staff reserve the right to issue the appropriate progressive step indicated below. The following summarizes the progressive steps Parks and Recreation will take in response to behavior issues:

### ***Progressive Step 1- Verbal Warning***

Parks and Recreation staff members will remind participants of our Out-of-School Time Programs about behavior expectations and verbally redirect participants who engage in minor inappropriate behaviors. This will include, but not be limited to reiterating that participants are to maintain individual space and keep their hands, feet, etc. to themselves.

## ***Progressive Step 2 - Intervention***

Parks and Recreation staff members may use one or more of the following interventions:

- For licensed early childhood programs, participants may be redirected to a staff designated program area for an appropriate time period.
- Referral to the optional "Stress Free Zone," to assist with behavior management. A Stress Free Zone is a supervised quiet time/place, separated from an activity where staff may recommend or the participant self-refers when having difficulty managing emotions or displaying inappropriate behavior. It is carried out quietly and privately and should not be viewed as punitive, threatening or humiliating. This is used to allow the participant to calm down and then talk with the program staff about their feelings and needs. Other choices for stress relief may be given (ex. drawing, writing, exercise, quiet area, etc.) Use of positive feedback and rewards are encouraged.
- Required Time Out, to allow the participant time to regroup, discuss inappropriate behavior and alternative choices, and prepare to continue recreational programming and fun. Participants will be monitored and reevaluated at five (5) minute intervals to determine their readiness to rejoin the group.

## ***Progressive Step 3 – Early Pick-Up***

Will be required in situations where the participant is unable to manage their behavior despite verbal warning and intervention attempts; the misconduct is egregious; and/or participant requires attention beyond the capacity of our staff to provide.

## ***Progressive Step 4 – Suspension for one or more days\****

Suspensions may be imposed in situations where misconduct continues after lesser progressive steps have been imposed or resulting from an especially egregious act.

## ***Progressive Step 5 – Long Term Suspension\****

In the event that the aforementioned interventions are not successful, a Long Term Suspension (up to or more than 1 year) may be imposed. This level of intervention is usually reserved for the most severe situations.

*\*Parks and Recreation does not prorate or refund fees in cases involving participant misconduct.*

## ***Behavior Support Tools***

### ***Parent Conference***

The Parks and Recreation Zone Specialist may require a meeting with the parent(s)/guardians after two or more Step 3 or 4 interventions are utilized. In the event that a meeting is required, participants will be unable to attend our programs until after the meeting has taken place. This does not prohibit parents and staff from having other general discussions, meetings, or conferences about a participant in the program.

### ***Behavioral Contract***

Depending upon the circumstances, one of the tools that may be utilized, at the discretion of a program supervisor, is a Behavioral Contract. A Behavioral Contract is a written guide to assist participants with behavior management that can be modified to the needs of the participant. This generally is used in conjunction with a parent conference, but may be implemented earlier, if determined to be a useful tool to bring about improvement in behavior.



## Dress Code

Participants should be dressed appropriately for current weather conditions. Tennis shoes or rubber, non-marking soled, closed-toed shoes are required for participation. Please do not bring shoes with cleats or black soles, flip flops, sandals, skates or skate shoes, unless authorized. Tube tops are not an appropriate form of clothing for our recreation programs. Participants are discouraged from wearing any jewelry or accessories that may present a hazard to their self or someone else. Any article of clothing or accessory which advertises alcohol, an illegal substance, depicts lewd graphics, displays offensive or obscene language or is gang related is forbidden.

## Snacks and Lunch

Each program will have a designated time for participants to eat snacks and/or lunch. All lunch and snacks provided by parents should be labeled with the child's name and date to comply with the State of Virginia Standards for Licensed Child Day Centers. Specific program requirements are as follows:

- **Elementary school and Recreation Center-based programs:** During the school year, parents are required to send in a snack and drink for their child registered in any of these school age programs.
- **Recreation Center Early Childhood programs:** Participants will receive a morning and afternoon snack if they are enrolled in the program.
- **Summer program:** Parents are required to provide their child with a morning and afternoon snack/drink and a lunch.
- **Field Trips:** Some field trips will require parents to provide lunch/snack money for their child. You will be notified when these trips are scheduled.

### *Please note the following guidelines:*

- Please share your child's food allergies with our program staff. Virginia Beach Parks & Recreation programs are not a peanut-free environment. Snacks or refreshments served may contain traces of peanuts, tree nuts or may be processed in an environment where these items may be present.
- Refrigeration and heating capabilities are not available. We encourage parents to pack their child's lunch and morning snacks in a small insulated cooler with freezer packs to keep the food cold.
- Vending machines may be available at some locations; however, machines may not always be operational. Staff do not have change and are not responsible for lost money.
- Program participants are prohibited from sharing or trading food/drink items with other participants unless they are siblings.

## Outdoor Time

We take careful and detailed steps in making decisions regarding outdoor activities during extreme temperatures, poor air quality or the possibility of thunderstorms. We reduce or eliminate strenuous outdoor activities due to extreme heat and poor air quality. However, participants may be outdoors for a limited time doing non-strenuous activities. Decisions about field trips are made on a case-by-case basis in conjunction with information from the National Oceanic and Atmospheric Administration's National Weather Service and media weather forecasts. In addition, the length of the bus ride and field trip destinations (outdoors, swimming pool or inside) are considered.

## Field Trips

Off-site field trips are an important part of our summer program. Parents will be notified at least one week in advance of all field trips and a signed consent form must be on file prior to the trip. The "Master Field Trip calendar" will state the approximate time of departure from and return time to the site along with the destination and any specifics that relate to the trip. During the school year, trips also may be considered.

On the day of the field trip, participants are required to wear their camp T-shirt and sneakers, with no exceptions as this is a safety standard to ensure all participants are easily identifiable. Program wristbands will be provided for all program participants.

Transportation is provided by Virginia Beach City Public Schools or Virginia Beach Parks & Recreation. All participants are required to adhere to the established bus riding guidelines. These guidelines will be reviewed with the participants prior to each trip.

Please note that during these trips, participants will not be left unattended. Our staff/participant ratios are 1 to 10 for most trips and 1 to 8 for Early Childhood Programs and large amusement park or water park trips.

During the summer, the site will be closed while the staff and participants are on the field trip. In the event that a participant will not attend the field trip, it is the parent's responsibility to make alternate arrangements. We reserve the right to deny a participant the opportunity to participate on a field trip or require a parent to accompany their child on the trip in the event of behavioral issues or any safety concerns. A field trip may be rescheduled, cancelled or the destination may change in the event of inclement weather. Every attempt will be made to communicate this information to the parent.

## **Swimming/Wading**

Parents will be required to indicate their child's swimming skill set (e.g., whether your child can/cannot swim, has a fear of the water, swims in shallow water only, comfortable in deep water, etc.) on the permission slip prior to their child swimming. If your child can swim and will be participating in a field trip at a Recreation Center swimming pool, he/she will be required to take a deep water swim test conducted by the lifeguards and Aquatics staff at that Recreation Center who will then group your child with others of similar swimming skill sets. The Out-of-School Time Program staff is required to accompany the children in the pool and maintain a presence on the pool deck. Please direct any questions or concerns to the program staff.

## **Sunscreen**

It is very important for children to wear sunscreen when participating in outdoor activities. Please apply sunscreen on your child at home before attending programs. All Out-of-School Time summer recreation programs will have a "broad spectrum" spray sunscreen with a maximum SPF 50 available for use during outdoor activities and on field trips. Staff are not permitted to directly apply sunscreen on children age 9 or older. Staff may, however, assist children younger than age 9. When applying sunscreen, participants will hold their hands low and together (side by side) and turn their face to one side with mouth closed.

Staff will generously spray sunscreen on to the participant's hands. Participants will then apply the sunscreen to all exposed areas on their face, neck, arms and legs. Staff will have participants wash the palms of their hands each time sunscreen is applied.

You may send your own sunscreen. If it is a prescribed medicated product, you must complete and follow the Written Medication Consent Form process. Please label the bottle with your child's name and check it in with a staff member.

## **Insect Repellent**

We do provide insect repellent. You may send your own as well. If it is a prescribed medicated product, you must complete and follow the Written Medication Consent Form process. Please label the bottle with your child's name and check it in with a staff member. A record shall be kept that includes child's name, date of use, frequency of application, and any adverse reactions. Manufacturer's instructions for age, duration and dosage shall be followed. Staff are not permitted to directly apply insect repellent on children age 9 or older. The application process for insect repellent will be the same as the sunscreen application process.

## **Homework**

After a long school day, most participants find they need to move around and be more active before they can focus. A set time toward the end of the program has been established for participants to work on their homework.

Homework is encouraged, but self-directed. A homework area will be established for those participants who would like to do their homework during program time. Participants must adhere to the "Homework Area Rules." Failure to do so will result in loss of privileges. Parents may send in a written request for their child to work on their homework outside of the scheduled homework time. The recreational component of our program will continue and the staff will be facilitating activities for the other participants at the same time. This may cause difficulty for your child to concentrate or focus on their work while others are engaged in activities. We strongly encourage parents to review their child's work at home.

## **Movie/Video Viewing**

Under the MPLC's Umbrella License, staff may show movies and videos in our programs with parent permission (movies are rated G, PG, or PG-13). Movies will be approved by a Recreation Specialist before each showing. The program staff will post names of movies/videos at least one week prior to showing. If you have concerns, please speak to program staff or contact the Recreation Specialist.

## **Summer School**

If your child will be attending summer school, please be sure to let the program staff know. During the summer, the entire program goes on the scheduled field trip which may conflict with your child's summer school schedule. Parents will need to make alternate arrangements on these days. This may include making alternate arrangements for care, arranging for your child to attend the trip and miss summer school, or you transporting your child to the field trip site (with prior staff knowledge).

## **Electronic Devices and Personal Items**

Virginia Beach Parks & Recreation works cooperatively with Virginia Beach City Public Schools (VBCPS) to allow participants to use privately-owned electronic devices to access the VBCPS wireless network with the understanding from each participant, and their family, that this represents a privilege and not a right. Participants should not bring personal items such as GameBoys, electronic games, collector game cards, toys, etc. from home to use during program times unless authorized by staff.

Participants may bring their cell phones to the program. The phones are to remain in their backpack and may only be used when a participant needs to make contact or receive a telephone call from their parent/guardian.

To maintain these privileges, participants must adhere to the following guidelines:

- Violation of school and/or program policy, local, state and/or federal laws while using a personal electronic device on the VBCPS wireless network may result in appropriate disciplinary and/or legal action as specified in the Student Handbook and Code of Student Conduct, School Board Policy, Parks & Recreation Parent Handbook, as well as by local, state and/or federal law.
- Participants may use privately-owned electronic devices that are "Internet Ready" (via cellular service or WiFi, such as the VBCPS wireless network) with the permission of the Activity Center Leader or Activity Center Assistant Leader on duty at their site. Such devices may include, but are not limited to: Cellular Phones, Smart Phones, Tablets, Laptops, and PDAs.
- The privately-owned electronic device owner is the only person allowed to use the device.
- If the use of the device causes disruption, the participant will be required to put it away.

The City of Virginia Beach and/or its staff are not responsible for any financial or data loss, stolen, damaged or lost items in the event that privately-owned devices are brought to the program. Devices brought are at the participants and parents own risk.

# VIRGINIA BEACH PARKS & RECREATION

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