



THE WOODLANDS TOWNSHIP PARKS AND RECREATION DEPARTMENT SUMMER CAMP STANDARDS OF CARE

The Standards of Care are intended to be minimum standards by which The Woodlands Township Parks and Recreation Department will operate its Summer Camps. The programs operated by The Woodlands Township Parks and Recreation Department are recreational in nature and are not licensed by the state of Texas as certified day care programs.

DEFINITIONS

- A) *The Township* – The Woodlands Township
- B) *Board of Directors* – Board of Directors for The Woodlands Township, TX
- C) *Department* – Parks & Recreation Department of The Woodlands Township
- D) *Summer Camp* – all Sunny Dayz In house run camps operated by The Woodlands Township Recreation Department
- E) *Program Manual* – A notebook of procedures and organizational and programming information relevant to The Township’s recreation program, as promulgated or otherwise approved by the director.
- F) *Director* – Director of The Woodlands Township Parks and Recreation Department
- G) *Recreation Superintendent* – A full-time professional employee of the department who is responsible for managing the recreational facility where the recreation program is conducted and managing the daily or seasonal operations of the recreation program including activity planning, staff training, scheduling and supervision, enforcement of all rules, and is responsible for managing overseeing planning, and administration, of The Woodlands Township Recreation Center and implementation of the recreation program.
- H) *Program Coordinator* – The Woodlands Township staff who has been assigned administrative responsibility for a Township Summer Camp.
- I) *Camp Counselor* – The Woodlands Township seasonal staff who has been assigned responsibility to implement The Township’s Summer Camps.
- J) *Program Site* – Area of facilities where The Woodlands Township Summer Camps are held

K) *Participant* – A youth whose parent(s) or guardian(s) have completed all required registration procedures and are determined to be eligible for a Township Summer Camp.

L) *Parent(s)* – This term will be used to represent one or both parent(s) or guardian(s) who have legal custody and authority to enroll their child(ren) in The Township Summer Camp.

M) *Program Staff* – Term used to describe the person or persons who have been hired or have volunteered to work for The Woodlands Township and have been assigned responsibility for managing, administering, or implementing some or all portions of The Woodlands Township Summer Camp. This definition also includes Program Coordinator and Camp Counselor.

STAFFING

A) Camp Counselors

I. *Qualifications:*

1. Be age 18 or older;
2. Pass a criminal background check;
3. Pass pre-employment and random drug tests;
4. Have prior experience working with children.

II. *Responsibilities:*

1. Follow all of The Township's policies and procedures;
2. Ensure a safe, fun, engaging experience for kids;
3. Ensure that participants are release only to a parent, legal guardian, or an adult designated by the parent in *KidCheck*.

III. *Training:* Camp Counselors will receive training including, but not limited to:

1. CPR, First Aid, and AED Training and receive certification;
2. Eight hours of related training to include: appropriate discipline, recognition of potential abuse, age appropriate interaction techniques;

3. Attend weekly staff meetings;
4. Training and orientation will be provided to the Camp Counselors regarding their specific job responsibilities and the appropriate procedures to handle emergencies. Each Camp Counselor will be provided with an employee manual and formal training session will be held to discuss the areas of the employee manual. The Camp Counselors must be familiar with the Standards of Care as laid out in this document, and The Township's procedures regarding discipline, guidance, and release of participants, as outlined in the counselor manual.

SERVICE STANDARDS

A) Appearance and Behavior

- I. Program Staff shirts and name badges will be worn and clearly visible.
- II. Participants and parents will be treated with respect at all times

B) Communication with Parents

- I. Program Staff will keep parents informed of activities and schedules. A weekly schedule will be made available for parents.
- II. Program Staff will note details of behavior of participants (accomplishments, discipline problems, general activities, etc) and update parents as warranted.

C) Additional Staff Responsibilities

- I. Monitor the sign in/out at all times
- II. Spend 100% of their time actively engaged with participants and/or parents
- III. Staff must know where each and every child is at all times
- IV. Make an attempt to answer any complaints at the site and resolve all problems. Situations that cannot be resolved on site by staff will be passed to a supervisor immediately. All complaints will be followed up on within 24 hours if they are not resolved on site.
- V. Prior to beginning work each day all staff will check in the appointed location for any messages, instructions or information

VI. **PROGRAM OPERATIONS**

D) Enrollment

- I. Registration – Upon registration the parent/guardian must provide:
 1. The name, address, and home telephone number of the child;
 2. The name of parents/guardians and telephone numbers during program hours

- II. KidCheck – Upon registration the parent/guardian must complete KidCheck account with following information for child(ren):
 1. The name of all parents/guardians and their telephone numbers who are authorized to pick-up their child(ren) from the program;
 2. A statement of the child’s special needs and/or medications.

E) Staff-Participant Ratio

- I. The standard ratio of Participants to Program Staff will not be greater than 12 to 1.
- II. Each Participant will have a Camp Counselor who is directly responsible for him or her, along with the rest of that Camp Counselor’s group.

F) Special Needs

- I. The program is aware of, records, and informs staff of special needs of Participants
- II. Every reasonable accommodation will be made to address Participants with special needs

G) Daily Procedures

- I. Check-In
 1. Each child must be signed in via KidCheck by the Guardian bringing them to the Program.

II. Check-Out

1. Each child may only be only be released to persons whose names are listed in KidCheck as an authorized Guardian;
 - (1) If any unauthorized person attempts to pick up a child; staff should:
 - (a) Call the Program Coordinator
 - (b) Politely inform the person that they are not listed as an authorized guardian, therefore do not have permission to release the child to them.
 - (c) The Coordinator should call the original parent/guardian to inform them of the unauthorized pick up attempt, and determine whether or not the person is authorized to pick up the child.
2. All persons picking up children must show a picture ID.

H) Discipline

- I. Program Staff will implement discipline and guidance in a consistent manner, based on the best interests of program participants.
- II. There will be no cruel, harsh or physical punishment or treatment.
- III. Program Staff will use brief, supervised separation from the activity, if warranted.
- IV. As necessary, employees will provide discipline reports to the parents of participants. Parents will be asked to sign participant discipline reports to indicate they have been advised about a specific incident.
- V. A sufficient number and/or severe nature of discipline reports as detailed in the Program Manual may result in a participant being suspended from the Program.
- VI. In instances where there is a danger to other Participants or Program Staff, offending participants will be removed from the Program Site as soon as possible.
- VII. Participants are expected to abide by program rules that include, but are not limited to:
 1. Showing respect to all Participants and Program Staff
 2. Bullying of any form (cyber, physical, verbal, etc.)
 3. Refraining from using abusive or foul language
 4. Refraining from causing bodily harm to self, other Participants, or Program Staff
 5. Refraining from any inappropriate touching
 6. Brining toys, electronics, phones, etc., to camp

7. Refraining from roughhousing in any manner
8. Respecting all equipment, supplies, and facilities
9. Cleaning up after themselves at all times
10. Respecting the property of other Participants
11. Listening to and taking direction from all Program Staff

I) Field Trips

- I. All field trip permission slips are agreed upon when registering for the Program.
- II. During trips, camp employees shall have access to all participants medical and emergency contact information via KidCheck.
- III. During field trips, camp staff will call roll before departing the facility, on the vehicle before departure, and at the program site upon arrival. The same process will be followed when returning from the program site to the facility.
- IV. Camp staff will have a first aid kit available for all off site activities/trips.
- V. Participants will be given wristbands with the location's name and phone number to be worn at all time while on a field trip.

J) Pool Trips

- I. Pools will be fully staffed with Township Lifeguards to provide care and first aid to participants at all times.
- II. Program Staff will be required to swim and interact with program participants at all times.
- III. All Participants are required to pass a swim test on their first day at the pool each summer. Test structure requires participants to swim from one side of the pool to the other without Program Staff assistance, touching the bottom, or stopping.
 1. Participants who fail to pass the swim test will be required to wear a wristband, denoting that they did not pass.
 2. Participants who failed the swim test must stay in the kiddie pool (where applicable) or in the shallow area of the main pool. Participants will not be permitted to swim in the deep end, including use of diving board(s) and or slide(s).
- IV. Participants will be required to reapply sun block by Program Staff during every pool safety break (10 minutes before the hour, every hour).

HEALTH AND SAFETY

A) Health

I. Injury:

1. Minor Injuries

(1) In the case of a minor accident or injury, the Program Staff will administer first aid, monitor the Participant, and notify the Parents at pick-up.

2. Major Injuries

(1) In the case of an emergency and/or serious injury, Parents will be notified immediately. If necessary, the local ambulance service will transport the Participant to the nearest hospital

II. Illness

1. If a Participant becomes sick while in the program, the Program Staff will contact the Parent or Authorized Guardian to arrange pick up.

III. Medication Administration

1. Parent(s) or legal guardian(s) must complete, sign, and submit a Medication Authorization form detailing the medication name(s), time(s) to be administered, and dosage(s) in order for Program Staff to administer any medications.
2. Program Staff will only administer medications, prescription or non-prescription, in accordance with the label directions and/or directions from Medication Authorization form.
3. Prescription medications must be in the original containers labeled with the Participant's name, date, directions, and the physician's name.
4. Non-prescription medications are labeled with the Participant's name and the date the medication was brought to the Program. Non-prescription medication must be in the original container.
5. Program Staff will be limited to dispensing and administering those medications that do not require special knowledge, skills, or training.
6. Parents will be notified of any medications left at the Program Facility after the end of the Program. Medications left more than 30 days after the end of the program will be properly disposed of.

B) Safety

- I. Program staff will inspect the Program Facility daily to detect sanitation and safety concerns that might affect the health and safety of the Participants.
- II. Building, grounds, and equipment on the Program Site will be inspected, cleaned, repaired, and maintained to protect the health of the Participants.
- III. First Aid supplies must be readily available to the Program Site, during transportation to and off-site activity, and for the duration of any off-site activity.
- IV. First Aid supplies must be readily available to Program Staff in each room of the Program Facility.
- V. An AED (Automated External Defibrillator) will be readily available to Program Staff in the Program Facility.

C) Emergencies

- I. Each Program Facility will have an Emergency Action Plan (EAP) that will be reviewed with all Program Staff during training.

D) Suspected Abuse

- I. Child abuse and neglect are against the law in Texas, and so is failure to report it. Suspected child abuse or mistreatment will be reported to the Texas Department of Family and Protective Services or to a law enforcement agency within 48 hours of the time it was suspected the child may have been abused or neglected.

E) Sanitation

- I. The indoor Program Site must have adequate light, ventilation, air conditioning and heat.
- II. The Program Facility will have an adequate supply of water meeting the Texas Department of State Health standards for drinking water. Water will be supplied to the Participants in a safe and sanitary manner.
- III. Cleaning staff will remove garbage from the Program Facility daily.