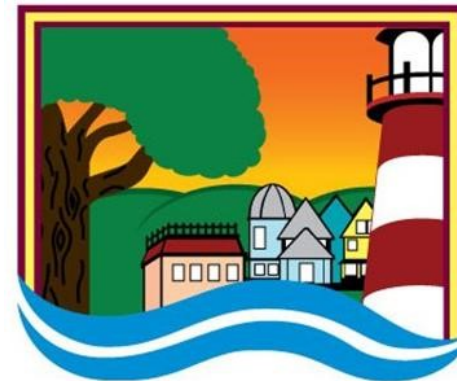
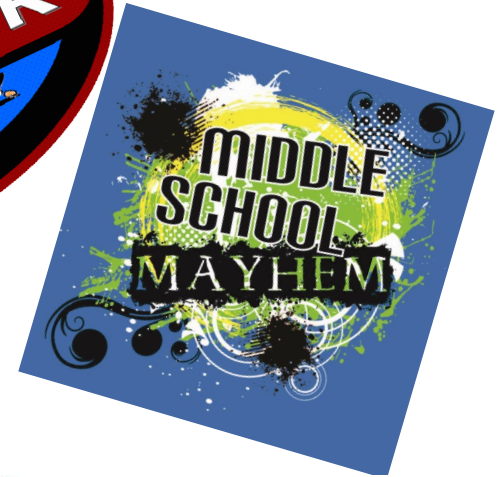

Summer Camp Parent Handbook



CITY OF
MOUNT
DORA

PARKS AND RECREATION

Welcome to Mount Dora Community Recreation Services. This parent handbook is designed to familiarize parents/guardians with our programs and activities and what it has to offer plus additional valuable information.

Mount Dora Parks and Recreation knows that your family needs accessible, affordable and convenient programs for your children. We strive to provide quality programs with schedules that are filled with a variety of recreation, enrichment and creative learning activities.

We know that you are busy parents and worry about where you children are and what they are doing when they are not in school. We're dedicated to providing children with the opportunity to discover, explore and develop their skills and to increase their feelings of self-worth in a safe and caring environment.

Our compassionate and talented staff believes that communication and cooperation are essential ingredients for our successful partnership. We aspire to provide an environment where you can communicate all the comments, concerns or questions to management on programs and/or policies and procedures without negative consequences. Because we value your trust in our program, our priority is to do everything possible to provide consistent, high quality services. If you wish to comment on any aspect of our programs, please contact staff at the City of Mount Dora Parks and Recreation Department office.

Please read your handbook thoroughly, and discuss the pertinent information with your child. You will want to keep it available throughout the summer.

Thank you for joining us on our "Quest for Quality" that is sure to be full of fun and excitement for everyone.

Jill Santos

Recreation Coordinator
Jill Santos

Mount Dora Community Recreation Services

2018 Summer Camp

The following information was designed to provide you with specifics that apply to the KidzQuest Summer Survivor Camp.

We have included instructions and information that will help promote safety, help organize activities, and enhance the quality of service offered to our program participants. We are dedicated to our goals of customer service, affordable recreational activities and quality programming.

I have received, read, and understand the policies and procedures outlined in the Parent Handbook for the 2018 Summer Camp.

I am responsible for adhering to and making sure my child understands and follows all the policies set forth and will direct any questions to the Recreation Coordinator for clarification.

Childs Name: _____

Signature: _____

Print Name: _____

Date: _____



Emergency Contact Information

| Name | Title | Office Number | Cell Number |
|--|---------------------------------|----------------|----------------|
| Jill Santos | Recreation Services Coordinator | (352) 735-7183 | (352) 516-0363 |
| Melodie Law | KidzQuest Camp Director | | (352) 272-1905 |
| Mount Dora Parks and Recreation Office | | (352) 735-7183 | |



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Program Description

Summer Camp is packed with fun and excitement. Our Summer Survivor Camp runs for 11 weeks, from May 29th – August 10th. Each week is designed with a different theme and activities that will revolve around that same theme. We will take a field trip eight of the ten weeks. Week ten we will take that time to slow down and reflect on the whole summer. We have partnered with W.T. Bland Library and will work with them each week. Also, what’s summer without swimming? We will go swimming 1 to 2 times per week. There will also be a weekly schedule posted on the wall each week for your convenience.



Staff Qualifications

All of our staff are hired based on a combination of education and experience with children. Each employee has his or her references validated and undergoes a criminal background check.

Staff members are also required to obtain a current First Aid and CPR certification and attend trainings that build upon the best practices when working with children.



Summer Camp 2018

Payment Schedule

\$95 per week

Camp requires a \$10 deposit for each week.

This deposit comes out of the \$95 weekly fee

or \$70 for a 3-day pass available to Middle School Mayhem only.



| Weeks | Session Dates | Payment Date |
|---------|--------------------------|-----------------------------|
| Week 1 | May 29th - June 2nd 1st | Due at time of Registration |
| Week 2 | June 4th - June 8th | Wednesday, May 30th |
| Week 3 | June 11th - June 15th | Wednesday, June 6th |
| Week 4 | June 18th - June 22nd | Wednesday, June 13th |
| Week 5 | June 25th - June 29th | Wednesday, June 20th |
| Week 6 | July 2nd - July 6th | Wednesday, June 27th |
| Week 7 | July 9th - July 13th | Thursday, July 5th |
| Week 8 | July 16th - July 20th | Wednesday, July 11th |
| Week 9 | July 23rd - July 27th | Wednesday, July 18th |
| Week 10 | July 30th - August 3rd | Wednesday, July 25th |
| Week 11 | August 6th - August 10th | Wednesday, August 1st |

Please remember that a \$10 fee will be assessed for all payments received after the due date.

Oops Coupon

With such busy schedule these days we at the Parks and Recreation Office understand that everyone forgets. The **Oops Coupon** is a one time chance to cover any late payment fee for one child or late pickup fee.



Payment Options & Information

- ◇ Auto Pay: Automatic debit of your credit/debit account can be established by completing an Auto Pay Form.
- ◇ Telephone Payment: Telephone payments can be made by calling our main office at (352) 735-7183 and using a credit card during regular business hours.
- ◇ In-Person Payment: Cash, Check, MasterCard/Visa/American Express accepted at our main office located at 900 N. Donnelly St. or by check or debit/credit at the camp location.
- ◇ Checks should be made payable to Mount Dora Community Recreation Services Department.
- ◇ All scheduled payments must be received by the due date required to guarantee your child's space.
- ◇ Payment will not be prorated due to illness, inclement weather, vacation, or disciplinary action.

Refund/Cancellation Policy

1. Request for refunds and withdrawal must be made in writing. If the written cancellation notice is not received prior to start of program, patron is responsible for full price of program.
2. Refund Request received seven (7) days in advance of the program start date will be honored in full less any deposit or registration fees. Refund request received after the seven day period but prior to the program start date will be honored with a 50% refund of the total fee.
3. No refund will be provided for day passes, administrative processing fees, non-refundable deposits and/or registration fees, or request received on or after the program start date.
4. Refunds usually take 3 – 6 weeks for processing.

Participation Guidelines

The following participation guideline have been adopted to assist people interested in participating in Mount Dora Parks and Recreation programs and services. Reasonable accommodations that do not fundamentally alter the nature of the programs, services, or activity will be made to those requiring assistance dependent upon individual needs and assessment and availability of resources.

- Age: Age requirements are established to suitably design activities that are appropriate for participants in any given program.
- Skill: In order to maintain a safe program environment program staff must determine that participants meet identifiable emotional, mental, and physical capacity outlined in each level of programs, services, or activities.
- Communication: Individuals must be able to communicate their basic needs and receive basic instructions to fully benefit from the programs offered.
- Dress Code: Individuals must abide by program dress codes, which are established in consideration of your child's safety. Participants must be able to dress themselves with minimal assistance from staff (i.e. with buttons, zippers, and snaps).
- Behavior: To fully enjoy the benefits of the program, individuals must follow established rules and expectations.
- Safety: Individuals cannot present a safety threat to themselves or others when participating in our programs.
- Goals: We strive for positive and constructive programs and expect participants to work towards that same objective.

Policies and Procedures

Programs Rules

1. Participants, parents and staff are to address each other with dignity and respect.
2. All Participants and Parents must be able to conduct themselves in a manner which does not endanger their safety or the safety of others.
3. Tennis shoes or rubber soled shoes are required for participation. Participants should be dressed appropriately for current weather conditions. Please do not bring shoes with cleats, flip flops, sandals, skates or skate shoes, unless authorized.
4. Participant should not bring cell phones or other personal items such as electronic devices, collector games cards and any toys from home to use during the program times unless authorized by staff. Mount Dora Recreation Services and/or program staff are not responsible for stolen, damaged or lost items.
5. Participants should follow staff's instruction at all times.
6. Participants should maintain individual space and keep their hands, feet etc. to themselves.
7. Label all belongings. Participants will have a designated area for their belongings. Lunch and snack provided by parent should be labeled with the child's name and date.
8. Participants who bring cell phones or other electronic devices must be kept in their backpack/basket at all times while at the program. If there is an emergency the participant should contact the staff person in charge. Parents may contact Jill Santos, Recreation Services Coordinator, at any point to contact their child.



Lunch/Snack

1. Each program will have a designated time for participants to eat their lunch and/or snack.
2. Parents should verify lunch and/or snack requirement with program staff.
3. Lunch and snack provided by parents should be labeled with child's name and date.
4. Refrigeration/Microwaves are not available for food and drinks.



Registration

1. Registration is on a first come first serve basis.
2. All participants must be registered by a parent or legal guardian.
3. Registration fees/deposits and scheduled payments are required to reserve program space.
4. Registration fees/deposits are non-refundable
5. Programs may be cancelled at any time due to low enrollment or unforeseen circumstances.
6. Complete and Sign the Registration Form and Assumption of Risk and Release Form. One form per participant.
7. If needed, complete the Written Medication Consent Form.
8. Falsification of any information will result in immediate removal from the program. No refunds or credits will be given.
9. Parents/legal guardians of students enrolling into any program are required to provide an original copy of the student's birth certificate for verification and copies of the most current court orders relating to child custody and visitation matters. Parent's/guardians are responsible for providing updates court orders related to child custody or visitation. The program reserves the right not to release a student or information about a student to anyone who is not so authorized on the court order provided to the program.

Medication (policy adapted from Lake County School Board)

If your child is in need of taking any prescription or nonprescription medication (including sunscreen & insect repellent) while in out programs, please complete the Written Medication Consent Form. Please know that:

- ◇ A Written Medication Consent Form must be completed and submitted to the office staff at the City of Mount Dora Parks and Recreation Department for processing and approval prior to any medication being allowed on site. Please allow two weeks for notification of approval.
- ◇ Staff will contact you via telephone with confirmation and start date when medication can be brought to the program.
- ◇ A parent will be required to drop off and pick up the medications from the program staff. Participants are not permitted to transport medication on their person to and from the program.
- ◇ All programs are to have approved medication in appropriate labeled pharmacy/physician containers.
- ◇ All medication will be kept under lock and key.
- ◇ Program staff trained in Medication Administration will oversee the medication process.
- ◇ Medical procedures (i.e. Nebulizers, glucose, Epipen, etc.) must have written parental consent and written instructions for the staff before procedures can be preformed at camp.
- ◇ If pills must be cut in half, it is the responsibility of the parent/guardian and not that of staff. If the child requires a liquid, then it is the parent/guardian's responsibility to provide a graduated medication spoon or cup.
- ◇ Any unusual side effect will be reported immediately to the parent and program supervisor.
- ◇ Staff may not administer and the students may not carry the following non prescription medication: cold remedies, throat spray, herbs, vitamins, cough drops, cough syrup. Eye, ear or nose medications. Medicated and non medicated chapstick or Blistex
- ◇ Students MAY carry asthma inhaler if the Program Coordinator has a doctor's written statement and a parent's written consent that the student needs to carry the inhaler and self administer. Student must still have a prescription form.
- ◇ Any changes in the medication, dosage, time to be administered, etc., will require an update Written Medication Consent Form to be submitted for approval before the medication or specialized procedure can be changed.
- ◇ It is the parent's responsibility to make alternate arrangements for administration of medication prior to completion and approval of this process.

Please refer to the Written Medication Consent Form for more detailed information.

Expectations of Participants

- Participants are expected to exercise respect toward all people, places of business and equipment.
- Participants are expected to follow the rules associated with activities and program areas and ask a staff member if they are unsure of the rules.
- Participants are expected to communicate and conduct themselves in an appropriate manner. Threatening words, tone of voice, gestures, foul language, sexually inappropriate behavior, unwelcome teasing, and physical contact will not be tolerated and are prohibited.

Participants are expected to promote and support a safe, fun, and healthy environment.

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, he/she will be removed from the program area where a parent/guardian will be contacted and made aware of the situation. Any unlawful behavior or activity will be reported to the appropriate legal authorities for further action.

Parents/Guardians are financially responsible for their child's actions when the participant:

- ◇ Defaces and/or destroys the building, grounds or equipment.
- ◇ Tamper with or pulls the fire alarms without due cause.
- ◇ Participants, parents and staff are required to follow our Expectations of Participants. Since our summer program is located at Mount Dora Middle School, we are required to follow all school rules.
- ◇ In order for all participants to have a safe and enjoyable experience, all participants must demonstrate appropriate behavior and respect for themselves as well as others. Meeting this expectation will offer all participants the greatest opportunity for success.

Compliance with Standards

Compliance of these standards 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.

Mount Dora Recreation Services reserves the right:

- ◇ To cancel a program/camp for any reasonable cause.
- ◇ To deny registration or entry into a program/camp when it deems necessary to assure public safety.
- ◇ To photograph programs/camps, participants and volunteers for publicity purposes.
- ◇ To adjust any program/camp details printed in this Handbook including fees, locations, times, and starting dates.



Open Invitation

We invite parents/guardians to visit and observe our programs at any time. Please direct questions to our staff regarding activities, policies, or concerns. In order to maintain a smooth transition of a participant from parent to the supervision of our program staff, it is requested that parents/guardians limit their observation to less than 30 minutes. We believe that our standards will meet your expectations.



Sign-In/Out/Unattended Child Procedures

1. All participants must be signed in and out daily by a parent/guardian or authorized individual.
2. A picture ID will be required to verify the parent/guardian and/or authorized person picking up a participant.
3. Anyone not on the authorized pick-up list will need prior written permission to pick up a participant.
4. Parents/guardians must keep staff informed and updated of all changes of names, phone numbers and/or addresses on the information form.
5. A late fee of \$10 will be assessed for every 15 minutes or portion thereof past the pick-up time. Your child(ren) will not be able to return to the program if the late fee is not paid with the next payment.

Illness/Injury (policy adapted from Lake County School Board)

1. Do not bring your child(ren) if they are sick. This is for the protection of all participants and staff.
2. A participant who becomes ill or has a temperature of 100 degrees or more while in the program will be separated from the 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.
3. If a temperature is 103.8 or above and a parent or emergency contact cannot be reached then the staff will call 911 (at your expense) for medical attention for your child.
4. 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.

Emergency Operations Plan

An emergency operations plan has been developed to help staff and participants be prepared for emergency situations.

Should there be an emergency, we want you to be informed of our emergency operations plan. Important components include:

- Keeping your child's emergency contact information up to date.
- Program staff will receive emergency operations training during orientation and then annual training with all updated information
- Emergency actions to be taken may include evacuation, and internal/external lockdowns.