



Parent Guide

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Chapter 1: General Camp Information

Welcome

Welcome to Camp Play Frisco, the City of Frisco Parks and Recreation Department's summer camp program for children ages six to 11. This handbook provides information on policies, procedures, and information regarding Camp Play Frisco. Camp Play Frisco operates with a state-approved licensing exemption and follows the Standards of Care approved by the City of Frisco City Council. A copy of the Standards of Care is provided at the end of this handbook and is available to all parents/guardians online at PlayFrisco.org/Camps or by submitting a request to the Programming and Youth Services Supervisor.

Camp Play Frisco Contact Information

EMPTY

Programming and Youth Services Supervisor

Lidia Acuna

Programming and Youth Services Coordinator

lacuna2@friscotexas.gov

972-292-6632

Darius McNeil

Programming and Youth Services

Customer Service Representative

dmcneil@friscotexas.gov

972-292-6611

Camp Phone

945-213-1565

Frisco Athletic Center

972-292-6600

Camp Hours

Camp runs daily from 7 a.m. - 6 p.m. Below is a generalized breakdown of each day:

7 a.m. – 8 a.m.	Pre-Camp Drop-Off
8 a.m. – 8:45 a.m.	Main Drop-Off
8:45 a.m. – 11:15 a.m.	Morning Activities
11:15 a.m. – 11:45 a.m.	Lunch
11:45 a.m. – 4 p.m.	Afternoon Activities
4 p.m. – 4:45 p.m.	Main Pick-Up
4:45 p.m. – 6 p.m.	Post Camp Pick-Up

Play Frisco Mission/Vision

Mission: Creating a sense of well-being through play.

Vision: Play will become essential regardless of age or ability.

First Day Expectations

Campers should arrive by 9 a.m. the first day of camp. This will allow campers the chance to meet counselors and other campers before activities start. Camp Leads will obtain any final paperwork or information needed from parents/guardians at drop-off in the morning and confirm any updates or changes with parents/guardians. Campers should arrive with swimwear the first day of camp so they are prepared to visit the waterpark. Campers will be given a wristband indicating they are attending Camp Play Frisco which must be worn the entire week of camp, then returned by the end of each week.

Camp Leads will verify parent/guardian contact information, emergency contact information, and the name and phone number for all individuals authorized to pick-up a child on the first day of camp.

Swim Days

Camp Play Frisco will visit the outdoor waterpark on Mondays, Wednesdays, and Fridays each week. On these days, your child needs to be sent to camp with an appropriate swimsuit, sunscreen, towel, and a change of clothes. Campers are allowed to bring sandals or flip-flops on the days we go to the pool but must wear tennis shoes at all other times.

Sunscreen is recommended for swim days and anytime we go outside for an activity. Please send a container of sunscreen with your child's name on it. Counselors will only supervise and not apply sunscreen for the camper. Please show your child how to apply sunscreen. Counselors will remind campers to reapply sunscreen during the day. Please apply sunscreen before you drop your camper off in the morning.

If the outdoor waterpark is closed for any reason, we will visit the indoor pool instead. If the indoor pool is also closed, then campers will be redirected into other activities and swim time will not be made up on a different day.

Lunch & Snack Time

Camp participants are required to bring a lunch and two snacks each day of camp. Our scheduled lunch time is 11:15 a.m. - 11:45 a.m., snack times are 9:15 a.m. and 2:45 p.m. These times are subject to change based on field trip and entertainment schedules. Microwaves and refrigerators are **NOT** available for your child's lunch or snacks. Water will be available throughout the day for campers to refill water bottles.

Dress Code

Proper attire is important for all participants. Camp Play Frisco is an active, hands-on program where the children are involved in many different activities inside and outside daily. Please send campers in seasonably appropriate, comfortable clothing. Dresses and skirts may be worn but must have a pair of shorts, leggings, or tights on underneath. Campers will receive their Camp Play Frisco shirt on the first day of camp. Campers must wear their Camp Play Frisco Shirt on scheduled field trips. The Field Trip and Entertainment schedule is in the appendix of this handbook and online at PlayFrisco.org

Campers should be wearing closed-toed shoes such as athletic shoes and socks each day. Sandals, flip flops, Crocs, Heely's (any shoe with a wheel in the sole), dress shoes, and black sole shoes are NOT permitted and children wearing such items will not be allowed to participate in active games to prevent injury/damage. Parents may be contacted to bring approved shoes for their child to participate in activities. Sandals and flip flops are allowed on designated swim days during the designated swim times.

Each camper should bring a bag or backpack each day that includes a water bottle, sunscreen, hat, packed lunch, and snacks. On swim days, they should bring a swimsuit, towel, goggles (not masks) if needed, sunscreen, water bottle, hat, packed lunch, and snacks.

Please do not send any swim toys (i.e. inflatable toys, flippers, etc.), toys, electronics, games, etc. with your camper unless prior approval has been obtained by the Programming and Youth Services Leadership team.

Please make sure that all items are CLEARLY marked with the camper's name.

On swim days, we will provide times for campers to change into their swimwear. However, campers may arrive wearing their swimsuits and bring a change of dry clothes. Campers must wear appropriate swim attire at all times, if swim attire is deemed inappropriate by Camp Play Frisco Leadership campers will not be allowed to swim. At the conclusion of their scheduled swim time, campers will change into dry clothes.

Personal Items

Please label all lunch boxes, backpacks, towels, water bottles, etc. Please leave all other personal items at home. Personal items such as tablets, trading card games, makeup, nail polish or toys are not allowed.

The City of Frisco Parks and Recreation Department is not responsible for any broken, traded, borrowed, or stolen property.

On-Site Entertainment

During the Summer, Camp Play Frisco will have on-site entertainment occasionally to enhance the campers' experience. Campers are expected to be on their best behavior and respectful to our guests. All visitors will adhere to the City of Frisco's vendor policies and all activities will be monitored by Camp Leads and Counselors.

Please see the Field Trip and Entertainment Schedule for information on the entertainment for each week of camp. All entertainment is subject to change, updates will be provided the first day of camp.

Field Trips

Each week on Tuesday and/or Thursday, Camp Play Frisco will go off-site for local field trips. Campers should be dropped-off prior to 9 a.m. on field trip days. If a camper shows up after Camp Play Frisco has left the Frisco Athletic Center for the field trip, they will not be able to be dropped off until camp has returned. The field trip schedule is in the appendix of this handbook and online at PlayFrisco.org. Campers are not allowed to be dropped-off or picked-up from field trip locations, all drop-off and pick-ups must occur at the Frisco Athletic Center.

Certain field trips may include a lunch, please check the Field Trip and Entertainment Schedule in the appendix for information regarding field trips where lunch is provided.

Camper Safety is of utmost importance to Camp Play Frisco Leadership. While on field trips Counselors and campers will adhere to all policies and procedures for the camp including the Field Trip Safety Plan provided in the appendix of this handbook.

Chapter 2: Safety

Camper to Counselor Ratios

The state required ratio for number of children (ages 5-13) may not exceed 15:1 camper to Counselor. Camp Play Frisco will maintain a 12:1 camper to Counselor ratio. While at the Frisco Waterpark and on Field Trips, Camp Play Frisco will maintain an 8:1 camper to Counselor ratio.

Sick Child Policy

Parents/Guardians are responsible for informing Camp Leads of any special needs, concerns, or information regarding their child's health. If a child presents with any of the following symptoms within the past 24 hours, they are not permitted to be dropped-off for Camp Play Frisco:

1. Child has had a fever of 100.0 degrees or higher. Child must be fever free for 24 hours (without fever reducing medication).
2. Child has vomited.
3. Child has had a watery stool.
4. Child has a rash not associated with diapers.
5. Child has a sore throat and/or swollen glands.
6. Child has a constant cough.
7. Child has symptoms of a possible communicable disease (sniffles, red eyes, sore throat, headache, abdominal pain, fever, and/or skin spots, bumps, patches, or head lice).
8. Children taking antibiotics, must be on antibiotic treatment for at least 24 hours.

If Counselors observe any of these symptoms during camp, a parent/guardian will be contacted immediately to pick up the child. If parent/guardian cannot be reached, the emergency contact will be notified.

Injuries/Medical Emergencies

Camp Play Frisco Leads and Counselors are CPR/First Aid/AED Certified. The camp has a first aid kit with necessary supplies for minor injuries, such as scrapes and bruises. A Head Lifeguard or Facility Manager will be called if additional first aid is needed. Camp Leads will notify parents/guardians verbally if the child has been injured and treated while in the program. An incident report will be completed for all injuries regardless of severity and requires the parent's/guardian's signature. The completed incident report will be submitted to the Aquatics Supervisor for filing and the Programming and Youth Services Coordinator will be notified that an incident has occurred.

Emergency Information

In the event of an emergency, the Emergency Action Plan (EAP) will be implemented and used to maintain the health and safety of camp participants. Camp Leads and Counselors have received training on how to respond to all types of emergencies and will follow the established EAP. Campers will be provided with information regarding emergency exits and shelter locations on the first day of camp. Parents interested in finding out more about the EAP should contact the Programming and Youth Services Coordinator.

Medication Policy

Medication authorization and information will be collected at drop-off on the first day of camp.

Medication will only be administered with written parent consent completed the first day of camp as provided by the City of Frisco. Prescription medications shall be left with Camp Leads in their original container, labeled with the child's name, date, directions, and the child's physician's name. Medication will be logged when dispensed to child. Medication shall be dispensed only as stated on the bottle or by a physician via written instructions, and not past the expiration date.

Non-prescription medication will NOT be administered.

Life Jackets

Camp Play Frisco requires participants ages six and under to wear a life jacket at all times while visiting the waterpark or indoor pool. All other participants will be required to wear a life jacket if requested by parents/guardians during registration. Changes to your camper's life jacket requirements after registration must be discussed with the Programming and Youth Services Supervisor.

Life jackets will be provided, but you are welcome to bring a fitted type I, II, or III U.S. Coast Guard approved personal flotation device for your child. Counselors will ensure campers have the appropriate life jacket for their age and size.

What Not to Bring to Camp

Personal items such as tablets, trading card games, makeup, nail polish or toys are not allowed in camp. Cell phones must be turned off and in the camper's bag at all times. If an emergency occurs, the camper must notify a Camp Counselor, and the Camp Counselor may allow the child to call a parent if necessary. If a camper violates the cell phone policy, the cell phone will be collected by Camp Play Frisco Leads and must be picked up by the parents/guardians. All other items must be left in the camper's bag at all times. Campers are not allowed to bring cash to camp.

The City of Frisco Parks and Recreation Department is not responsible for any broken, traded, borrowed, or stolen property.

Behavior and Discipline

Camp Play Frisco Counselors always encourage positive behavior. Participants must demonstrate appropriate behavior during activities, and Camp Counselors will not tolerate inappropriate behavior.

Examples of “inappropriate” behavior include but are not limited to:

- Foul language
- Disobedience and/or disrespect toward a fellow camper, Camp Lead, or Counselor
- Striking a Camp Lead, Counselor, or another child
- Hitting, kicking, or biting
- Possession of a weapon
- Bullying
- Disregarding stated rules, policies, or directions
- Speaking unkindly to, or about, another participant or Counselor

Camp Counselors will implement discipline and guidance in a consistent manner based on an understanding of individual needs and development with the best interests of participants in mind. There will be no harsh, cruel, or corporal punishment used as a method of discipline. Camp Counselors may use brief, supervised separation from the group if necessary. Children will be aware of all camp rules prior to the start of any activity. Their understanding of the rules is an integral part of behavior management. When negative behavior occurs, they will know there is a consequence for their chosen action.

Incident reports will be filled out on any disciplinary cases, and information is to be shared with parents/guardians when picking up the child. Depending on the severity of the issue, parents/guardians will be called immediately and may need to pick up their child within one (1) hour. Parents/guardians will be asked to sign the incident reports to indicate they have been advised about specific problems and/or negative behaviors.

Suspension

Suspension from the Camp Play Frisco Program can occur for the following reasons:

- If a parent/guardian is called three (3) separate times during a week for behavior issues, the child will be immediately suspended from the program.
- Excessive or repetitive reports over multiple weeks, and/or the severe nature of the report may result in a participant being suspended from the program.
- In instances where there is danger including physical harm or threat of physical harm to participants, Camp Leads, Counselors, or themselves, the offending participant(s) will be removed from the program immediately.
- Depending on the severity of the incident, suspension or termination may be enforced on the first or second occurrence at the discretion of Camp Play Frisco Leadership.

Parents/guardians will be contacted to pick up their child immediately in all cases of suspension and withdrawal from the program due to suspension is not eligible for a refund.

Drop-Off

Drop-off will begin each day at 7 a.m., campers will not be accepted prior to this time. Parents wishing to drop-off from 7 a.m. to 8 a.m. must drop-off in person at the Zone, the room to the left of the front desk of the Frisco Athletic Center. The main drop-off time will be from 8 a.m. to 8:45 a.m. on the North-Side of the Frisco Athletic Center through the designated drive line. Drop-offs occurring after 8:45am must be in person at the Zone. Parking spaces will be reserved at the front of the building for late drop-offs between 8:45 a.m. and 4 p.m. Please review the map on the next page for main drop-off location and parking spaces.

Changes to drop-off information will be emailed to parents/guardians prior to the changes being made.

Pick-Up

End-of-day pick-up times are scheduled from 4 p.m. to 6 p.m. The main camp pick-up time will be from 4 p.m. to 4:45 p.m. on the North-Side of the Frisco Athletic Center through the designated drive line. Any child(ren) not picked up by 4:45 p.m. will be moved to The Play Depot inside the Frisco Athletic Center where they must be picked-up by 6 p.m. Please review the map on the next page for main pick-up location and parking spaces.

A driver's license or photo ID is **REQUIRED** for everyone picking up your child, including yourself. Under no circumstance is any child to be checked out by an unauthorized person or allowed to depart on his/her own.

Changes to pick-up information will be emailed to parents/guardians prior to the changes being made.

Early Release

Camper early release is any time between 9 a.m. – 4 p.m. Parents will need to notify Camp Play Frisco Leads at drop-off the morning of the early release. This is usually for appointments, sports, etc. Parents are asked to arrive early to allow Counselors time to have their child ready at the requested release time. Once a camper is picked up early, they will not be able to return to camp.

Early release will occur from the Zone, the camp may be in another area of the building so please stop at the front desk to ask for assistance in picking up a camper. Front desk staff will notify Camp Counselors who will bring your camper out to you. Parking spaces will be reserved at the front of the building between 8:45 a.m. and 4 p.m. Please review the map on the next page for parking space location.

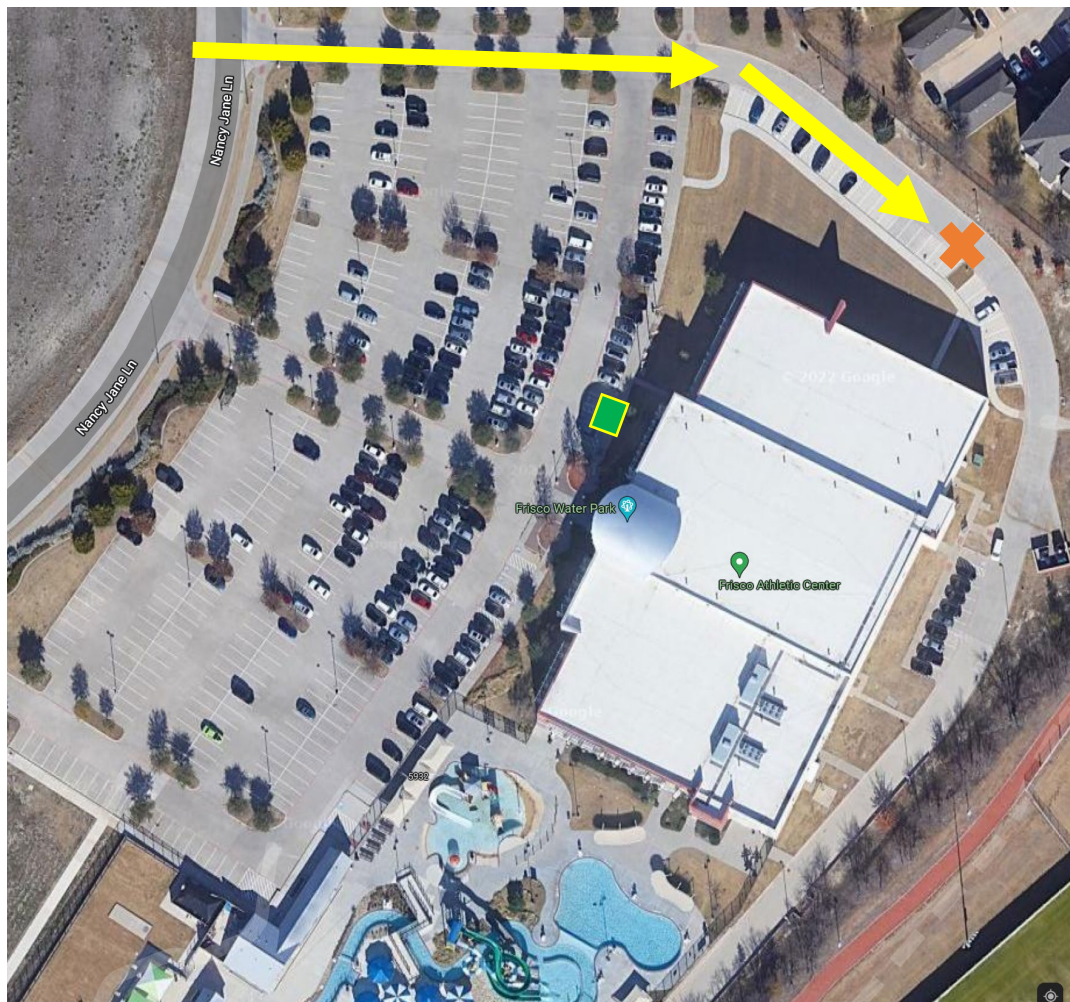
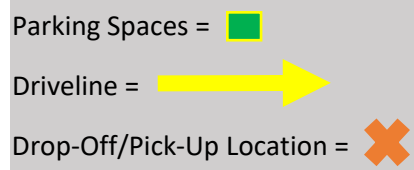
Anyone picking up must present a driver's license or photo ID and be on the authorized pick-up list.

Late Pick-Up

The Camp Play Frisco program ends at 6 p.m. each day (Monday – Friday). It is very important for parents/guardians or authorized individuals to pick up his/her child on time. If a parent/guardian or authorized individual is late picking up their child, a fee of \$2.00 per minute will be assessed. Late fees accumulate from 6 p.m. until the time the parent or designated pick-up person arrives.

Driveline and Camp Parking Spaces

See below map for the driveline and parking information for Camp Play Frisco. Driveline will occur on the north side of the building, after picking up your child you will continue along the building and do a U-turn at the end of that drive, then return out the way you entered. The parking spaces will be at the front of the building.



Sign-Out and Authorized Pick-Up

Only the parents/guardians on the same account as the child and adults listed as authorized individuals will be allowed to pick-up your child after presenting a valid driver's license or photo ID.

Camp Leads will verify parent/guardian contact information, emergency contact information, and the name and phone number for all individuals authorized to pick-up their child on the first day of camp.

The Camp Play Frisco program views your child's safety as one of our top priorities. For this reason, we will not release your child to any unauthorized persons without written consent from a parent or guardian. **We must receive advanced written notice via email to the Programming and Youth Services Supervisor, Programming and Youth Services Coordinator and the Programming and Youth Services Customer Service Representative regarding pick-up by anyone not indicated on your authorization list.**

That email must include the name and contact number for any individuals you are wishing to add to the authorized pick-up list for them to be added. Camp Leads will contact the parents/guardians regarding questions or issues with the authorized pick-up list.

Chapter 3: Miscellaneous Information

Registration

All weeks of Camp Play Frisco are open for registration on April 5th, 2023. Payment is due in full at time of registration. We do not offer discounts, payment plans, or down payments. Registration is available online at PlayFrisco.org or by visiting the front desk at the Frisco Athletic Center.

Withdrawal/Transfer/Refund

Course Withdrawal & Transfer Policy Withdrawal Request: <ul style="list-style-type: none">• Withdrawal requests will only be considered if received before the course/camp start date, excluding requests for medical reasons, which are subject to the Medical Policy.• Approved withdrawals will be refunded according to the Refund Policy. Transfer Request: <ul style="list-style-type: none">• Transfer requests will only be considered if received before the course/camp start date, excluding requests for medical reasons, which are subject to the Medical Policy.• Requested transfer class must have open availability and be in the current Play Frisco magazine.• If transfer course is not available, and the participant chooses to withdraw from the class, request is subject to Withdrawal Policy above.• If transfer is to a higher-priced class, the price difference must be paid before transfer can be completed.• If transfer is to a lower-priced class, the price difference will be applied as account credit. Medical Withdrawal and Transfer Requests: <ul style="list-style-type: none">• Written documentation from a physician's office must accompany the Withdrawal or Transfer Request.• Request form must be received within 72 hours of the first missed class.• Refund will be prorated if the withdrawal is submitted on or after the course start date and refund is subject to the Refund Policy.	Course Refund Policy <ul style="list-style-type: none">• Approved withdrawal participants may select one of following refund methods:<ul style="list-style-type: none">○ FAC Account Credit – Refund is placed on the account of the original payer.○ Credit Card Refund – Refund may only be processed if original payment was made online or in-person with credit card to be refunded. Withdrawals submitted after a course/camp has started may be subject to a 20% processing fee.○ Check Refund – Refund may be subject to a 20% processing fee.• If refund method preference is not selected, withdrawals will be refunded to the original payment method. If original payment method is not possible, refund will be sent to account credit.• All refund checks will be mailed in approximately four weeks to the address of the primary on the account.• Refunds on payments made by check will be held 30 days past the initial purchase date before being submitted for processing.• Under no circumstances will a cash refund be provided.• FAC account credits are good for one year from the date of issue.• All account credits and refunds are subject to approval by the Parks & Recreation Department and subject to the applicable proration and processing fees.
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Camp Play Frisco withdrawals received within one week of the start date of the week being withdrawn will be subject to the 20% processing fee outlined above. Withdrawals received the same week of the camp being withdrawn will be prorated and are subject to the 20% processing fee.

Notification/Communication

Parents/guardians will be called immediately for any issues, concerns, or emergency situations. If the primary contact does not answer, Camp Leads will call the emergency contact on file then any authorized individuals depending on the nature/severity of the issue.

Camp Leads will verify parent/guardian contact information, emergency contact information, and the name and phone number for all individuals authorized to pick-up their child on the first day of camp.

Communication with Child

When a parent/guardian needs to contact his/her child while at the program, the parent must call the Frisco Athletic Center at 972-292-6600. Upon receipt of the message by Counselors, the child will be given the message. If a child is upset, sick or has a concern, we will place a call to the parents to discuss the situation. Camp leadership will allow the child to speak with their parents/guardians if it is necessary. Interruption of the camper's routine may hinder their camp experience and enhance feelings of "homesickness." We do not allow children to call parents without supervision.

Video Policy

All movies and TV shows shown in Camp Play Frisco are rated 'G' or 'PG' and have been approved by Camp Play Frisco Leadership. Any parent/guardian wishing to express concerns with media shown during camp should contact the Programming and Youth Services Supervisor.

Chapter 4: Notices

Reporting Abuse/Neglect

In the event of suspected abuse, program employees will report suspected abuse or neglect in accordance with the Texas Family Code. In the case where a city employee is involved in an incident with a child that could be construed as child abuse, the incident must be immediately reported to the Programming and Youth Services Supervisor. The supervisor will immediately notify the Police Department and any other agency as may be appropriate.

Texas state law requires the staff of youth programs to report any suspected abuse or neglect of a child to the Texas Department of Family and Protective Services or a law enforcement agency. Failure to report suspected abuse is punishable by fines up to \$1,000 and/or confinement up to 180 days. Confidential reports may be made by calling 1-800-252-5400.

Non-Discriminatory

Camp Play Frisco and the City of Frisco Parks and Recreation Department welcomes and encourages all individuals and families from the community to participate in programs regardless of race, color, religion, sex, national origin, ability, sexual orientation, or gender identity. If your child has a special need or accommodation for Camp Play Frisco, please inform the Camp Lead at drop-off or contact the Programming and Youth Services Coordinator at 972-292-6632.

Parent/Guardian Conduct

Parents and guardians need to address issues and concerns in an appropriate manner to Camp Play Frisco Leads and Counselors. Respect and professionalism are expected in all communications. Issues with other campers should be communicated to Camp Counselors, and parents/guardians should not confront other campers or parents directly. If you do not feel your issue has not been resolved or handled appropriately, please call the Programming and Youth Services Supervisor at 972-292-6615.

ALL CAMP PLAY FRISCO INFORMATION AND POLICIES ARE SUBJECT TO CHANGE AT THE DISCRETION OF THE RECREATION SERVICES MANAGER, ASSISTANT RECREATION SERVICES MANAGER, OR PROGRAMMING AND YOUTH SERVICES SUPERVISOR. NOTIFICATION WILL BE PROVIDED TO PARENTS/GUARDIANS OF ANY CHANGES MADE TO THE ABOVE INFORMATION.



Parent/Guardian Acknowledgement

Please read the following agreement carefully before signing, as this will be kept with your child's records.

To enhance the Camp Play Frisco experience for both the parent/guardian and the child, the following information is submitted in writing to each child's parent or guardian. The Parent/Guardian Agreement must be signed, dated, and returned to the Camp Play Frisco Leads by drop-off the first day of camp.

- I understand that Camp Play Frisco starts at 7 a.m. and ends at 6 p.m. daily and that I cannot drop-off early or pick-up late. A late fee may be assessed if my child is picked-up late.
- I understand that I must inform Camp Leads if my child will be absent by calling the Frisco Athletic Center at 972-292-6600 by 9:00 am on the morning of the absence.
- I understand the discipline policy and that an incident report will be completed for inappropriate behavior which can lead to suspension from the program.
- I understand that I must sign my child in and out daily and I will be required to show a photo ID to do so. All persons authorized to pick up my child must be listed as an authorized pick-up.
- I understand that I must send a lunch and two snacks with my child each day.
- I understand that, from time to time, my child may watch a movie as a part of the Camp Play Frisco program. If there are any movies I do not wish for my child to see, I will notify Camp Play Frisco Leads. All movies are 'G' or 'PG' rated and have been approved by Camp Play Frisco Leadership.

Parent's Signature

Date

Child(ren)'s Name(s)

Return this form to the Camp Play Frisco Leads or the Programming and Youth Services Coordinator.

Appendix

FAQ

What are the times for Camp Play Frisco?

Below is a table of the main times for Camp Play Frisco

7 a.m. – 8 a.m.	Pre-Camp Drop-Off
8 a.m. – 8:45 a.m.	Main Drop-Off
8:45 a.m. – 11:15 a.m.	Morning Activities
11:15 a.m. – 11:45 a.m.	Lunch
11:45 a.m. – 4 p.m.	Afternoon Activities
4 p.m. – 4:45 p.m.	Main Pick-Up
4:45 p.m. – 6 p.m.	Post Camp Pick-Up

How can I register?

You may register online at PlayFrisco.org or in-person at the front desk of the Frisco Athletic Center. Please have the course code for the week(s) you are interested in ready if registering in-person so that staff can assist you with registration.

Can we enroll for the whole summer or multiple weeks at the same time?

Yes, you can register for all weeks you are interested in. We do not offer a “full summer” registration, so you will need to register for each week.

Will we be given a reminder of what weeks my child is registered in?

A welcome email will be sent by the week prior to each week of camp with information and reminders for parents/guardians. You can use your online account to see what weeks you have registered for.

What is the camper to Counselor ratio?

Camp Play Frisco will maintain a minimum 12:1 camper to Counselor ratio.

Where do I drop-off and pick-up my child from?

Pre-camp drop off will be done in-person at the Zone inside the Frisco Athletic Center. Main drop-off and pick-up will occur on the north side of the building through the designated drive line. Post-camp pick-up will occur in-person at The Play Depot inside the Frisco Athletic Center. All late drop-offs and early releases will occur in-person at the Zone.

Can my child stay at the Frisco Athletic Center after 6:00 p.m. and just play until I arrive?

No. The Camp Play Frisco program ends at 6 p.m. each day (Monday – Friday). It is very important for parents/guardians or designated persons to pick up his/her child on time. If a parent/guardian is late picking up their child, a fee of \$2.00 per minute child will be assessed. Late fees accumulate from 6 p.m. until the time the parent/guardian or designated pick-up person arrives.

Can we request our kids be placed in groups with friends they already know? Will siblings be in the same group?

Campers will be split into groups based on their age at the start of camp each week. Friends and siblings may be separated due to this split and no exceptions will be made. Camp Leads may move participants between groups at the discretion of the Programming and Youth Services Management Team.

What should my child wear each day?

Campers should wear appropriate shirts, pants/dresses/skirts, and closed-toed shoes. Camp Play Frisco Shirts are required on Field Trip days. Please see the Dress Code in the Parent Guide for more information.

What do I need to send with my child?

Each camper should bring a bag or backpack each day that includes a water bottle, sunscreen, hat, packed lunch, and snacks. On swim days they should bring a swimsuit, towel, goggles (not masks) if needed, a dry change of clothes, sunscreen, water bottle, hat, packed lunch, and snacks.

Is there anything I can not send with my child?

No personal items such as tablets, trading card games, makeup, nail polish or toys are allowed in camp. Cell phones must be turned off and in the camper's bag at all times. All other items must be left in the camper's bag at all times. Campers are not allowed to bring cash to camp.

The City of Frisco Parks and Recreation Department is not responsible for any broken, traded, borrowed, or stolen property.

Is peanut butter allowed in lunches?

Peanut butter will be allowed in lunches. If a camper has a severe peanut allergy, parents will be notified that peanut butter shall be discouraged. Other safety measures may be taken as appropriate or necessary for the safety of all participants. Please inform Camp Leads at drop-off of any medical or allergy information.

Can I pack a drink in my child's lunch?

Yes, however, the drink must be disposable and thrown away after lunch. All items packed in a camper's lunch must be disposable. No Glass or dishware.

Can my child's older sibling or a parent/guardian eat lunch with them?

No. To keep our camper to Counselor ratios at 12:1 and to ensure the safety of Camp Play Frisco participants, we cannot allow individuals not registered in the program to visit, including lunch.

Will Camp Play Frisco be swimming?

Camp Play Frisco will be swimming at the Frisco Waterpark which is attached to the Frisco Athletic Center. Swim days are Monday/Wednesday/Friday.

Will swim days be moved if the Frisco Waterpark closes due to weather?

Swim days will not be moved if canceled due to weather or other emergency. If possible, swimming will occur at the indoor pool on these days.

How much time is spent on outdoor activities?

Campers will be rotating in and out of indoor/outdoor spaces. Campers will be spending a good portion of the day outside with each trip limited to a max of 2 hours. Outdoor time will be limited on days that it is raining or over 100° F. Sunscreen will be encouraged during all outdoor activities.

What are some of the activities you have planned for camp? What does a day of camp look like?

Camp will begin all scheduled activities at 9 a.m. Campers will be engaged with games/crafts/special activities and special events throughout the week. All activities will be done with the safety of campers in mind. During drop off/pick up, activities will be more individualized for the campers. Please review the Daily Schedule in the Appendix for more information.

Will there be a parent/guardian meeting?

There is no parent/guardian meeting. However, you are welcome to reach out to Camp Play Frisco Leadership with any questions or concerns you may have.

Does my child need a Frisco Athletic Center membership to attend Camp Play Frisco?

No, your child is not required to have a Frisco Athletic Center membership.

Does my child need to be a resident of the City of Frisco to register?

No. Camp Play Frisco is open to residents and non-residents of Frisco.

Who do we contact if we need to change weeks?

Please contact the Programming and Youth Services Coordinator with any week change requests. Please see the withdrawal/transfer policies for details on changing weeks.

If I need to make a change to my or my child information, who do I contact?

To make changes to your and your child's information please contact the Programming and Youth Services Coordinator at 972-292-6632.

My child only attended the first day of camp. Can I get a refund for the other days?

All withdrawals/transfers/refunds are subject to the Course Withdrawal & Transfer Policy and the Course Refund Policy provided in the Parent Guide. Pro-rated refunds may be considered at the discretion of the Programming and Youth Services Supervisor and must be submitted within one week of the end of the camp week you are seeking a refund for.

My child lost something in the camp, how do I check to see if it has been found?

Camp Play Frisco will maintain a Lost & Found for each week of camp. At the end of the week all unclaimed items will be placed in a bin and labeled with the date. After one week, the items in that bin will be added to the facility lost and found. Please call the Frisco Athletic Center or stop by the Front Desk to see if we have your child's lost items.

How can I contact Camp Play Frisco Leadership?

You may contact Camp Play Frisco Leadership anytime using the below information:

EMPTY
Programming and Youth Services Supervisor

Lidia Acuna
Programming and Youth Services Coordinator
lacuna2@friscotexas.gov
972-292-6632

Darius McNeil
Programming and Youth Services
Customer Service Representative
dmcneil@friscotexas.gov
972-292-6611

Camp Phone
945-213-1565

Frisco Athletic Center
972-292-6600

Tax Notice

The City of Frisco and the Frisco Athletic Center would like to remind you that the Camp Play Frisco Program will not mail tax documents at the end of the year. You may request a tax receipt at the end of a calendar year. You may not be able to deduct monies paid to this facility. Check with your Tax Advisor.

Field Trip Safety Plan

Camp Play Frisco Field Trip Safety Plan

❖ Pre-Travel Procedures

- All field trips will have at least one (1) Full-Time Staff member, one (1) Camp Lead, and at least seven (7) Camp Counselors to maintain an 8:1 camper to Counselor ratio.
- If the field trip occurs over lunch time, ensure all kids have a packed lunch to bring with them.
- All campers must wear a Camp Play Frisco Shirt on field trips. If a camper forgets their shirt, an extra will be provided while on the trip, then collected afterwards.
 - Any shirts used in this manner will be washed before being used again.
- 30 minutes before leaving the Camp Lead will check the Camp Bag for first aid materials, incident reports, extra sunscreen, and any other items as necessary. If there is medication that needs to be administered while off-site the Camp Lead will retrieve the medication and place it in the camp bag that MUST be always kept on them.
- Either the Camp Lead or the Full-Time Staff member will have the Camp Phone on them, and the number will be provided to parents to call in the event of an emergency or if staff need to call parents regarding issues/incidents that occur.
- 15 minutes before leaving the Camp Lead will conduct a count of each group and ensure that number matches with the roster and the group's Camp Counselor's count. Once completed, the Camp Lead will provide those numbers, and the number of staff to the Full-Time staff member(s) attending the field trip.
- Once the count has been completed the Camp Lead will start the Field Trip Report and begin loading the bus.
- As campers load the bus the Full-Time staff member will count each kid and Counselor as they load and update the Field Trip Report with the Camp Lead.
 - At the same time, all campers and Counselors will receive Camp Play Frisco Lanyards and Emergency Contact cards to wear during the trip. These cards have the name of the camp, and phone numbers for the Camp Phone, Frisco Athletic Center, Frisco Police Non-Emergency, and 911 should a camper be separated from their group.
 - Camp Leads will ensure all kids understand what to do should they be separated.
- Any child who has not been signed in by this point will not be allowed to attend the field trip or be left at the Frisco Athletic Center. The parent may wait until the camp returns to drop-off. No Refunds will be given for missed field trips due to late drop-off.

❖ Travel Expectations (To and From Location)

- Kids will be given clear expectations of behavior prior to travel; Counselors will be watching for, and correcting issues as needed. Once they arrive at the field trip location or at the Frisco Athletic Center these issues will be reported to Camp Leads to include in the Field Trip Report.

❖ At Location

- Upon arrival campers will disembark the busses and line up via groups where they will be counted.
- That number is reported to the Camp Lead who verifies this number against the original count.
- At this time any directions specific to the field trip location will be clearly explained and campers will be allowed to ask questions. Camp Counselors will then verify this information with their groups and ensure everyone understands.
- Any time a group moves to a new location Camp Counselors will count their group and report any issues to a Camp Lead or Full-Time Staff member immediately.
- The Camp Lead will do rounds between all groups every 30 minutes and verify counts for that group. This will be added to the Field Trip Report.
- Any behavior issues will be added to the Field Trip Report.
- When there is only 15 minutes left the Camp Lead will inform Camp Counselors and have each group conduct a new count which is added to the Field Trip Report.
- Kids will be lined up outside the busses by group and a final off-site count is conducted and added to the Field Trip Report.
 - In the event a group is missing a child at any point during the field trip the Full-time staff and a Camp Counselor will search the campers last known location and seek assistance in locating the child.
 - The Camp Lead will remain with the group to watch for the missing child and provide games/activities for the kids to do while waiting.
- Once the final count is complete and the busses are loaded the camp will return to the Frisco Athletic Center.

❖ Post-Travel Procedures

- Upon disembarking the bus campers will be directed to line up by group again and a one final field trip count will be conducted, and the Field Trip Report will be updated.
- Any final behavior issues identified while on the bus will be added to the Field Trip Report.
- Groups will then be dismissed one at a time to return to the camp room and use the restroom/wash hands.
- The Camp Lead will then complete the Field Trip Report and submit to the Programming and Youth Services Leadership Team, Assistant Recreation Services Manager, Recreation Services Manager, and CC the Full-Time Staff member that was in attendance.
- Any behavior issues identified on the field trip will be notated for parent/guardian notification following the Behavior and Discipline procedures.

Field Trip and Entertainment Schedule

Camp Play Frisco Field Trip/Entertainment Schedule

	Monday	Tuesday	Wednesday	Thursday	Friday
Week 1 5/27-5/31		Hope Park Field Day	Synergy Basketball Workshop	Dallas Zoo	
Week 2 6/3-6/7		Legoland		Reflection Entertainment	
Week 3 6/10-6/14		Frisco RoughRiders Baseball Game (Lunch Provided)		Heard Museum	
Week 4 6/17-6/21		Ninja Nation (Lunch Provided)		Art Workshop	
Week 5 6/24-6/28		FC Dallas Stadium Tour		Synergy Basketball Workshop	Dallas Zoo
Week 6 7/1-7/5		Grand Park Jr. Ranger Day		Crayola Experience (Lunch provided)	
Week 7 7/8-7/12		Dinosaur Co.	Amazing Athletes	Frisco Public Library	
Week 8 7/15-7/19		Strikz Bowling (Lunch Provided)		Legoland	
Week 9 7/22-7/26		The Star at Frisco (Lunch Provided)		Gregg Ka-Zam	
Week 10 7/29-8/2		Heard Museum		Crayola Experience (Lunch provided)	
Week 11 8/5-8/9		Strikz Bowling (Lunch Provided)		Ninja Nation (Lunch Provided)	

LEGEND
Field Trips
On-Site Entertainment

Field trips and on-site entertainment are subject to change. Any changes or updates will be communicated via email to participants.

Daily Schedule

Sample Camp Play Frisco Schedule

	Monday	Tuesday	Wednesday	Thursday	Friday
7am-8am	Pre-Camp Drop-Off & Free Time				
8am-8:45am	Main Drop-Off & Gym Activities				
8:45am-9:15am	Welcome & Get Into Groups				
9:15am-9:30am	Morning Snack				
9:30am-10am	Morning Activities	Field Trip/ On-Site Entertainment	Morning Activities	Field Trip/ On-Site Entertainment	Morning Activities
10am-10:30am					
10:30am-11am					
11am-11:45am	Lunch & Lunch Activity Change For Swim	Lunch & Lunch Activity	Lunch & Lunch Activity Change For Swim	Lunch & Lunch Activity	Lunch & Lunch Activity Change For Swim
11:45am-12:45pm					
12:45pm-1:30pm	Waterpark!	Field Trip (On Field Trip Days) & Afternoon Activities	Waterpark!	Field Trip (On Field Trip Days) & Afternoon Activities	Waterpark!
1:30pm-2pm					
2pm-2:30pm					
2:30pm-3pm					
3pm-3:30pm	Afternoon Snack & Free-Time While Changing	Afternoon Snack	Afternoon Snack & Free-Time While Changing	Afternoon Snack	Afternoon Snack & Free-Time While Changing
3:30pm-4pm		Wrap-Up Activity		Wrap-Up Activity	
4pm-4:45pm	Main Pick-Up & Outside Activities				
4:45pm-6pm	Post-Camp Pick-Up & Free Time				

The above daily schedule is a sample of the camp schedule and may not be representative of each week's schedule during the summer. The daily schedule is subject to change at the discretion of Camp Play Frisco Leadership. Please check with camp Counselors the day of for any changes.



Medication Consent Form

Camper Name: _____ Date of Birth: _____ Week of Camp: _____

I do hereby request that Parks and Recreation Department (referred to as Play Frisco) personnel of the City of Frisco administer the medication set forth below to my child. The medication must be administered during camp hours, and I cannot personally supervise this activity. I have supplied all information concerning the dosage of the medication and method of administration as prescribed by my child's physician via this Medication Consent Form. By signing this Medication Consent Form, I do hereby release the City of Frisco, its agents, servants, employees, and medical advisors from any liability in connection with the administration of this medication.

I understand that my child may require medication(s) to be on hand while around the facility and/or while on field trips off-site. I give my permission for the City of Frisco to keep this medication (these medications) with Camp Play Frisco Recreation Leaders. All medication(s) will be supplied to Play Frisco Staff with the dosage of the medication and method of administration as prescribed by my child's physician via this Medication Consent Form. An assigned Full-Time Play Frisco staff member who has been given instructions, has verbalized understanding of medication administration, and has performed demonstration of medication administration, will oversee dispensing the required medication as directed and while adhering to policies outlined in the Play Frisco Standards of Care.

Medication:			
Expiration Date:		Dosage:	
Method of Administration:			
Administration Start Date:		Administration End Date:	
When is the Medication Administered?:			
Special Instructions:			
Physician's Name:		Physician's Phone:	
Staff Member's Name Accepting Medication (Printed):			
Staff Member's Name Accepting Medication (Signature):		Date:	

Information concerning this medication and my child's health may be shared with/obtained from the above-named physician. Please check one: ☐ Yes ☐ No

Parent/Guardian Signature:		Date:	
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[illegible]

Standards of Care

City of Frisco Parks and Recreation Department Standards of Care

I. GENERAL INFORMATION / ADMINISTRATION

Purpose: To provide the minimum standards by which the City of Frisco Parks and Recreation Department, referred to as “Play Frisco”, will operate the City’s camp programs. The following Standards of Care are required by the Texas Human Resources Code, Section 42.041 (b) (14), as approved by the Texas Legislature during the 86th legislative session. This will allow the department to qualify as exempt from requirements of the Texas Human Resources Code.

A. Organization:

1. The governing body of camp programs is the City Council of the City of Frisco, Texas.
2. Implementation of the camp program Standards of Care is the responsibility of the Park and Recreation Department Director or his or her designee and Department employees.
3. The Play Frisco Standards of Care will apply to all day camp programs which are conducted by Play Frisco throughout the year.
4. Each youth program site will have available for public and staff a current copy of the Standards of Care upon request.
5. Parents of participants will be provided a current copy of the Standards of Care during the registration process.
6. A current copy of the Standards of Care will be available on PlayFrisco.org.

B. Implementation:

1. The Standards of Care will be the responsibility of Play Frisco, with the Programming and Youth Services Supervisor overseeing the overall program and the Youth Services Coordinator administering the program on-site.
2. Regulations apply to these on-going programs:
 - A. Single Day Camps
 - B. Holiday Break Camps
 - C. Spring Break Camps
 - D. Summer Camps
 - E. Parent’s Night Out Programs
3. Each camp will make available for public and staff a current copy of the Standards of Care. Parents of participants will be provided a copy of the Standards of Care during the registration process and in the camp information email prior to camp starting each year.
4. Program Sites:
 - A. Frisco Athletic Center | 5828 Nancy Jane Lane, Frisco, TX 75035

C. Camp Program Objectives:

1. To create a sense of well-being through play so that play will become essential regardless of age or ability.
2. To provide youth with the opportunity to experience a variety of recreational activities which include sports, games, arts and crafts, education, drama, special events, field trips, tournaments, etc.
3. To provide an encouraging atmosphere emphasizing positive development of physical skills, emotional growth, and self-confidence.
4. To provide a safe environment; always promoting good health and welfare for all.
5. To teach children the value of leisure by meeting the emotional, physical, and social needs of the child.

D. Exemption Status:

Once an exempt status is established, the Licensing Division will not monitor the recreational program. The Licensing Division will be responsible for investigating complaints of unlicensed childcare and for referring other complaints to the municipal authorities or, in the case of abuse/neglect allegation, to the local police authorities.

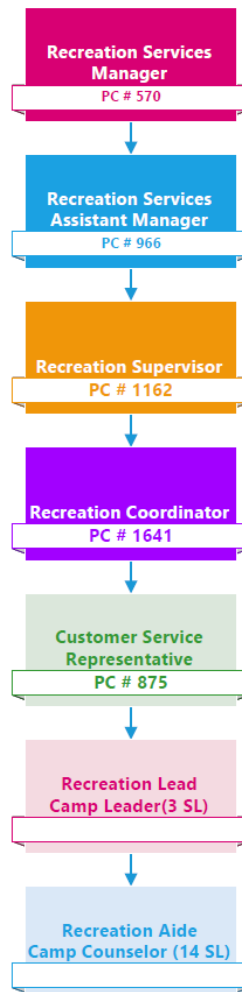
E. Standards of Care Review:

Standards will be reviewed annually and brought to the City Council for approval after a public hearing is held to pass an ordinance regarding section 42.041(b) (14) of the Texas Human Resources Code. Childcare Licensing will not regulate these programs nor be involved in any complaint investigation related to the program.

Any parent, visitor or staff may register a complaint by contacting the Recreation Services Division Manager at 972-292-6501 or the Parks and Recreation Administrative Offices at 972-292-6500, Monday through Friday, 8:00 a.m. - 5:00 p.m.

II. STAFFING

ORG CHART



- A. **Recreation Coordinator - Programming and Youth Services**— The coordinator directs camp leaders and counselors and supervises the administration of activities of children in a day camp setting. [View job description.](#)
- B. **Recreation Leader – Camp Leader** – The camp leader assists the Recreation coordinator and leads the activities of children in a day camp setting. [View job description.](#)
- C. **Recreation Aide – Camp Counselor** – The Camp Counselor is responsible for direct leadership of youth ages 5-13 in a variety of activities including, but not limited to: games, sports, crafts, special events and field trips. The counselor assists in planning and organization of camp schedules, activities, supplies, and equipment, and is responsible for cleanliness of the areas used by camp participants. The counselor positions are also responsible for completing necessary forms relating to attendance, check-in/check-out procedures, accidents, and incidents. [View job description.](#)

Other Information:

1. **Criminal Background Checks:** Criminal background checks will be conducted on prospective day camp employees over the age of 18. Applicants may be disqualified if they have a criminal conviction. A prospective employee will be subject to a pre-employment drug test and/or physical prior to hiring.
2. **Staffing Ratios:** The state required ratio for number of children (ages 5-13) may not exceed 15:1 child to staff. Play Frisco Camp Programs will maintain a 12:1 child (ages 5-13) to staff ratio. On all field trips Play Frisco Camps will maintain an 8:1 child to staff ratio.

III. FACILITY STANDARDS

- A. Emergency evacuation and relocation plans will be posted at each facility. Program employees will inspect sites frequently for any sanitation or safety concerns. Those concerns should be passed on to the Programming and Youth Services Coordinator or Programming and Youth Services Supervisor immediately.
- B. Each camp must have a fully stocked first aid kit. This shall be checked on a weekly basis by the Recreation Coordinator. If supplies are needed, this will be reported to an Aquatics Coordinator for restocking. It shall include but is not limited to bandages, exam gloves, hot/cold packs, gauze, tweezers, and scissors.
- C. In a situation where evacuation is necessary, the priority of staff is to make sure all participants are in a safe location. Program sites will be inspected by the Fire Marshall annually. The Recreation Services Division Manager is responsible for compliance with Fire Marshall's directives. The recommended number of fire extinguishers shall be inspected quarterly and be available and "primed" for use. Fire drills should be conducted once a month during any camp programs.
- D. Medication will only be administered with written parent consent completed before dropping-off for camp as provided by the City of Frisco. Prescription medications shall be left with staff in their original container, labeled with the child's name, date, directions, and the child's physician's name. Medication will be logged when dispensed to child.
- E. Staff will store medication in a secure location, any medications requiring refrigeration must be noted on the Medication Consent Form.
- F. Medication shall be dispensed only as stated on the bottle or by the physician per via written instructions, and not past the expiration date. Medication will be dispensed in the presence of at least two Play Frisco Employees and one of them must be a Full-Time Employee.
- G. Non-prescription medication will NOT be administered for any reason.

- H. Parents/Guardians are responsible for removing medication at the end of the program or when the child is withdrawn. Any medication left on-site will be properly disposed of two weeks after the conclusion of the program.
- I. There will be adequate indoor toilets and lavatories located such that children can use them independently and program staff can supervise as needed. There shall be one flush toilet per 30 children. Outdoor sites shall provide portable toilets based on number of children attending each day. Sinks shall be provided based on 1 sink per 30 children.
- J. All participants must wear athletic shoes daily. Sandals will not be allowed except for walking to and from the pool / aquatic center.

IV. SERVICE STANDARDS — Program Staff

- A. Emergency evacuation and relocation plans will be posted at each facility. Program employees will inspect sites frequently for any sanitation or safety concerns. Those concerns should be passed on to the Programming and Youth Services Coordinator or Programming and Youth Services Supervisor immediately.
- B. This information will be provided to staff as a part of the program staff manual:
 - 1. Play Frisco staff shirts, appropriate shorts/pants and tennis shoes are to be worn at all times. Shorts should reach mid-thigh length at minimum, no cut-offs. No clothing should bear any inappropriate logos, phrases, or pictures. Any staff member, who does not adhere to the dress code, will be sent home for the day without pay.
 - 2. Staff will be provided with three to four staff shirts. Uniform schedules will be given to staff during training and should be followed throughout the summer. Any deviation must be approved by the Programming and Youth Services Coordinator.
 - 3. Men and women's swimsuits should provide full coverage when swimming activities are held in the indoor pool or at the Frisco Water Park. A Play Frisco Staff Shirt must be worn by all staff in and out of the water during swimming activities to help identify them.
 - 4. Name tags/IDs should always be worn and clearly visible.
 - 5. Program participants and parents will always be treated with respect.
 - 6. Program staff will take it upon themselves to resolve complaints. Do not refer the customer to another staff member, unless necessary. If you are unable to resolve the complaint on the spot, take the customer's name and phone number, investigate the complaint, and follow up with the customer. All complaints should be recorded (problem and resolution) and provided to the Programming and Youth Services Coordinator.
 - 7. Program staff will keep parents informed of camp activities. A schedule of activities will be distributed at least one week in advance and extra copies will be kept with program staff on-site. Parents/Guardians will be notified of changes to the schedule via email correspondence.
 - 8. Program staff will note details of behavior of campers (accomplishments, discipline problems, general activities, etc.) in the daily campers' log and verbally update parents/guardians as much as possible.

9. Program staff will always monitor the check-in/check-out log.
10. Program staff will clean program areas after each activity. Floors will be swept/vacuumed, mirrors cleaned, sanitized and supplies put away. Areas needing additional cleaning, or spills that occur will be reported to the Programming and Youth Services Coordinator so that a member of the janitorial crew can assist.
11. Program staff will spend much of their time actively involved with participants and/or parents. Program staff will check all messages for the day, prior to beginning any camp activities, and relay any relevant information to participants or their parents/guardians.

V. SERVICE STANDARDS – General

- A. Emergency phone numbers are kept at the Frisco Athletic Center Front Desk, and with Program Leadership on field trips. Those numbers include fire, police, and ambulance services.
- B. The Program Manual is provided to every staff member and outlines the following:
 1. Behavior Management and Discipline Procedures
 2. Rules and Regulations
 3. Forms
 4. Service Standards
 5. Game/Activity Leadership
 6. Guidelines for Communication with Children and Parents/Guardians
- C. Upon registration for a Play Frisco Camp Programs a questionnaire will be completed that provides information about the child(ren) being registered and the individuals authorized for pick-up.
- D. Check-in/check-out logs will be used every day. Only adults listed on the child(ren)'s questionnaire will be allowed to pick-up. The authorized parent/guardian must show an ID and complete check-out for staff to release the child(ren).
- E. Emergency evacuation and relocation plans will be posted at each facility.
- F. Games and activities will be developed with safety at the forefront. This will include pre-checks of equipment and spaces for hazards, as well as cleaning equipment to be used before and after the activity.
- G. Kids will be encouraged to use hand sanitizer or wash their hands regularly.
- H. Food Information:
 1. Surfaces will be cleaned before meal/snack times.
 2. Children will be required to wash their hands before and after eating.
 3. Children must bring their own lunch/snacks each day. Food will not be shared or traded between children.

I. Field Trip Requirements:

1. Parents will be notified regarding planned field trips and provided the required release forms. Enrollment information will be kept and maintained while traveling to and from field trip sites.
2. A fully stocked first aid kit will be kept on the vehicle while travelling to and from field trip sites. This shall be checked on a weekly basis by the Recreation Coordinator. If supplies are needed, this will be reported to an Aquatics Coordinator for restocking. It shall include but is not limited to bandages, rubber gloves, hot/cold packs, gauze, tweezers, and scissors.
3. All field trips will adhere to the field trip plan provided in the program staff manual and parent/guardian manual including the staff to participant ratios, safety policies and procedures, and required reporting.

J. Enrollment information will be kept and maintained for each child and shall include:

1. Child's name, birth date, home address, home telephone number, and address, and phone numbers where parents may be reached during the day.
2. Name and telephone number of persons to whom the child can be released.
3. Field trip release form as needed.
4. Liability waiver.
5. Parent/Guardian consent to administer medication, and relevant medical information.

K. Staff shall immediately notify the parent, or other person authorized by the parent, when the child is injured or has been involved in any situation which placed the child at risk.

L. The Programming and Youth Services Supervisor shall notify the parents/guardians of participants' if/when there is an outbreak of a communicable disease in the facility as required by the County Department of Health. Staff must notify parents of children when there is an outbreak of lice or other infestation.

VI. BEHAVIOR MANAGEMENT AND DISCIPLINE PROCEDURES

- A. Program employees will implement discipline and guidance in a consistent manner based on an understanding of individual needs and development with the best interests of program participants in mind.
- B. There will be no harsh, cruel, or corporal punishment used as a method of discipline.
- C. Program employees may use brief, supervised separation from the group if necessary. Children will be aware of all program rules prior to the start of any activity. Their understanding of the rules is an integral part of behavior management. When negative behavior occurs, they will know there is a consequence for their chosen action.

- D. Incident reports will be filled out on any disciplinary cases, and information is to be shared with parents/guardians when picking up the child (or sooner when extreme cases occur). Parents/guardians will be asked to sign the incident reports to indicate they have been advised about specific problems and/or negative behaviors.
- E. Excessive, repetitive and/or the severe nature of discipline reports as detailed in the program manual may result in a participant being suspended from the program. Parents/guardians will be contacted to pick up their child immediately.
- F. In instances where there is danger, including physical harm or threat of physical harm to participants, staff, or themselves; the offending participant(s) will be removed from the program immediately. Parents/guardians will be contacted to pick up their child immediately.

VII. ILLNESS OR INJURY

- A. Participants shall have and maintain immunizations in accordance with those required by the Texas Department of Health for public school attendance according to age.
- B. Parents/guardians shall be notified in cases of illness or injury.
- C. An ill child will not be allowed to participate if the child is suspected of having a temperature and/or accompanied by behavior changes or other signs or symptoms until a medical evaluation indicates that the child can be included in the activities. In the event an injury cannot be remedied through basic first aid, staff shall notify paramedics.
- D. When an injury occurs, an incident report shall be filled out immediately after the incident and submitted to the Aquatics Supervisor for filing. The Programming and Youth Services Coordinator will be notified of all incidents that occur.
- E. In the event of suspected abuse, program employees will report suspected abuse or neglect in accordance with the Texas Family Code. In the case where a City employee is involved in an incident with a child that could be construed as child abuse, the incident must be immediately reported to the Programming and Youth Services Supervisor. The Supervisor will immediately notify the Police Department and any other agency as may be appropriate.
- F. Texas state law requires the staff of youth programs to report any suspected abuse or neglect of a child to the Texas Department of Family and Protective Services or a law enforcement agency. Failure to report suspected abuse is punishable by fines up to \$1,000 and/or confinement up to 180 days. Confidential reports may be made by calling 1-800-252-5400.

VIII. GENERAL GUIDELINES FOR CHILDREN

- A. As part of the Program Manual, staff should be given the following information:
 - 1. A child is not allowed to use the phone unless it is an emergency. In this case, Program staff should make the call for the child.
 - 2. Children must stay off tables, counter tops, etc.
 - 3. Children should walk in the building. Running is only permitted in the gym and outside.
 - 4. Bouncing and throwing balls is permitted only in the gym or designated game area with direct supervision from staff.
 - 5. Active games using equipment that can cause damage to windows, shades, lights, and ceilings must be played only in the gym or outdoors.
 - 6. Children must respect staff and each other.
 - 7. Children must always wear closed toe shoes.
 - 8. Children must always be supervised and not allowed to wander unsupervised. When travelling between spaces a staff member will be at the front of the line and another will be at the end. Additional staff will space out in the line to help monitor children.
- B. The program will provide activities for each group according to the participants' ages, interests, and abilities. The activities should be flexible and promote social, educational, and physical advancement.
 - 1. A weekly calendar of activities will be made available for parents prior to the week of camp they are attending.
 - 2. When taking field trips, staff will:
 - A. Count everyone before they leave the program site, while at the field trip site, prior to leaving the field trip site, and as soon as they return to the program site.
 - B. Carry medical and emergency contact information for each child and necessary medication with them while on the trip.
 - C. Carry a first aid kit with Program Leadership while off-site. They will also have a mobile phone available while travelling and while off-site.
 - D. Ensure all participants are wearing wristbands that say Play Frisco and have lanyards with the Frisco Athletic Center phone number and emergency services numbers inscribed on them. Participants are also required to wear program shirts on field trips so that children are easily identified.

IX. MONITORING AND ENFORCEMENT

- A. Standards of Care established by the City of Frisco will be monitored and enforced by City Departments responsible for their respective areas when applicable.
- B. Staff and program issues will be monitored and enforced by Play Frisco. The Programming and Youth Services Coordinator is responsible for visually checking the camp activities daily. When not available, another full-time staff person is responsible for that check.
- C. Monthly reporting by the Programming and Youth Services Coordinator to the Programming and Youth Services Supervisor will include a review of adherence to the Standards of Care as well as operational summaries of the programming month. For further information regarding the Youth Program Standards of Care or any other information about the youth programs offered through Play Frisco please contact the Programming and Youth Services Supervisor or the Programming and Youth Services Coordinator at 972-292-6600.