



CITY OF ARLINGTON
PARKS AND RECREATION DEPARTMENT
Youth Programs - Standards of Care

I. GENERAL INFORMATION/ADMINISTRATION

- (a) Purpose: To provide basic childcare regulations for recreation activities operated by the Arlington Parks and Recreation Department. This will allow the department to qualify for exemption from requirements of the Texas Human Resources Code.
- (b) Implementation: Oversight of any youth service programs will be the responsibility of the Parks and Recreation Department. The Center Programs Manager, Athletics Program Manager, Recreation Facility Managers and Recreation Program Coordinators will supervise overall program components while Day Camp Directors will provide direct on-site administration.
- (c) Programs: These standards and regulations apply to eight on-going youth programs:
- ▶ Winter Day Camp
 - ▶ Spring Break Day Camp
 - ▶ Summer Day Camp
 - ▶ Teen Camp
 - ▶ Day Off Day Camp
 - ▶ After School Programs
 - ▶ Pre-School Playhouse
 - ▶ Mini Camps
- (d) Other: Each program location will make available for the public and staff a current copy of the Standards of Care. Copies of the standards of care will also be available on the www.naturallyfun.org website and during the registration process as part of the Camp Guidelines.
- (e) Program Sites:
- | | |
|----------------------------------|--------------------------|
| East Library & Recreation Center | 1817 New York Avenue |
| Beacon | 1100 Mansfield Webb Road |
| Cliff Nelson Recreation Center | 4600 W Bardin Road |
| Dottie Lynn Recreation Center | 3200 Norwood Drive |
| Elzie Odom Athletic Center | 1601 NE Green Oaks Blvd |
- (f) Day Camp Objectives
1. To offer a program wide in scope and varied in activities of different recreational activities: sports, games, arts and crafts, education, drama, special events, field trips, tournaments, etc.
 2. To provide a pleasant and memorable experience in a loving atmosphere.
 3. To provide a safe environment always promoting good health and welfare for all.
 4. To teach children how to spend their leisure time wisely, in an effort to meet their emotional, physical and social needs.

- (g) Exemption Status: Once an exempt status is established, the Licensing Division of the Texas Department of Protective and Regulatory Services 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 allegations, to the Arlington Police Department.
- (h) Standards of Care Review
Standards will be reviewed annually and approved by the City Council after a public hearing or after a public online posting for 30 days is held to adopt an ordinance regarding Section 42.041 (b)(14) of the Human Resources Code.
- (i) Child Care Licensing will not regulate these programs nor will they be involved in any complaint investigation related to the program.
- (j) Any parent, visitor or staff may register a complaint by calling the Arlington Parks and Recreation Administration Office at 817-459-5474, Monday through Friday, 8:00 a.m. to 5:00 p.m.

II. STAFFING

A. Day Camp Director - Job Description and Essential Job Functions

Essential Job Functions:

1. Directs and supervises a day camp program for elementary aged children.
2. Develops and implements a daily camp curriculum under Parks and Recreation guidelines.
3. Responsible for ensuring camp activities are conducted in a safe, cost effective and professional manner.
4. Responsible for procurement of camp supplies, equipment and food items.
5. Responsible for all camp related record keeping.
6. Maintains established camper to staff ratios.
7. Interacts with participants, parents, staff, and supervisors to provide a high quality program.
8. Meets weekly with other on-site day camp supervisors and the Program Coordinator to monitor program during summer.
9. Supervises a staff of 5-30 day camp leaders.
10. Must be able to pass the Motor Vehicles Driver's Check as managed by Workforce Services in order to operate a city vehicle

Qualifications:

1. Must be mature, responsible and able to complete duties with minimal supervision.
2. Must be able to communicate well with the public, and skilled at interacting with children.
3. Must be skilled in supervising children of varying age levels in a group setting.
4. Must possess proof of First Aid and CPR certification prior to start of summer camp.
5. Must have a valid driver's license from state of residence.
6. Must complete any departmental day camp staff training requirements.

7. Must have previous experience supervising children in a day camp setting.
8. Must have previous experience supervising staff.
9. Prefer completion of at least two years of college.
10. Must pass city pre-employment requirements prior to hiring. This includes a criminal background check.

B. Assistant Day Camp Director – Job Description and Essential Job Functions

Essential Job Functions:

1. Assist in directing and supervising a day camp program for elementary aged children.
2. Responsible for ensuring camp activities are conducted in a safe, cost-efficient and professional manner.
3. Responsible for all camp related record keeping.
4. Maintains established camper to staff ratios.
5. Interacts with participants, parents, staff, and supervisors to provide a high quality program.
6. Assists in supervising a staff of 5-30 day camp leaders.
7. Must be able to pass the Motor Vehicles Driver's Check in order to operate a city vehicle

Minimum Qualifications:

1. Must be mature, responsible and able to complete duties with minimal supervision.
2. Must be able to communicate well with the public, and skilled at interacting with children.
3. Must be skilled in supervising children of varying age levels in a group setting.
4. Must possess proof of First Aid and CPR certification prior to start of summer camp.
5. Must have a valid driver's license from state of residence.
6. Must complete any departmental day camp staff training requirements.
7. Must have previous experience supervising children in a day camp setting.
8. Must have previous experience supervising staff.
9. Prefer completion of at least one year of college.
10. Must pass city pre-employment requirements prior to hiring. This includes a criminal background check.

C. Day Camp Leader - Job Description and Essential Job Functions

Essential Job Functions:

1. Implements and monitors a day camp program for elementary aged children.
2. Supervises and interacts with camp participants in a wide variety of recreational activities.
3. Responsible for ensuring daily camp activities are conducted in a safe, professional manner.
4. Responsible for communicating needs to camp supervisor.
5. Responsible for interacting with camp participants, parents and supervisors to provide a high quality program.
6. Responsible for maintaining facility appearance during and after camp activities.
7. Responsible for reporting any incidents to camp supervisor.

Minimum Qualifications:

1. Must be mature, responsible and able to complete duties with minimal supervision.
2. Must be able to communicate well with the public, and skilled at interacting with children.
3. Must be skilled in supervising children of varying age levels in a group setting.
4. Must have First Aid and CPR certification prior to start of summer camp.
5. Prefer a valid driver's license from state of residence.
6. Must complete departmental day camp staff training.
7. Must pass city pre-employment requirements prior to hiring. This includes a criminal background check.
8. Knowledge of recreational games, crafts and activities.
9. Prefer some college.

(a) **Other Requirements**

1. Staff must complete the mandatory training program that consists of eight (8) hours of training, in addition to planning hours with site staff prior to the start of summer camp. This training includes a departmental orientation, customer service, behavioral issues and discipline, as well as practical skills on activities for children to include games, songs, crafts and sports. AND;
2. Staff must complete two (2) hours of approved Child Safety Sexual Abuse Prevention training prior to the start of summer. If hired midsummer, staff must complete the training before leading a group of children alone. AND;
3. Staff must complete the Run, Hide, Fight intruder alert lock-down protocol training.
4. Staff must exhibit competency, good judgment, and self-control throughout the duration of the camp.
5. Staff should relate to the children with courtesy, respect, acceptance and patience.
6. Staff will be evaluated at least once before the completion of the program, and visited with before the program is over to discuss any areas that should be addressed to insure employment in a following camp.
7. Staff shall not abuse or neglect children.

(b) **Criminal Background Checks**

Criminal background checks will be conducted on prospective day camp and after school employees. Applicants may be disqualified if they have a job-related criminal conviction.

(c) **Drug Testing**

A prospective employee will be subject to a drug test prior to hiring. Positive drug results may exclude an applicant from employment.

(d) **Staffing Ratios**

The staff ratio will be one staff member per 15 children, ages 5-15.

III. FACILITY STANDARDS

- (a) Emergency evacuation and participant relocation plans will be posted at each facility.

- (b) Program employees will inspect sites frequently for any sanitation or safety concerns. Those concerns should be passed on to the Facility Manager.
- (c) Each camp must have a fully stocked and up to date first aid kit. This shall be checked and stocked on a weekly basis by the Facility Manager. It shall include bandages, first aid cream, rubber gloves, alcohol wipes, cold packs, gauze, tweezers, and scissors.
- (d) In a situation where evacuation is necessary, the first priority of staff is to make sure all participants are in a safe location.
- (e) Program sites will be inspected annually by the Fire Marshall. Each Facility Manager is responsible for compliance with Fire Marshall's directives.
- (f) The recommended number of fire extinguishers shall be inspected quarterly and available and "primed" for use.
- (g) Emergency drills should be conducted periodically during the summer camp.
- (h) Prescription medication will only be distributed with written parental consent. Prescription medications shall be left with staff in their original container, labeled with the child's name, date, directions and physician's name. Medication shall be dispensed only as stated on the container and not past the expiration date.
- (i) Non-prescription medicine with the child's name and date on the container may be brought if in the original container. Non-prescription medicine will only be administered with written consent from a parent or legal guardian.
- (j) All medications, prescription or non-prescription, will be given to the child at the appropriate time as indicated by the parent. Only medications that can be self-administered by the child will be allowed in the camp program.
- (k) Each indoor site shall have 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. Hand wash sinks shall be provided based on one sink per 30 children.
- (l) All participants must be fully capable of all essential toiletry and hygiene needs in order to be registered for the camp programs.
- (m) All participants must wear appropriate footwear daily. Sandals and "flip flops" will be allowed only in swimming pool areas.

IV. SERVICE STANDARDS - Staff

This information will be provided to each staff as a part of the day camp manual:

- (a) Camp staff shirts, shorts and appropriate footwear are to be worn at all times.
- (b) City issued employee ID's should be worn and clearly visible.

- (c) Camp participants and parents will be treated with respect at all times.
- (d) Camp staff will take it upon themselves to resolve complaints. Do not refer a customer to another staff person. If you are unable to resolve the complaint on the spot, take the customer's name and phone number, investigate complaint resolution and then follow up with the customer. An email, note or survey form should be filled out whenever a complaint or compliment is received.
- (e) Camp staff will keep parents continuously informed of camp activities. A weekly schedule will be available the week prior to session and extra copies will be kept with the sign in log daily.
- (f) Camp staff will note details of behavior of campers (accomplishments, discipline problems, general activities, etc.) and update parents as much as possible.
- (g) Camp staff will monitor the sign in/out log at all times.
- (h) Camp staff shall clean rooms after each activity. Floors will be swept or vacuumed, chairs stacked, mirrors cleaned, and supplies put away. This is extremely important due to the fact that rooms are used throughout the day by other groups.
- (i) Camp staff will dedicate their on-duty time to campers and/or parents to ensure a meaningful and pleasant experience.
- (j) Prior to working with campers, camp staff will check all messages for the day.
- (k) A Certified Lifeguard will be present at all times when staff or program participants are in or around any pool or aquatic center.
- (l) A Certified Lifeguard with Water Front Certification will be present at all times when staff or program participants are in or around any open body of water such as Lake Arlington or Lake Viridian. This includes but not limited to kayaking, paddle boarding, canoeing, sailing, and fishing.

V. OPERATIONAL ISSUES

- (a) Emergency phone numbers are kept at the front desk of the facilities, as well as with the Day Camp Director on field trips. Those numbers include emergency services.
- (b) A Day Camp manual is given to each Day Camp Director, Assistant Day Camp Director, Day Camp Leader, and full-time Program Coordinator. The manual addresses the following items:
 1. Discipline Issues
 2. City Rules and Regulations
 3. Forms that must be filled out
 4. Service Standards
 5. Games/activities/leadership
 6. Ways to interact with children

Additional manuals will be located at each site for access by any staff member.

- (c) Sign in-sign out sheets will be used every day. Only adults listed on sign-in/out release will be allowed to pick up children. An authorized person must enter the building, present appropriate identification and sign the sheet in order for staff to release the child.

- (d) Emergency evacuation and relocation plans will be posted at each facility.
- (e) Parents will be notified regarding planned field trips and provided the required release forms.
- (f) A secured emergency network form will be required for each camper which includes:
 - 1. Child's name, birth date, home address, telephone number, physician's phone number and address, and phone numbers where parents/emergency contacts may be reached during the day.
 - 2. Name, driver's license number and telephone numbers of persons to whom the child can be released.
 - 3. Field trip release form as needed.
 - 4. Liability waiver.
 - 5. Parental consent to distribute medication, medical information and release on participant.
- (g) 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 that placed the child at risk.
- (h) Staff shall notify parents or authorized persons of children in the facility when there is an outbreak of a communicable disease in the facility that requires reporting to local health officials and Tarrant County Public Health. Staff must notify the parents of children in a group when there is an outbreak of lice or other infestation in the group.
- (i) Discipline:
 - 1. Discipline and guidance of children must be consistent and based on an understanding of individual needs and development.
 - 2. There shall be no harsh, cruel or unusual treatment.
 - Corporal punishment will not be tolerated in any form.
 - Children shall not be physically disciplined, i.e. shaken, hit or have anything put in or on their mouth as punishment.
 - Children shall not be humiliated, yelled at or rejected.
 - Children shall not be subjected to intimidating or profane language.
 - Punishment shall not be associated with food.
 - Staff may use brief, supervised separation from the group if necessary, but staff shall not place children in any room with the door closed.
 - 3. Incident reports will be filled out on any disciplinary cases, and information is to be shared with parents when picking up the child or sooner, if necessary. Continued disciplinary problems may result in the participant being asked to leave the program.
 - 4. Children who show patterns of endangerment to themselves, other participants or staff will be asked to leave the program in the direct company of a parent or guardian.

(j) **Illness or Injury**

1. Participants shall have and maintain immunizations in accordance with those required by the Texas Department of State Health Services for public school attendance according to age.
2. Parents shall be notified immediately in cases of illness or injury involving their child or children.
3. An ill child will not be allowed to participate if the child is suspected of having a temperature and/or observed behavior changes or other signs or symptoms until medical evaluation indicates that the child can be included in the activities. In the event an injury cannot be administered through basic first aid, staff will call 911.
4. When an injury occurs, an incident report shall be filled out immediately. The form shall be filled out completely with the original sent to the Division Manager's office and a copy kept in the Day Camp files.

VI. GENERAL GUIDELINES FOR CHILDREN

As a part of the Day Camp Manual, staff will be given the following information:

- (a) A child is not allowed to use the phone unless it is an emergency. In this case, Day Camp staff should make the call for the child.
- (b) Children must stay off any elevated surfaces (tables, counter tops, etc.)
- (c) Children should walk in the building. Running is permitted only in designated areas.
- (d) Bouncing and throwing balls is permitted only in authorized areas.
- (e) Active games using equipment that can cause damage to window, shades, lights, and ceilings must be played only in the gym.
- (f) Children must respect staff and each other.
- (g) Children must wear appropriate footwear at all times.
- (h) Children must be closely monitored and not allowed to mix in with the general public. You must know where each and every child is **AT ALL TIMES**.

VII. ACTIVITIES

- (a) Activities for each group will be planned according to the participant age, interest and ability. The activities should be flexible and promote social and educational advancement.
- (b) A weekly calendar of activities will be posted for parents the Friday prior to that week of camp.
- (c) When taking field trips, staff will:
 1. Count everyone before they leave the program site as well as prior to leaving the field trip site.
 2. Carry medical information on each child and necessary medications with them on the trip.
 3. Carry a first aid kit.
 4. Carry a cellular phone for emergency use.
 5. Encourage participants to wear camp shirts so they are easily identified.

VIII. MONITORING AND ENFORCEMENT

Standards of care established by the City of Arlington will be monitored and enforced by city departments responsible for their respective areas as identified:

- (a) Health and safety standards will be monitored and enforced by the city's Police, Fire, and Code Compliance Departments.
- (b) Staff performance/behavior and program function will be monitored and enforced by the Arlington Parks and Recreation Department. The Center Programs Manager and the Athletic Programs Manager shall visit each site on a weekly basis for an informal inspection of the programs. Facility Managers and Program Coordinators are responsible for informally checking the camp activities daily. When this staff is not available, another full-time staff person will be assigned for daily checks.

Reporting of suspected abuse or neglect of a minor

(A) If a person, including any member of camp staff, a camp counselor, or camp director has cause to believe that a minor has been or may have been abused or neglected while at the Camp, then that person shall immediately make a report, to one of the following agencies: (i) any local or state law enforcement agency; (ii) the Department of Family and Protective Services Abuse Hotline, which may be contacted at (800) 252-5400 or through the secure web site <http://www.txabusehotline.org/>; or (iii) the Department of State Health Services' Policy, Standards, and Quality Assurance Unit by phone at (512) 834-6788, by fax at (512) 834-6707, or by email at PHSCPS@dshs.texas.gov.

(B) If a person making a report in accordance with subparagraph (A) of this paragraph has not already notified the Department of State Health Services as part of such a report, the person shall also immediately notify the Department of State Health Services' Policy, Standards, and Quality Assurance Unit by phone at (512) 834-6788, by fax at (512) 834-6707, or by email at PHSCPS@dshs.texas.gov that a minor has been or may have been abused or neglected at a youth camp.

The City is prohibited against taking any adverse employment action against an employee who reports suspected child abuse or neglect in good faith. "Adverse employment action" means an action that affects an employee's compensation, promotion, transfer, work assignment, or performance evaluation, or any other employment action that would dissuade a reasonable employee from making or supporting a report of abuse or neglect.

Questions about these Standards of Care should be directed to:

Krissy Crosier, Center Programs Manager
Arlington Parks and Recreation Department
717 W Main Street
Arlington, TX 76013-1855
817-459-6499
Krissy.Crosier@arlingtontx.gov

Greg Guse Athletics Manager
Arlington Parks and Recreation Department
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