

# Are you ready for SUMMER?

## Day Camp Parent Handbook 2018

Welcome and thank you for registering for a M-NCPPC, Department of Parks and Recreation Summer Day Camp in Prince George's County. This handbook will ensure a successful camp experience for you and your child/teen. Should you still have questions after reviewing this information, contact the Customer Service Help Desk at 301-699-CALL(2255); TTY 301-699-2544 or [CustomerService@pgparks.com](mailto:CustomerService@pgparks.com). Throughout the summer, we will contact parents and guardians about completing surveys. We would appreciate your assistance in helping us improve your camper's summer experience. We look forward to your child's participation in our camp program!

### Program Administration

#### Hours of Operation:

- Day Camps operate from 9 am-4:30 pm.
- Therapeutic Recreation Camps operate from 9 am-4 pm.
- All Camps are closed July 4.
- All activities and programs are subject to change and/or cancellation on code red or orange weather days.

#### Extended Care:

- Before and After Care available for day camps unless otherwise noted.
- Supervised, non-structured playtime for registered campers.
- Extended Care Hours: 7-9 am and 4:30-6 pm.  
Therapeutic Recreation Hours 7-9 am and 4-6 pm.

#### Required Forms:

To comply with the State of Maryland's Youth Camp Safety Standards, the Department of Parks and Recreation has instituted a new, streamlined process for completing and collecting required forms. It is the parent/guardian's responsibility to deliver all necessary, completed forms to each program location. Children may not attend any session without completed forms on site. **NO EXCEPTIONS.**

During registration, families will be required to provide information for an emergency contact (name & phone number); physician's name & phone number; whether the child has been immunized; if the child is a swimmer/non-swimmer; and whether there are any health/behavior concerns. Depending upon the answers to these questions, specific forms will be required for participation in the program.

Once you register, the following items will print out for your convenience:

- A Day Camp Confirmation Receipt.
- A Summer Day Camp Authorization Form: this form authorizes who may pick up your child during a camp session including parents, and must be returned to camp staff prior to participation in the program.
- And, depending upon your answers to the prompts, the Health-Medication Form or Maryland DHMH Immunization Certificate.
- Forms can be downloaded (in English or Spanish) online. Go to [pgparks.com](http://pgparks.com) and search for day camps or pick them up at your local Community Center.

**Reminder - All forms must be completed and delivered to each day camp location where your child is registered, prior to the start of the program.**

**Please keep staff informed of any changes to the information on the forms.**

### When Do I Pay My Balance?

- Camp beginning before or on July 15 - balance must be paid in full by **JUNE 1**.
- Camp beginning after July 15 - balance must be paid in full by **JULY 1**.
- Your 'balance due' will appear in your PARKS DIRECT account on June 1 or July 1.
- Failure to make full payment will result in **REMOVAL FROM THE PROGRAM** and loss of \$50 deposit or a Late Payment Penalty of \$20.
- **LAST DAY PERSONAL CHECKS ACCEPTED FOR ALL SESSIONS - JUNE 1.**
- Make a note for next year's taxes - the Federal TAX ID- 526-001-550. You can print your registration form from your online account.

### How Do I Pay My Balance?

In person, at any of our staffed recreation facilities using:

- Cash
- MasterCard, Visa, American Express, or Discover
- Personal checks on or prior to June 1. (Checks returned for insufficient funds will be assessed a \$35 fee by M-NCPPC in addition to your bank charges.)
- Vouchers are not accepted for day camp.

Via PARKS DIRECT - visit [pgparks.com](http://pgparks.com) and click in the PARKS DIRECT logo.

### Withdrawal & Refund:

- Withdrawals from programs must be processed by the facility offering the program.
- Accounts paid in full are subject to a \$50 withdrawal fee, per child, per session.
- Partially paid accounts will forfeit the \$50 non-refundable deposit. **NO EXCEPTIONS.**
- Withdrawal and refund requests from extended care (with continued enrollment in associated camp) will be assessed a 20% Refund Administration Fee. **NO EXCEPTIONS.**

### Camp Cancellation:

Registrants are entitled to a 100% refund (or PARKS DIRECT credit) in the event that M-NCPPC cancels a camp.

### Attendance:

There will be no financial credit made for absences, illness or suspensions.

### Disability Accommodations (Inclusion Services):

All disability accommodation requests for day camps must be noted on PARKS DIRECT accounts, and requested at least two weeks prior to the start date of the program.

Available accommodations include:

- Trained support staff
- Companion
- Signing support staff
- Limited health services
- Adapted equipment (e.g. lift bus/van, water wheelchair)

For Inclusion Services contact the Customer Service Help Desk at 301-699-CALL (2255); TTY 301-699-2544 - or contact the following offices:

Northern Area: 301-445-4500

Central Area: 301-249-7200

Southern Area: 301-203-6000

## Program Information

### Sign-In/Sign-Out Policy:

- Campers **must be** signed in and out each day **by parent or other authorized person** listed on the Day Camp Authorization Form.
- ALL authorized persons (including parents) will be required to show ID.
- Campers may not sign themselves in or out.

### Late Pickup Fee Policy:

- \$5 per camper for every 15 minutes late (or portion thereof) will be assessed for campers who are not picked up by the program's scheduled closing time.
- Payment is due when camper is picked up. Example: Camp ends at 4:30 pm. Camper is picked up at 5:12 pm. The assessed late fee will be \$15.
- We recognize that emergencies arise and request that parents call the campsite if they are delayed for any reason, however, the late fee will still be assessed.

## Lunch And Snacks:

- Campers must bring their own non-perishable lunch.
- Lunches should be clearly marked with camper's name.
- Please send a water bottle (labeled with camper's name), especially on field trip days.
- Microwaves and refrigerators are not available.

## Campers' Attire:

- Dress your camper according to the day's activities and weather.
- Closed-toed shoes are required; sandals are not permitted.
- Campers must wear the M-NCPPC camp issued t-shirt on all trips, including pool trips.

## Safety:

- Each program site has staff certified in CPR & First Aid.
- You will be notified should your child/teen become injured or sick. If you are unavailable, we will notify the individual listed as emergency contact on the Participant Profile Form.
- A note of Injury/Illness/Incident Form will be sent home to you each time First Aid is given to your child/teen.

## Weather:

M-NCPPC cares about the safety and health of your children. We reserve the right to cancel or modify programs and activities if weather conditions warrant, i.e. extreme heat or air quality concerns. Please visit [pgparks.com](http://pgparks.com) and sign-up for PGAlerts.

## Sunscreen:

Appropriate sunscreen use is important to prevent skin damage and skin cancer.

- If your child is going to apply sunscreen at camp, please complete the Sunscreen Policy section of the Summer Programs Waiver of Liability and Permission Form.
- Sunscreen must be labeled with the camper's name, be in its original container and kept with the camper and his/her belongings.
- Please provide **SPRAY** sunscreen if you would like camp staff to assist with sunscreen application.
- Camp staff will not be responsible for furnishing or holding sunscreen.

## Transportation:

- M-NCPPC does not provide transportation to or from camp.
- Field trips are taken in school buses, M-NCPPC vehicles and/or coach buses.
- Staff is not permitted to transport campers in their personal vehicles.
- Request for accessible trip transportation must be made at the time of registration, and at least 2 weeks prior to the start date of the program.
- Only registered participants are allowed to ride buses.
- Participants who take M-NCPPC provided transportation to a field trip destination must also return from the trip on M-NCPPC provided transportation. If special arrangements are needed, please contact your program director.

## Trips:

- Be on time. Buses will not wait for late campers.
- All field trips will be age appropriate with staff supervision.
- All campers must go on all off-site trips or stay home from camp on the day of the trip.
- EXCEPTION - Amusement Park trips that require additional purchase of ticket and transportation are optional.
- Refunds will not be granted for any field trips.
- Participants who take M-NCPPC provided transportation to a field trip destination must also return from the trip on M-NCPPC provided transportation. If special arrangements are needed, please contact your program director.

## Swimming Pool Rules:

- Participants must wear bathing suits - no shorts or cut-offs.
- Participants must bring their own towel and must shower before entering the pool.
- Running, pushing, dunking and/or horseplay are not permitted.
- No street shoes permitted on the pool deck.
- No diving allowed off the side of the pool. Some pools may have designated areas for diving (i.e. diving board).
- No flotation devices, masks or snorkels are allowed in the pool. Exceptions are made for medical purposes.
- Please don't bring valuable items to the pool. Pool facilities are not responsible for lost or stolen items.
- Program staff will designate an area at the pool for participants to consolidate their belongings, to gather at rest breaks and in the event of an emergency.
- A buddy system will be established for pool safety.

## How To Designate Your Child/Teen's Swim Skill Level

### NON-SWIMMER:

- Non-swimmers have limited or no previous experience with swimming pools or other aquatic environments. They are unable to independently swim distances of 20 yards or more and/or cannot swim or play comfortably in water that is above their heads.
- If you designate your child as a "Non-Swimmer" he or she will be restricted to chest-deep water on swim trips and wear a red wristband.

### SWIMMER:

- Swimmer must have previous experience in swimming pools or other aquatic environments.
- If you designate your child as a "Swimmer" he or she will be required to pass the Swim Test each time he or she visits a pool. The Swim Test consists of the following skills, which are based on the American Red Cross Water Competency Guidelines:
  1. Enter the water, going completely under.
  2. Recover then float or tread for 1 minute with head remaining above the water.
  3. Turn completely around and swim on their front for a minimum of 25 yards without stopping or touching the bottom.
  4. Exit the water by pulling self-up and over the side of the pool.
- Upon successful completion of the required Swim Test, children designated as "Swimmers" will have full access to all water depths and slides/features in which they meet the proper height requirement and wear a green wristband. Designated "Swimmers" who do not pass the swim test will be re-designated as "Non-Swimmers" and are restricted to chest deep water.
- If your child's swimming abilities change between the time you register for a program and the start of the program please contact staff as you will need to sign off on a new profile form.

### Swim Trips to Non-M-NCPPC Pools, Open Bodies of Water, Amusement Park Trips and Beaches:

- **NON-SWIMMERS** will wear a red wristband, be restricted to chest-deep water and will not be allowed in wave pools.
- **SWIMMERS** who have passed the swim skills test at an M-NCPPC pool will have access to all water depths as the venue rules allow.

### Swimmers who have not taken the swim skills test (prior to trip to amusement or water park):

- Will wear a red wristband and will be designated as a NON-SWIMMER.
- Will be restricted to chest-deep water.
- Will not be allowed in wave pools at amusement or water parks.

## Program Policies and Regulations

### Conduct And Discipline

The Department of Parks and Recreation is committed to providing a safe, positive and respectful environment for all our patrons. Participants & parents are expected to follow the **CODE OF CONDUCT & RULES TO PLAY BY**, as well as all applicable M-NCPPC Rules and Regulations, to ensure a positive experience for all. We take a constructive approach to discipline and our staff regularly reviews the rules with participants. Please, immediately report to staff any uncomfortable or threatening situations you or your child/teen may experience while participating in our programs. The Department makes every effort to promptly resolve any inappropriate behavior.

### Code of Conduct

Participants, parents, staff and volunteers are expected to:

- Be respectful, courteous, and considerate of others at all times.
- Communicate in an appropriate manner. Refrain from using abusive or foul language/gestures, harsh words, yelling or harassing others.
- Be responsible for their actions and understand that irresponsible behavior will result in disciplinary action.
- Refrain from deliberately causing harm to oneself or others.
- Never jeopardize the health and safety of others.
- Be respectful of the property of others & the property of site/center.

As a participant, I will:

- Follow the program's **CODE OF CONDUCT & RULES TO PLAY BY**.
- Follow directions and cooperate with staff.
- Be nice and not bully, tease, pick on, kick, bite, hit or fight with others. I will show respect to all people.
- Use program equipment, supplies and facilities in a safe and respectful manner.

As a parent, I will:

- Serve as a good role model and example for my child/teen.
- Teach my child/teen the **CODE OF CONDUCT & RULES TO PLAY BY**.
- Provide staff with all requested information in a timely manner.
- Assure my child arrives and departs the program site on time.
- Show respect for staff and participants and not interfere with staff or volunteer duties.

Disciplinary Actions for participants may include (depending on the severity of the incident):

- Time out with notification to parent through the Injury/Illness/Incident Report Form
- Phone call to parent
- Parent conference
- Suspension and/or dismissal from program (without a refund)

Disciplinary Actions for parents for inappropriate behavior may include:

- Warning – either oral or written
- Suspension and/or dismissal of your child/teen from program (without a refund)
- Suspension of parent.

### *Bullying Policy*

The Department of Parks and Recreation recognizes the prevalence of bullying in our society and has developed a **ZERO-TOLERANCE BULLYING POLICY**. We take bullying very seriously in our programs and have trained our staff to recognize the signs and the need for early intervention. Staff will immediately address bullying behavior and disciplinary actions will be taken, if warranted. Everyone has the right to expect a great experience, and by working as a team, we can identify and manage bullying and ensure everyone has a safe and healthy experience.

The Department is dedicated to bully-free programs and wants to partner with parents on prevention. Please talk to your child/teen about our philosophy on bullying and let them know it will not be tolerated and there will be consequences for bullying behavior. We encourage you to let us know if your child/teen has been involved in bullying either during or after program hours and to let your child/teen know that they can talk to staff in confidence if they need help in managing a situation.

### *Definition of Bullying:*

Bullying is deliberate, repetitive and extremely hurtful behavior, where the victim finds it difficult to defend themselves. It can also include individual incidents. Bullying can be:

**PHYSICAL** – Physical violence such as hitting, poking, shoving or pushing, jabbing, touching, blocking, pinching and tripping, interfering with another's property by stealing, hiding or damaging it.

**VERBAL** – Teasing or spreading rumors about others or their family, name calling, belittling others by making fun of their achievements, mocking, humiliating and/or putting them down.

**EMOTIONAL** – Writing offensive notes or graffiti about another, excluding one from a group or an activity, ridiculing another's appearance, way of speaking or personal mannerisms.

**CYBER** – Using any form of technology to abuse, embarrass, humiliate or threaten another. Examples include sending harassing text messages, making malicious/abusive phone calls, writing threatening e-mails or instant messages and/or inappropriate postings in chat rooms, social media, etc.

### *Policy Intentions:*

- To maintain a safe environment that is conducive to recreating, socializing and learning.
- To ensure that staff takes measures to prevent all forms of bullying, harassment and intimidation in our programs including off-site activities.
- To support staff in their actions to identify and protect the targets of bullies.
- To promote an environment where participants feel comfortable reporting bullying behavior in a confidential way.
- To promote positive attitudes in our participants.

### *Recognizing the Signs of Bullying:*

A participant who is being bullied may show changes in behavior such as:

- becoming shy, nervous, anxious, angry or depressed
- feigning illness or having a change in eating habits
- not wanting to attend or participate in activities
- clinging to adults and avoiding other participants
- isolating themselves and avoiding certain places

Bullying rarely stops until there is an intervention.

- Staff needs to act immediately when they witness bullying behavior or when it is reported to them.
- Staff needs to create an environment where participants feel comfortable reporting incidents.
- Staff is required to keep their confidentiality to avoid the accusations of "tattling" and retaliation.
- Bullying hurts and can be as distressing and harmful to children as child abuse. It is unacceptable behavior and needs to be reported and dealt with as a high priority.

## Expectations of our Participants:

We ask that participants support themselves, their peers and our programs by:

- **Showing** respect for each other and each other's property.
- **Refraining** from bullying others. It is wrong and will not be tolerated.
- **Supporting** each other by reporting any witnessed or suspected instances of bullying to staff.
- If you know someone who is being bullied, report it to staff right away.

### IF YOU ARE BULLIED, YOU SHOULD:

- **Immediately tell** staff if you are being threatened or bullied. Many who are bullied make the mistake of keeping it to themselves because of fear or embarrassment.
- **Keep calm**, ignore the bully and do not let them see that you are hurt by their behavior.
- **Stay confident** and behave in a friendly way towards the bully so that they have no reason to be aggressive.
- **Walk away** before the bully has the chance to treat you badly.

### IF YOU ARE BULLIED, YOU SHOULD NOT:

- **Suffer** in silence – there is nothing wrong with asking for help. Have the courage to speak to a staff person.
- **Retaliate** and hit the bully – because now you could be accused of bullying.
- **Exaggerate** – always be truthful. If anything you say is untrue, people may doubt your whole story.
- **Believe** the lies a bully tells about you. You know they are untrue and are only being said to hurt you.

## Expectations of Parents:

We ask parents to support their children and our Department by:

- **Watching** for signs of distress or unusual behavior in their child/teen, which might be

evidence of bullying.

- **Advising** their child/teen to report bullying to staff and not retaliate. Explain the impact of allowing the bully to continue their behavior – for the target and for other participants.
- **Being** sympathetic and supportive of their child/teen.
- **Informing** staff of any suspected bullying, even if their child/teen is not involved.
- **Working** in partnership with the Department in the best interest of all participants.

## Expectations of M-NCPPC Staff:

Staff will protect all participants and ensure a safe program environment by:

- **Expecting** high standards of personal and social behavior for participants and themselves.
- **Acting** as a role model to participants and to never participate in or advocate bullying behavior.
- **Discussing** the importance of telling staff about bullying when it happens and to promote an open environment where participants feel comfortable reporting bullying behavior.
- **Listening** to a participant who has been bullied, take what they say seriously and act to support and protect them.
- **Dealing** with bullying promptly and effectively.
- **Following** up on all complaints about bullying.

## Rules to Play By

- Be a good listener
- Leave valuables at home (M-NCPPC is not responsible for lost or stolen items)
- Be a good sport
- Be attentive
- Be friendly and respectful
- Make new friends
- Be on time
- Respect the property of others
- Use a quiet voice

### GET THE LATEST INFORMATION AND UPDATES ABOUT CLASSES, PROGRAMS AND EVENTS!

- Update your email address in your PARKS DIRECT account. Stop by your nearest community center or call the Customer Service Help Desk at 301-699-2255; TTY 301-699-2544, or email [CustomerService@pgparks.com](mailto:CustomerService@pgparks.com)
- Sign-up for PGParks Alerts powered by NIXLE by [visiting.pgparks.com](http://visiting.pgparks.com)



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pgparks.com

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