



# Parent/Guardian Handbook Townsend Rec Programs

*If you have any questions about a program, please contact our Recreation Director,  
Emy Hoff at [ehoff@townsendma.gov](mailto:ehoff@townsendma.gov)*

### **Participant Information Packet:**

Each participant must complete and return the following:

- Registration Form (online registration UniPay)
- Medical Release forms (if applicable) for any medications at time of registration (found on website)
- Pick up List (found on website)
- General Information/ Emergency Form (found on website)

### **Purchase options & Instructions:**

- Summer Rec Program is open to residents of Townsend and ALL surrounding communities
- Ages: 5-12
- Registration is required, first come first serve for availability.
- See hardcopy or online registration for all pricing

**Transportation to/from is the responsibility of the Parent/Guardian.**

**If Bus or other transportation will be dropping off/ picking up Participant, it is the responsibility of the Parent/Guardian to set it up with the appropriate parties and relay bus information to Townsend Recreation Staff.**

### **ARRIVAL:**

- You may drop the participant off at the start time of program)— **no earlier please.**  
***This is a safety issue as there is no supervision available prior to opening.***
- If the participant will be walking/biking from another activity or home, you must send in a note. If the participant rides his/her bike or walks to the program, please make sure he/she does not arrive prior to program opening.
- Arrival times that will occur within the programs scheduled day must be arranged with senior staff prior to date of arrival.

### **PICK-UP:**

- Participants will be dismissed at parent/guardian arrival.
- Participants will only be released from program into the custody of their legal parents/guardians unless written permission has been granted to another individual by the legal parent/guardian.
- Early pick up times must be arranged with senior staff no later than check-in.

### **UNKNOWN, UNAUTHORIZED OR SUSPICIOUS PERSON:**

- Anyone trying to pick up a participant from Townsend Summer Rec Program who is not familiar to staff must be on the participant's pick-up list authorization form, and the person must then show a valid ID to confirm his/her identity before the participant can be released.
- If a situation arises where parents/guardians need someone not on their authorized list to pick up the participant, we will need notification of this in writing from the parent/guardian prior to pick up, and the person picking up must show staff a valid ID confirming identity before the participant can be released.
- If circumstances arise at the last minute preventing parents/guardians from giving us the request in writing, the parent/guardian must call the Director, Assistant Director or Senior staff on shift, who will give a "code word" that the parent/guardian will then give to the person picking up, staff will ask for that "code word" in addition to a valid ID at pick-up.

### LATE PICK-UP POLICY:

- 1st late pick up: within 5-15 minutes: a warning will be emailed to you/ 15 minutes+, fee structure goes into effect.
- 2nd late pick up: you will be given an invoice for a late fee due within 3 business days. If payment is not made within 3 business days, the participant will be suspended from the program until such time as payment is received, no refunds for lost time will be given.
- 3rd late pick up: participant will be removed from the program, no refunds will be given.

Fee Structure: per participant: \$10 @ 10-15 min., \$20 @ 15-20 min., \$30 @ 20-25 min., \$50 @ 25 min. \*(exceptions may be made for emergencies/weather contingencies at the discretion of the Rec Director/Board.)

If habitually late by more than 5 minutes, the Recreation Board reserves the right to charge additional fees or remove participant from the program.

### OUT & ABOUT:

We may go for walks within easy distance within the kids' physical capabilities; ie: to play/ relax on the Common, walk to the Spaulding Playground, play in the Town Field behind Town Hall, etc

A sign will be posted on the programs location door with our location, a contact number and our approximate return time.

### SNACK & LUNCH:

#### **We are NOT an allergy free facility.**

- Participants **MUST bring a labeled water bottle** daily.
- Participants **are to bring their own food for all snacks & meals**. We have 2 snacks and 1 lunch a day. Please be sure to pack a bit more than you would for school. We are very active and expend *ALOT* of energy! We encourage healthy eating at Townsend Recreation. Please avoid sending candy, and other high sugar items if possible.
- Please use a **labeled, small-insulated bag or cooler**. Due to space constraints, large bags or coolers will not be allowed.
- Townsend Recreation does not provide snacks/meals. However, if the participant does not have one, as listed above, Townsend Recreation may charge for any food/beverage provided. \*Please let staff know if you do not want your child to be provided with snack/lunch if they do not have one while at the program.

### CLOTHING & PERSONAL BELONGINGS:

- Participants **MUST wear SNEAKERS** to Rec, please **pack flipflops, sandals, or slides** for participants to change into, as needed per activity.
- Participants should **ALWAYS** have a **change of clothes & swimsuit** with them, as well as weather **appropriate outerwear ie; rain gear**. Please label clothes.  
\*\*Please have shorts on under skirts. We can be very active and don't want any embarrassment with an accidental skirt flip.
- Toys/ Stuffys,& Personal electronics may be used **at the discretion of the Rec Staff**, all personal belongings are *to remain in participants' bag at all times unless otherwise directed by staff*.

Townsend Recreation is *not responsible* for any broken/lost/stolen items.

## FIRST AID/MEDICAL:

ALL STAFF ARE CPR/FIRST AID CERTIFIED. WE DO NOT HAVE A REGISTERED NURSE ON LOCATION.

If the participant has daily medical issues, please be aware we DO NOT HAVE A NURSE ON DUTY and the participant should have the ability to monitor themselves with minimal input or assistance from our staff.

### Medications:

**Any** medicine to be administered during the program day must be on the medical information form.

- The order for over the counter medicines must be signed by a legal parent/guardian. Any prescription medicines must be signed by a physician.
- *Prescription medicine* must be delivered to the program by an adult, in the original container with pharmacy label with correct dosage & times listed. Parent/Guardian must also provide any dose implement. *OTC medicine* must be delivered to the program by an adult, in the original container with original label and any dose implement required.
- Director, Assistant Director or Jr. Operations Supervisor will track & provide the correct dose according to Medical Form. Child must be able to self-administer.

### Sunblock/ Bug Spray:

Townsend Recreation encourages the use of sun protection for outside play. Please be sure to sign the topical use permission on the General Info/Emergency Info form, for sunblock/ bug spray/ anti-itch cream. **Sunblock and bug spray are to be provided by parents/guardians.** If your child gets sunburnt quickly/ easily please **also provide a HAT!!**

## SICK PARTICIPANT POLICY:

**Mildly sick participants:** can lie down in a designated quiet area in our facility. --- Townsend Recreation Senior Staff will determine if a participant is too sick to stay at the program, and will call the parents/guardians to come pick up their sick child.

**Serious Illness/ Injury:** if the parent/guardian/ emergency contact cannot be reached in a timely manner, the child may be transported to nearest Hospital for immediate care and treatment. In the event of an emergency, 911 will be called 1<sup>st</sup> & immediately, parent/guardian/ emergency contact will be called secondary.

When you keep your child at home at the first sign of a communicable illness/disease, you are protecting your sick child from other health problems and are protecting other children and staff from exposure to the illness/disease.

**If your child becomes ill with a communicable illness/disease:** contact your doctor to determine proper care, and then notify the Recreation Director. It is in the best interest of your child's well-being to keep them home if they are in an infectious state. A sick child cannot participate effectively in Rec in a meaningful way. Keeping a sick child home prevents the spread of illness in the Rec community and allows the child an opportunity to rest and recover. If in doubt, please keep your child home an extra day. Please report these conditions to the Rec office when they occur, a note from a health care provider is not required for return to Rec for a non-communicable illness/disease.

- **Fever-** The child should remain at home with a fever greater than 99°. The child can return to Rec after he/she has been fever-free for 24 hours (without fever-reducing medicine such as Tylenol or Motrin).
- **Vomiting-** If your child has vomited during the night, the child should not be sent to Rec. The child

can return to Rec only after being symptom free for 24 hours.

- Diarrhea- If your child has had multiple watery stools in a 24-hour period, the child should be kept home. A child with diarrhea should stay at home and return to Rec only after being symptom-free for 24 hours.
- Colds- A good rule of thumb is to keep a child home at the beginning of a cold... the most infectious time and when he/she feels the worst. Please keep your child at home if he/she is experiencing discomfort that would interfere with his/her ability to participate in Rec or that cannot be contained by child (i.e. uncontrollable coughing/ sneezing, severe lack of energy, heavy nasal discharge). If your child experiences colored nasal discharge that continues throughout the day, or a cough lasting longer than ten days, or is accompanied by fever or chills and is productive of discolored sputum, consult with your physician. Return to Rec when the child does not have a persistent cough and feels well.
- Cough or congestion- The child should remain home if the cough or congestion interferes with breathing and/or if wheezing, hoarse voice and/or a harsh barking cough.
- Chicken pox- The child should stay home until there are no new spots and all old ones are scabbed over. Usually this requires child to stay home seven to ten days.
- Conjunctivitis (pink-eye)- Following a diagnosis of bacterial conjunctivitis, the child may return to Rec 24 hours after antibiotic treatment is started. Participants with viral infection may return when eyes are clear.
- Coxsackievirus (Hand, Foot and Mouth Disease)- The child must stay home during the acute phase/stage of illness while fever or lesions exist.
- Head lice- The child may return to Rec, only after treatment and when hair is free of nits.

Your child will be sent home, if you bring him/her to Rec before the required 24-hour period. We entrust each parent to ensure the above policy is followed. This policy helps protect all our Rec participants and staff from sickness before it spreads, and enables us to maintain a healthy, happy community.

- Parents agree to NOT send their child(ren) if they or anyone in their home have any Covid-19 symptoms or exposure risks as listed by the CDC guidelines. If participants cannot participate due to Covid-19 illness or exposure to illness, registration fees will be credited to their account to be used for another program or later, without penalty.

## **BEHAVIOR GUIDELINES:**

Townsend Recreation endorses fair and age-appropriate Rec rules, which ensure a safe and orderly environment. Rec staff, parents and guardians working together can teach respect for others, the necessity for group rules and the need for peaceful resolution of differences. We want all participants to have a safe and enjoyable experience here at our Townsend Recreation Programs.

*Please read our behavior policy with your participant before Rec.*

### **Bullying Policy:**

At Townsend Recreation, bullying is inexcusable, and we have a firm policy against all types of bullying. The National Centre Against Bullying:

“Bullying is an ongoing and deliberate misuse of power in relationships through repeated verbal, physical and/or social behaviour that intends to cause physical, social and/or psychological harm. It can involve an individual or a group misusing their power, or perceived power, over one or more persons who feel unable to stop it from happening.”

What bullying is not:

- single episodes of social rejection or dislike
- single episode acts of nastiness or spite

- random acts of aggression or intimidation
- mutual arguments, disagreements or fights.

These actions can cause great distress. However, they do not fit the definition of bullying and they're not examples of bullying unless someone is deliberately and repeatedly doing them.

Each participant is expected to treat all other participants with respect, and to help each other achieve the best possible experience. If a participant has difficulty meeting this expectation, parents may be called upon to assist.

Our leadership addresses all incidents of bullying seriously and trains staff to promote communication with their staff and participants. We work together as a team to ensure that participants gain self-confidence, make new friends, and go home with a positive Rec experience.

We expect participants to always act respectfully when they are on our property or participating in our programs. Participants are to behave in a mature, responsible way and respect the rights and dignity of others.

Actions will reflect these values:

- Participants take Responsibility for their actions.
- Participants Respect themselves, each other, equipment and the environment.
- Honesty will be the basis for all relationships and interactions.
- Participants will be Caring in their relationships with others.

Participants should talk to a counselor or any staff member if they need assistance while at Rec.

#### **Discipline Procedures:**

When a participant does not follow the behavior guidelines, we will take the following action steps as behavior problems progress.

1. Staff will redirect the participant to more appropriate behavior.
2. If inappropriate behavior continues, the participant will be reminded of behavior guidelines and rules, and the participant will be asked to decide on the action steps provided to correct his/her behavior.
3. If a child's behavior still does not meet expectations and is affecting the experience of other participants, he/she will be referred to one of the Rec Supervisors, Assistant Director and/or Director.

If unacceptable behavior continues, as a final action step; the participant may be dismissed from Rec. Physical violence or bullying toward another participant or staff member will result in immediate dismissal from the Rec program.

Some examples of unacceptable behavior:

- Refusing to follow behavior guidelines or rules
- Using profanity, vulgarity, or obscenity
- Stealing or damaging property (personal or Rec property)
- Refusal to participate in activities or cooperate with staff
- Disrupting a program
- Leaving a program without permission
- Endangering the health and safety of children and/or staff
- Use of illicit drugs, alcohol or tobacco or sexual conduct of any kind
- Teasing, making fun or bullying of other participants or staff
- Fighting, physical aggression of any kind
- High volume, uncontrolled or prolonged outbursts

The Townsend Recreation Program does not tolerate disrespect, bullying, poor sportsmanship, aggressive physical/ verbal contact of any kind, or destruction/ dangerous misuse of supplies.

**Participant fees are non-refundable if a participant is sent home for disciplinary reasons.**

**Suspension from Rec:**

Suspension length can vary from 1 day to permanent suspension and is at the Discretion of the Townsend Recreation Director and/or Recreation Commission. An incident report will be completed for any physical or inappropriate verbal contact either between two or more participants or between a staff member and a participant.

**Prohibitions:**

- Corporal punishment, including spanking, is prohibited.
- No participant shall be subject to cruel or severe punishment, humiliation, or verbal abuse.
- No participant shall be denied food or shelter as a form of punishment.
- No child should be punished for soiling, wetting or not using the toilet.

**Child Abuse:**

All staff of the Summer Rec Program will follow these guidelines to protect participants from abuse and neglect.

- All staff immediately report any suspected child abuse or neglect. The report shall be made either to the Massachusetts Department of Children and Families or to the Recreation Director. The Director shall immediately report to the Massachusetts Department of Children and Families.
- The Director shall notify the Board of Health if a 51A report alleging abuse or neglect of a child while in the care of our program during a program-related activity is filed. The 51A report itself will not be forwarded to the Board of Health.
- Any suspected neglect or abuse from a staff member, the staff member will be removed from work during the investigation. The program will cooperate with the investigation.

**FIRE & EMERGENCY PLAN:**

Three long whistles will be blown in case of a fire, fire drill, or other emergency. Staff will have participants exit activities and building quietly and calmly. They will lead the group to the Townsend Town Hall or designated safe site, within walking distance of the program location, where staff will take attendance and follow the Fire/Evacuation follow-up procedures.

**REFUNDS:**

**All Rec Program fees are non-refundable and non-transferable.**

- Child removal from the program, due to Discipline policy, forfeits all paid/past due fees.
- Parent/Guardians agree they will not drop off child(ren); when sick with a communicable illness/disease, if child(ren) are unable or unwilling to adhere to social distancing rules and /or CDC guidelines. Child will not be admitted to program or be required to leave with no refund if they fail to do so.
- All other issues: The Recreation Board reserves the right to consider refunds or issuing credits on a case-by-case basis.
- An administrative fee of \$50 will be charged in the event a refund/credit is granted.

**ADDITIONAL INFORMATION:**

- Changes to the schedule/ availability may be made at any time at the discretion of the Townsend Recreation Commission and/or Director.
- Air purifier will be in use throughout the day.
- Severe Weather/ Power outage/ Public Building closure: In the event of closure during the program day, parents will be required to pick up their child within a half hour of communication by staff. If closure is required prior to the start of day, we will communicate via email.
- Program Fire Drills will be run bi monthly for any programs ongoing for more than 5 consecutive days.

- Tables, chairs, and equipment used for activities will be thoroughly cleaned and sanitized after use.
- Handwashing shall be conducted at regular intervals throughout the day.
- All participants must be toilet trained and diaper free.
- If participant requires modifications or 1-on-1 assistance, a parent, family member, school aided person(s) must be present to assist the child.
- Child(ren) must willingly enter Rec on their own. If the child struggles with separation anxiety, parents should take this into account when registering. Staff will not intercede in getting a child checked in or in entering the program.
- No unauthorized visitors permitted.

**Communication:**

- All Parents and staff must provide emergency information for contacts that will be readily available for pick up or other program related reasons. One of the Emergency contacts or parent/guardian MUST be within 15-minute travel time/availability of Townsend Rec Center or Rec Program location.
- Any changes to Rec policies, protocols, requirements, activities etc. may be communicated via email, phone/ text, town website. Singly or a combination thereof.
- If Rec needs to close for any reason; Parents and staff will be notified by email and phone/text

For up-to-date information please visit our web site at <https://www.townsendma.gov/recreation-commission> and/or go to our Facebook page: [www.facebook.com/TownsendRecreationPublic](http://www.facebook.com/TownsendRecreationPublic).

*Townsend Summer Rec is a sole purpose (child play) program sponsored by Townsend Recreation and designed to serve primary play interests and needs of the participants. Pre-registration is required.*

.

*\* Additional locations may be used according to need.*



I \_\_\_\_\_ agree to adhere to and abide by the policies, rules and guidelines outlined in the Townsend Recreation Parent Handbook.

Signature \_\_\_\_\_

Date \_\_\_\_\_