

Denton Parks and Recreation 2022/23 ASAS Staff Manual

UNITE, GROW,



Denton Parks and Rec

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DENTON PARKS AND REC ASAS CONTACT INFORMATION

RECREATIONAL CARE

Denton Civic Center, 321 E. McKinney St.

Front Desk, (940) 349-7275

Please call (940) 349-8723 for ASAS absences before 2:15 p.m.

Sara Farris, Recreation Supervisor (940) 349-8730

Jodi McClaren, Recreation Coordinator (940) 349-8731

ASAS SITE LOCATIONS

Denia Recreation Center—1001 Parvin St.

School Served: Borman, LA Nelson, Ryan, McNair, Houston, Denton
Classical Academy

MLK Recreation Center—1300 Wilson St.

School Served: Hodge, Stephens, Pecan Creek, Alexander, and Rivera

North Lakes Recreation Center—2001 W. Windsor

School served: Newton Rayzor, Evers Park, Ginnings, Shultz

Parks & Recreation Department Mission Statement

To unite and grow lives by preserving parks and encouraging play.

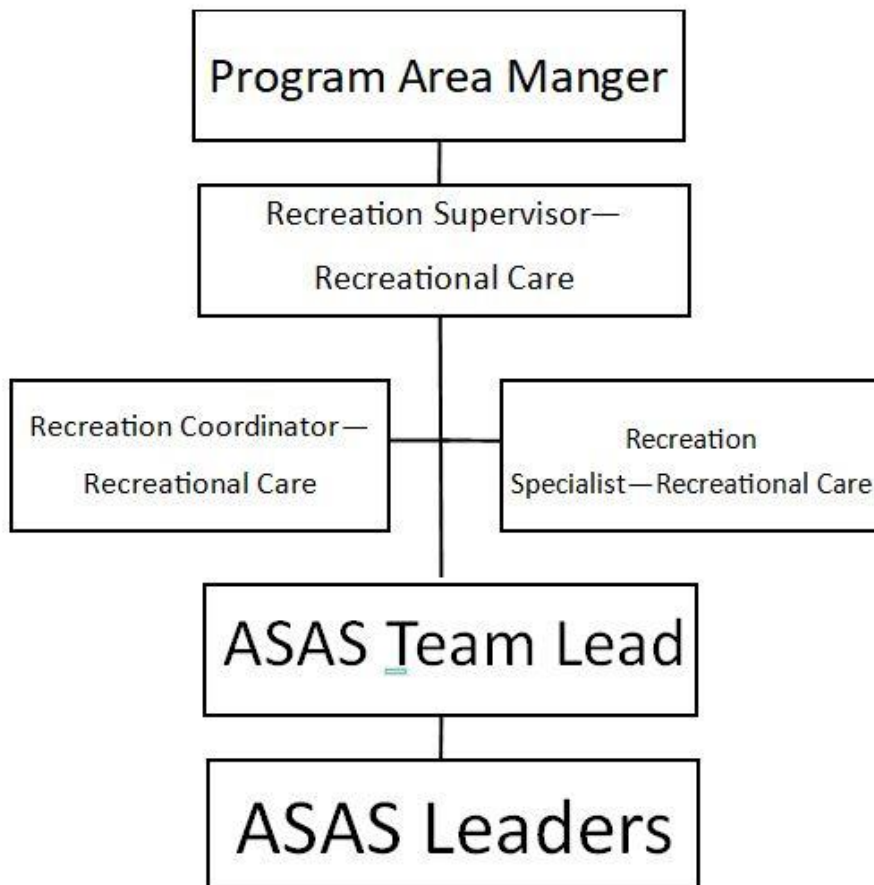
Afterschool Action Site Mission Statement

Our mission is to ensure our participants have the opportunity to grow physically, emotionally and mentally in a non-competitive, safe and supervised setting.

Chain of Command

All staff should express their opinion in a positive way. ASAS Team Leads should take all new ideas into consideration. If a conflict should arise with another staff member, you should notify your ASAS Team Lead and talk to the staff member about it. If the conflict cannot be resolved the next level supervisor should be made aware of the problem and a meeting can be set up to discuss the conflict. If you have a problem with an office staff member you must come to them and discuss the problem. If the problem cannot be settled, then Human Resources will be contacted.

Organizational Chart



ASAS Goals

- To provide enrichment and recreational activities that develops each child's physical, emotional, and social development.
- To provide an after-school program that meets the safety needs of our participants.
- To build confidence and help our participants work together and develop bonds and friendships with other participants.

Staff Expectations

As staff member you are expected to have a positive attitude always with the children. As a leader you should put the needs of the children first and care for their safety and well-being. We want to make sure the children have the best time possible in a safe and structured environment. These are the policies that we expect all staff members to follow.

Scheduling & Whentowork.com

Our online scheduling system is www.whentowork.com. Each employee will be emailed a log in. It is imperative that staff check their schedule and messages frequently. You are expected to report at the time listed on When to Work. If you see something that looks incorrect, please report it to the Recreation Supervisor or Recreation Coordinator before the scheduled shift.

Scheduling preferences should be set to match your school schedule. Paint red over the times you have classes and how much travel time you will need after your class. If time off is needed, please request it on When to Work. You can also request partial time off. Please request the time you cannot work.

Clocking in & Kronos Policy

Make sure that you clock in at the beginning of every shift and out at the end of each shift. You do so by swiping your badge at the time clock or logging in on a computer. Do not clock in more than 5 minutes early without permission. The following is the policy on if you forget to clock in/out.

1. Acceptable number of missed clock-ins and what are the consequences
 - 3 in 6 months-receive a documented verbal reprimand
 - 6 in 1 year-written reprimand
2. Acceptable number of missed clock-ins for Employees who forget their cards to swipe in and could not manually enter their assigned ID (non-exempt) and what are the consequences
 - 3 in 6 months-receive a documented verbal reprimand
 - 6 in 1 year-written reprimand

3. Acceptable number of early clock-ins for Temporary Employees and what are the consequences

3 in 6 months-receive a documented verbal reprimand
6 in 1 year-written reprimand

4. Employee time card approval at the end of the pay period

3 in 6 months-receive a documented verbal reprimand
6 in 1 year-written reprimand

Tardiness

Tardiness will not be tolerated. Each staff member is expected to be at their site at the time the weekly staff schedule states. If an emergency should arise that would prevent you from getting to work on time you will need to notify your supervisor and talk to them directly or text them. Do not leave a message or text and assume they have received it- you must receive a reply from them acknowledging receipt of the message.

Your first tardy will result in a verbal warning. Two tardiness in the summer will result in a write up. Excessive tardiness, will result in termination of employment.

Time Off Policy

A time off request should be turned in the week (5 working days) prior. If the time off request form is returned to you not approved, then it is not valid. Unexcused absences will result in disciplinary action. Time off is granted on a first come, first submitted basis. We can only allow so many people off at one time. We may have to deny your request if we cannot cover your shift and stay within ratio. You can also request partial time off. Please request the time you cannot work. If you have an emergency such as death in the family or an ill family member, special accommodations will be made, but this must be set up with your supervisor.

Call-In Sick Policy

Absences due to illness must be reported at by 11:30 a.m. You need to call the Recreation Supervisor or Recreation Coordinator. Do not call or text and assume you are off. You must receive a response. Remember, do not schedule appointments during your scheduled work hours. We require that you turn in a copy of the doctor's note for all call-in absences on the day you return to work. If you choose not to go to the doctor or get a doctor's note, the absence will count against your 5 total for the summer. If you are ill, 3 days in a row, your supervisor will contact the Benefits and Leave Coordinator to see if you qualify for the Family and Medical Leave Act.

Drug Testing

Each month the City of Denton randomly selects employees for a mandatory drug test. These are very important. They can give as little as one hours' notice on when and where

this drug test will take place. If you are called to take a drug test, you must report to the designated location by the specified time. Refusal to take this drug test will result in termination of employment. It is your responsibility to supply the office staff with the correct phone numbers so that we can get a hold of you when your name is drawn.

Worker's Comp

If you are hurt on the job, please do not try to cover it up. Accidents happen! If you are injured on the job, follow these steps:

- Contact your supervisor immediately.
- Fill out an Accident Report in detail.
- If the injury is severe, call 911.
- For injuries that are less severe, we will send you to Nova Care or CareNow. A supervisor, may or may not drive you there.
- If it is a head injury, do not drive yourself.
- All injuries need to be reported to Risk Management within 24 hours.
- Return all medical paperwork to your supervisor upon return to work.

If follow up care is needed, Risk Management will determine whether you will be paid for your time for the follow up visits. You may be asked to schedule doctor visits outside of regular work hours.

Uniform

Dress Code

Clothing should never be torn, overly worn out, see through, or frayed. You cannot wear your city staff shirt if drinking alcohol or purchasing alcohol at any time. You may not put tape over your shirt or wear it inside out. City policy prohibits drinking alcohol, smoking, or vaping in city uniforms. You may be terminated if reported. The following should be worn every day:

- Tennis shoes or closed-toe shoes
- Appropriate length shorts or pants
- Staff shirts
- ID badges must be worn at all times.

Replacement ID Badge

Your ID Badge is part of your uniform. If the ID badge is lost or damaged, a \$10 replacement fee will be charged to the city employee.

Walkie-Talkie Radios

You will be assigned a radio and sign for the radio. By signing the Manual Acknowledgement form, I am acknowledging that I will be responsible for the replacement cost of the radio I am assigned if it is lost, stolen or damaged at a cost of \$595. If I loan my radio to another staff member, I am still responsible for the replacement cost of the radio. This payment must be made within 7 days of the radio being lost, stolen or damaged. I will also report to my supervisor within 12 hours if my

radio is lost, stolen or damaged. If I do not pay within 7 days or reported within 12 hours, my paycheck will be held and I will be taken off the staff schedule. Radio are to be used for professional use only, no inappropriate language, joking around, or personal use at any time.

Evaluations

All staff will receive an annual performance review. Staff could be eligible for a 1-5% hourly rate increase on each annual anniversary date. To receive a full raise, you must not have received more than one Job Performance Meeting and/or one Unsatisfactory Job Performance write-up during the review period. Receiving both a Job Performance Meeting and an Unsatisfactory Job Performance write-up during the review period may prevent employee from receiving a full raise. Staff must also have worked at least 180 hours during the review period.

The steps in the scale are defined as the following:

- Improvement Essential – misses targets; performance and results fail to meet required levels; additional development needed
- Strong (Minus) – inconsistently demonstrates solid performance; performance and results just meets the defined expectations; on new assignments, learning progress is noted but less than expected
- Strong – consistently demonstrates solid performance; performance and results meet the defined expectations; on new assignments, learning progress meets expectations
- Strong (Plus) – consistently demonstrates a higher level of performance; performance and results are greater than the defined expectations: on new assignments, learning progress is higher than defined expectation
- Leading – work and behavior serves as an example for others; performance and results surpass all defined expectation; routinely demonstrates an ability to excel in a large variety of assignments; on new assignments, learning progress frequently exceeds expectations.

The following criteria will be evaluated:

- Working with Children
- Team Lead Responsibilities (if applicable)
- Special Events/Programs (if applicable)
- Van Driving
- Procedures
- Training New Staff (if applicable)
- Customer Service
- Initiative
- Attendance

Site Evaluations

Each site will be evaluated to make sure that everything is running smoothly. You must be meeting all the criteria to receive a good evaluation. Poor evaluations will result in a

job performance meeting for a site or certain individuals and if the performance does not improve, disciplinary action will take place.

Job Performance Meeting & Unsatisfactory Work Performance Write-up

Unsatisfactory work will be documented as a “Warning of Unsatisfactory Job Performance.” The employee may be terminated immediately based on level of poor performance or may receive a write up. If performance does not improve after write up, employee may be terminated. City of Denton is an at-will employer.

These warnings will be written by your supervisor for any of the following reasons, but not limited to these reasons:

- Substandard Work
- Refused to do assigned work/Not doing assigned work
- Abuse of drugs/alcohol
- Misuse of delegated authority
- Tardiness
- Absenteeism/Missed Shift
- Conduct
- Attitude
- Improper Cash Handling
- Excessively Dirty Van
- Incorrect Kronos procedures
- Other Reasons

Customer Service

Every participant and parent are to be treated with the utmost respect at all times. They are our customers and are the reason we all have a job. Parents are to be greeted by the counselor’s every day with a smile, “Hello”, “How are you?” Parents are to be informed of their child’s positive and negative behavior daily. Remember we all like to hear positive reinforcement, not just the negative.

Staff Behavior

All staff should model appropriate behavior while on the job. As a leader to many young children, you serve as role models and your behavior reflects through them. These are behaviors that are expected of you.

Language

Always use positive language. Staff should never talk down to or yell at a child in a way that is degrading toward the child or children. Always discuss problems, rather than argue.

Supervising Children

Keep your eyes on the children. Staff should always be engaged with the children. Please do not be on your cell phone or texting while on your shift. If you are talking to other counselors, please make sure your back is not to the children. You are not to leave the room without notifying your supervisor.

Staff Team Work

Every site will work better if the staff functions well together. Each staff member must put forth their best effort to get along with fellow staff members. A successful program is built not by a Site Team Lead but by the team as a whole. Problems cannot be resolved if they are not discussed with the correct people

Contact with Children Outside of Program

Staff should not share their personal phone numbers, email addresses, Facebook, gaming site, etc. with any of the children outside of the program. Contact with DPARD children outside of normal work hours may result in termination.

Video, Cell Phone and Social Media Policies

At no point are you allowed to video or take pictures of the children or other staff members or patrons of DPARD. You may not post any of this on social media websites, violation will result in termination.

Staff Meetings

Each month there will be a staff meeting to discuss the activity schedule and other issues. Please be evaluating the site and listen to your children so we can discuss any problems or issues in these meetings. The staff meetings are your time to express your ideas and get them implemented. We expect everyone to interact and bring new ideas to the table.

Team Lead Responsibilities

The Team Leads are the leaders of their site. They are the Leader's managers on duty. They have more administrative responsibilities. They are responsible for making sure the site runs smoothly.

Team Lead Duties

A Team Lead needs to make sure the following is done daily:

- Check the box and take the book and clipboard.
- If you are unable to come in to the office and check the box, you must contact someone else from your site to come in and check the box. You must also notify the office staff of who will be picking the stuff up for you.
- At the end of each day, you need to check the monthly calendar to see what activities are planned for the next day. Sometimes you may have to get arts and crafts supplies and party supplies from the office.
- Turn in reports and any paper work into the office at the end of each day.
- First Aid supplies need to be checked daily. If you are out of anything, it is your responsibility to refill the First Aid kit at your site. You need to have ice packs in your kit at all times, as well as any other major supplies.
- Enter your site attendance on Rec 1 daily.

Team Lead's Paperwork

Supply Requests

Supply Request (craft needs, crayons, paper, etc.) need to be turned in monthly. If it is not turned in, you will not get your supplies until the next month. This request needs to be very detailed about the supplies you need. Supplies must be within reason. The Administrative Staff must approve all supply requests. Be specific on these requests. If you wish to bring your own items or food, please check with Administrative staff.

Sign in/Sign out

These sheets need to be turned in along with the weekly paperwork at the end of the week. You need to make sure each child has been signed in and out. No ASAS staff member should sign a child out unless the parent and staff members have signed the authorization forms that are required by the city. Write the word ABSENT for a child who is absent.

Money/Receipts

We will no longer be taking money in the ASAS room. If someone would like to make a payment for ASAS, please direct them to the front desk of the recreation center.

Leader Responsibility

Leaders need to ensure that they are following the schedule and assisting the Team Leads. You must be an active participant and take initiative when working with children. Please do not wait to be told what to do – anticipate and assist without asking. Overall, you need to help discipline the kids and help make sure that all the kids are having fun.

Student Code of Conduct

- Take responsibility for your actions
- Respect others and their property
- Listen to the counselors
- Keep hands, feet, and other objects to yourself at all times
- Remain in the camp area at all times
- Participate in activities
- Refrain from using foul language, fighting, and arguing

Zero Tolerance

Denton Parks and Recreation reserves the right to suspend or expel a participant immediately for violation of the Zero Tolerance guidelines without refund.

- Inflicting physical harm on another individual
- Verbal threats that may cause physical harm to another individual or destroy property
- Possession of a weapon, controlled substance, or alcohol
- Use of foul language

- Inappropriate touching of another individual
- Theft
- Viewing of inappropriate material
- Not staying within the boundaries of the camp or field trip
- Refusal to follow staff's direction in a non-camp area, like a field trip (such as, not returning to the van when instructed)

Discipline

Denton Parks and Recreation is committed to providing a safe, positive, and respectful environment for all our campers. Participants, families, and friends are expected to follow the Code of Conduct as well as all applicable Denton Parks and Recreation rules and regulations, to ensure a positive experience for all. Staff will address behavior when issues arise.

- Verbal warning
- Re-direction to another activity
- Time away without activities
- Meeting with Camp Team Lead, parent, and camper
- Notice of suspension from care without refund for up to 5 business days
- Conference with Camp Director, parent, and camper
- Removal from camp program or suspension from all Parks and Recreation activities for up to one year without refund

Depending on the severity, participants can be suspended at any time. For suspension or expulsion, the participant must be picked up within one hour. If suspension or expulsion occurs, no refund will be issued. Expulsions will be for all programs/activities/memberships for no less than 6 months.

Bully & Harassment

The City of Denton acknowledges that all individuals have the right to participate fully in City programming, activities, and to use City facilities free from bullying and harassment. All allegations of bullying, harassment, or cyber-bullying can be reported to City staff in writing or by email. The City of Denton abides by the Anti-Bullying and Anti-Harassment Policy 510.01.

Bullying at ASAS

Bullying is not allowed nor is it accepted in any manner at the site. Bullying takes on many different forms. Covert bullying is often harder to recognize and can be carried out behind the bullied person's back. It is designed to harm someone's social reputation and/or cause humiliation.

- Physical bullying - hitting, kicking, tripping, pinching and pushing or damaging property
- Verbal bullying - name calling, insults, teasing, intimidation, homophobic or racist remarks, or verbal abuse

- Covert bullying - lying and spreading rumors, negative facial or physical gestures, menacing or contemptuous looks, playing nasty jokes to embarrass and humiliate, mimicking unkindly, encouraging others to socially exclude someone, damaging someone's social reputation or social acceptance
- Cyberbullying - bullying behaviors using digital technologies, for example harassment via a mobile phone, setting up a defamatory personal website or deliberately excluding someone from social networking spaces

Vans

15 passenger vans are used to transport children to the pool and on field trips. City of Denton vehicle policies and procedures must be followed for our department to continue using city vehicles. It is mandatory that our program area be in compliance with these guidelines.

The vans must have the following items in them for a field trip:

- Van roster of children
- Boosters for all children under age 8
- Water jug & cups
- Walkie Talkie Radios for each van/staff
- Mobile phone (personal or city)
- First aid kit
- Administrative Book with list of emergency phone numbers

Upon return, the vans must be free of all trash and the interior of the van must look presentable. If the van has a half tank of gas or less left in it, it needs to be filled. Make sure you report any mechanical problems immediately.

Vehicle Inspection Checklist

You will be required to complete the vehicle inspection checklist each day. You will also mark any damage you see on the vans. If you do not report damage of city or rental vehicle, it may be grounds for immediate termination.

Booster Seats

All children under the age of 8 years old must be in a booster seat when riding in the vans, this is a law. Please make sure the kids are properly buckled. The seatbelt should be weaved through the booster seatbelt strap holder for security.

Front Seat of Van

No children age 12 and under are allowed to ride in the front seat of the van.

Caravan

If at any time on your trips you have to drive a van, each staff must follow each other and try not to break the caravan. No staff should ever jump ahead or follow too far behind.

Remember to follow the “two second” rule with each other. All locations should be discussed beforehand, and all directions distributed to each driver. The walkie talkie radios should be taken on each trip and constant communication maintained between all van drivers.

Loading

When loading the children on the van make sure they are in a line and you are watching each child enter the van. Make sure each child puts on his/her seat belt correctly and in the proper booster seat before you move the van. Never leave your children unattended in the van.

Unloading Procedures

When unloading the van, please do the following:

- Make sure the children stay in their seats until the driver or a leader can come and open the door for them. Staff should stand at the door situated so they can see each child exiting the van with a clear vision of each row.
- Have the children step out of the van one at a time and form a line that is near the van.
- Once all the children have exited the van, get in and look over each van row. Look under seats and make sure they have gotten all the trash out of the van and no children left in the van before closing the door.
- Complete a final head count. Children should not be allowed to leave van area until staff complete a final head count to match van roster.
- Never let the children run from the van or merge with another group until a final head count has been taken.
- Always walk in a line watching for traffic. Staff should walk the children into building in a single file line and trail all children. The children should not run into building.
- Another head count should be taken at final destination in building.

Accidents

If you get in an accident with a city vehicle, do not leave the scene until your supervisor arrives. Your supervisor will take you for a drug test. Each accident will result in a write-up. Follow these procedures in an accident:

- What to do if an accident occurs involving a city vehicle
- Stop and get help
- Call 9-1-1 if someone is hurt
- Call your supervisor
- Make no admission of fault
- Refer all questions to Risk Management
- Exchange Driver’s License information
- Exchange insurance information
- Get names and phone numbers of witnesses
- Take pictures of damage
- Ask Supervisor to complete and Accident/Injury Report form

Tickets

If you receive a ticket for a traffic violation while driving a city vehicle, it is your responsibility to pay the fine. Disciplinary action will be implemented for tickets. Staff who have 3 tickets in one year will result in termination of employment. This also includes traffic tickets you receive on your own time. A driver's license check is performed by Risk Management annually.

Reporting Accidents/Tickets to Administration Staff

Not reporting an accident or ticket immediately to the administration is grounds for immediate termination. Staff is required to complete a drug test after all accidents. They cannot return to work until they are cleared by HR. Staff who have 3 accidents in one year will result in termination of employment.

Locking the Keys in the Vehicle/Taking Keys Home

It is imperative that you know where your city van key is at all times. Do not take your keys home. Please remember that the vans may lock the doors on their own, so you should be in possession of the keys. If you lock the key in the vehicle, please call an Administrative Staff member immediately. If we must call a locksmith to unlock the van, you will be responsible for the payment of the locksmith and any additional overtime or hourly rates that may be incurred by staff members being late back to work.

Radios in Van

Stations that have sexual connotations, violent lyrics, illegal actions in their lyrics, or foul language should never be played in the vans. If we receive a complaint, we will pull the connection to the radios.

Van Childcare Alarms

Van alarms should never be turned off by the children, they should only be turned off by staff. Staff who allow children to turn off the van alarm is considered poor work performance and may face disciplinary action or termination.

No Use of Cell Phones on Vans

According to City Ordinance, Section 18-38, an operator of a vehicle may not use a wireless communication device for any purpose while operating a vehicle on any street or highway within the City of Denton, unless employing a hands-free device. Do not use your cell phone while on the van—radios are provided for communication. If you must use your cell phone, you must pull over in a safe place and make the call. Absolutely no texting is allowed on vans. Texting or talking on your cell phone on vans may result in immediate termination. This is in place for the safety of our participants. GPS devices may not be held in your hand while driving.

Van Maintenance Procedures

To assure that proper maintenance service is provided, and adequate preventive maintenance is performed on our departmental vehicles, the following directives have been established.

The driver of a city vehicle is responsible for completing a visual inspection of the van before using the vehicle. This includes walking around the van and checking the tires, running boards, lights and looking for any damage. Inside the van, please check the wiper blades, gas level, and if any warning lights are on, current vehicle inspection. After vehicle use, the driver is responsible for cleaning any spills/debris. If an accident, such as spilling milk occurs, you must tell the Administrative Staff so that we can get it cleaned up. In addition to the above checks, any damages, and name of staff reporting the damage must be called in immediately. Any damages not noted will be assigned to the last driver using the vehicle. Any inside/outside damages must immediately be reported to the Administrative staff who will then facilitate completion of the Accident Form and report the incident to Fleet Services and Risk Management. City of Denton vehicle policies and procedures must be followed for our department to continue using city vehicles. It is mandatory that our program area be in compliance with these guidelines.

Personal Vehicles

There may be times when you are asked to drive your personal vehicle for work. For example, driving from the recreation center to the Civic Center for the start of Kids Rock. This may or may not be off the clock. There will be no reimbursement for gas. At no time should you ever transport a participant in your personal vehicle.

For more information on use of personal vehicles, see the Comprehensive Driving and City Vehicle Use policy 409.05 on www.cityofdenton.com.

A Typical Day

School Pickup Procedures and Schedule

Each child will be picked up in a City labeled vehicle, it may be a car or van. Each vehicle is clearly marked as a city vehicle. We will notify you the location of your pick up at each school. This is usually in the front or side of the school. The staff will stay for 5 minutes but the children need to be promptly outside waiting for the van. The staff will not come back for children who miss the van. The children need to be at the pickup site and stay until the transportation arrives. Please make sure all children are in the proper booster seats.

The following is the latest time each school can be picked up:

<u>Denia</u>		<u>MLK</u>		<u>North Lakes</u>	
Borman	3:10	Alexander	3:10	Schultz	3:10
McNair	3:00	Rivera	3:00	Ginnings	3:30
Ryan	3:15	Hodge	3:15	Evers	3:15

Houston	3:15	Stephens	3:10	Rayzor	3:05
LA Nelson	3:05	Pecan Creek	3:15		
Denton Classical	3:45				

Call-in Student Absences

You always need to call the office if a child is on the list, but not at your pick-up location, even if a teacher states that the child was absent. We need to make sure that the child is coming that day. The office staff will call the parents and call you back. Never leave the school site unless you hear back from an office staff that it is okay to leave.

Absence Call-in Policy for Parents

We will charge the parents a \$5 fee each month if they have more than 3 non-call in's. We need to know if a child is not at your site and you did not receive a notice that they were not supposed to be there. Please check the whiteboard for absences before you leave.

New Kids Added at Your Site

You will have children added to your pickup list throughout the school year. You need to make sure that you call the Recreation Supervisor or Coordinator if the child is not there- refer to above policy.

Leaving for School Pickup & Arriving at the ASAS Site

You will report directly to the recreation center where the program is being held. Please do not park in the parking spots close to the door. Leave those for patrons. If arriving at the Civic Center, please park in the 2nd row back.

Clock in no more than 5 minutes before your shift is to start. Everyone must be at their center by their indicated time. Check the van route schedule daily. Make sure you taking the van indicated. Count your boosters immediately when you enter your assigned van. Head out on your route at the same time.

Once you are at your last school pick up, do a head count to make sure all the children are present. After you arrive back at your site-make sure all children are out of the van and complete a head count before you enter the building. Make sure you visually check each row for children who may have fallen asleep in the van. Do not rely on the children to let you know if the van is empty-you just complete the van check row by row yourself.

When you enter the building with the children, enter quietly. Staff should be interacting with the children and walking around making sure they have put their backpacks away and getting in line for roll call. The staff should never be seen in a group talking with each other.

Roll Call

Roll call should be taken when all the children arrive from all the pickup sites. The children should be quiet and in rows by grade or in alphabetical order. Call out the names of each child and do a visual check of who is there and who is absent. Complete “Attendance” on Rec 1.

All the leaders should know how many children there are each day by conducting head counts.

Line-ups

The children need to be lined up during each transition. For example, if you are leaving to go outside, the children need to be directed to line up at a certain door. Children should never run outside without being lined up formally. One staff member should lead the line while another leader follows the last child. Children should be in your view at all times.

Bathroom Breaks

During group restroom break, you must have a staff member to monitor both the boys and girl’s restrooms. Make sure the children do not play in the bathroom. Staff need to keep up with who is in the restroom. Only allow as many children in the restroom as can be properly supervised.

Children will have bathroom accidents, become sick or injured, and other issues that involve bodily fluids. Staff will be required to assist children with these types of accidents and help clean up the bodily fluids or other fluids that may arise.

Food

Snack

Snack should be done right after you pass out hand sanitizer. Snack should not take more than 10-15 minutes and each child should be sitting down during this time. The children must bring their own snack. MLK children may eat the Free Dinner program with permission. Children will be able to buy snacks out of the recreation center machines. The children must be supervised by a staff member at all times when going to the snack machine. When snack is over have the children do a group clean up.

Free Dinner Program

The free dinner program is for ages 1-18 and meals are not to be consumed by adults, volunteers or staff at any time. Students must have a permission slip to participate in this program. This program may not be available at all locations.

Vending Machines

Children must be supervised at all times at the vending machines.

Homework/Brainy Time

The ASAS Tutorial Time will begin when snack has been cleaned up. Have the children spread out at this time and the noise level should be at a minimum. We want to provide the most effective environment for the children to work. If some children need help with their homework, please help them as best you can. If some children do not have any homework or finish their homework early, they can choose a book to read. This is mandatory at each site.

Other Daily Activities

Structure is the next activity on the agenda. You must break your children into groups by grade. This will allow you do different age appropriate activities for the different ages. Make sure you still have a 17 to 1 ratio with each group you split up. If your largest group is the K-2nd grade, send more leaders with that group. Please choose fun activities for your group to participate in. You can mix and match games with crafts and other fun activities. The closet and the office are full of supplies for structure play. Follow the activity schedule exactly. The children should be busy at all times

Free Play Rules

Free play should start after structure. You should have some sort of free play each day, but the entire day should never consist only of free play. If you think your children cannot behave themselves during free play, set up centers and allow the children to spend 15 minutes at each center. Remember to set boundaries and always make sure you do a head count every 15-20 minutes.

Some free play is done in the recreation center's game room or gym. Other patrons using those areas need to be respected and the noise level needs to be appropriate for the building.

Children's Cell Phone/Electronic Devices

Many children now bring cell phones or iPad's with them to school. Please make sure that the children are not staying on the phones or constantly playing video games on these devices. ASAS is for the children to keep active. Children who decide to use their cell phone or iPad must do so alone and not share with anyone else.

We must notify parents if these devices become an issue. No cell phones/iPad are allowed in the restrooms. Participants are not allowed to take pictures of the other children on their cell phones. If this is witnessed, the child's phone must be taken and put in the lock box until the parent arrives. If you notice children sharing their phones/iPad- that is not allowed, you will need to lock up the phone and notify the parents at pick up.

Ratio

The staff ideal ratio for leaders to children is 1 leader for every 12 children with the maximum never reaching beyond 1 leader for every 17 children. This ratio should be maintained always. Always count to make sure the correct number of children is with each staff member.

Head Counts

Head counts need to be taken throughout the day. You need to know how many children you are supervising at all times and where your children are located. The Team Lead should always let the Leaders know the overall head count for the day and update as needed.

Reward System & Behavior Chart

The behavior chart is where the child will each have a clothes pin with their name on it. The children will put their clips at various levels depending on their behaviors. This is to be used as a positive behavioral chart and not as a punishment. Children need to know why they are moving their clips up and down the behavior chart. This system has been very effective for behavior management if used properly. We expect staff to implement this system at each site.

We feel that it is more important to reward good behavior than to punish bad behavior. It is an incentive program for the children that reward good, daily behavior. Each day that a child is an excellent student, the staff will record the children a party point on the behavioral clipboard. If you deem that your child has acted inappropriately for the day, they will not earn their 3 points. Children can attain additional points if they volunteer to help with site duties, such as: picking up trash or helping clean up after an activity. A student can only earn one-two extra points per day. A maximum of 5 points can be earned per day. These need to be earned for work helping and mentoring other children, not just holding a broom for a minute. Party point should not be given out for contests.

If a child receives a behavior report for the day, they should not receive full points. They should to be reduced based on behavior. The child should have the option of earning the points back if they can turn their behavior around. Sheets will be reviewed each week and the sheets must be turned in each Friday.

The Party Store will be set up at the Civic Center once a month for the children to spend their points.

Field Trips

A sign will be posted the day before each field trip to notify the parents and students what time the vans will be leaving, where the students will be going, and what time they will return.

If A Child Is Missing

Losing track of a child is a scary and possibly dangerous situation. It is important to know where every child is at all times. Depending on the situation, you could be charged with child abandonment. If you find that you are missing a child, follow these procedures:

- Stop where you are.
- Make sure your ratio is okay to have a staff person go back to look for the child in the area where they were last seen.

- If they are not there, contact the manager of the establishment where you are. They may be able to use a public-address system.
- Call 911, if needed.
- Call your supervisor.

Once the child is found, write an Incident Report. Your supervisor will contact the child's parents. Follow these procedures regardless of how long the child is missing or where the child was found.

Cleaning Duties

Each leader will be assigned various cleaning duties throughout the day. Those duties may involve sweeping the floor, taking the trash out or making sure the bathrooms are in clean condition. Each facility needs to be left clean each day.

Financial Information

Cash Handling Policy

Cash Handling Training may need to be completed within 6 months of employment. If a staff member cannot attend, there is a timed test that can be taken.

Below are the consequences of cash discrepancies:

- If you are over/under \$5.00 to \$9.99 you will have an oral consultation with one-on-one training. Once you have been through two oral consultations the third time will be a write up. After three write-ups, there will be a review by full time staff that will make a recommendation- suspension or termination -unless there are extenuating circumstances. The review committee will consist of at least three full time staff.
- If you are over/under \$10.00 to \$19.99 you will receive a written reprimand. There will be a review with your third written reprimand that will recommend suspension or termination, unless there are extenuating circumstances.
- If you are over/under \$20.00 to 49.99 it will go to automatic review for your first offense. At the supervisor's discretion, you may be suspended for one week. Second offense leads to automatic suspension or termination, unless there are extenuating circumstances. Disciplinary action will be taken based on the committee's recommendation.
- If you are over/under \$50.00 or more, you will be automatically suspended until further notice by the review committee who will recommend further suspension or termination depending on circumstances.

ASAS Payment

Please refer all customers to the front desk of the recreation center.

Medical Information

Administering Medication

If a child needs to take medication while he is in our care, the parent must fill out and sign an Authorization to Administer Medication form that is in your administration book. All doses given to the child must be recorded on the Administered Medication Log and should include the time, medicine given and dosage with the staff signature. The logs can be found in your Administrative Book. These forms are very important because they are sometimes used in court.

Sick Children

If you have a child who is feeling bad, you may take their temperature. If they have a temperature or are vomiting you may notify your supervisor to get authorization to call the parents. If the parents are unable to pick the child up, have them lie down and make them as comfortable as possible. If a child's temperature reaches 104 degrees and you cannot locate the parents a supervisor should be notified, and an ambulance will be called.

Participant Personal Protective Equipment

The CDC recommends that anyone over the age of 2 wear a cloth face mask when they are out in the community. Parents may provide their camper with a cloth face mask. The City of Denton is not able to provide participants with a cloth face mask and are not responsible for lost face masks. Masks and gloves will not be provided for student's personal use.

Summer camps will follow any city or county mandates for face coverings.

HIPPA Issues

We cannot ask any information about a child's medical condition unless it is listed on the registration card. If a medical condition is on the card, the question should only be for clarification purposes to assist the child. If a child says that they were absent because they were ill, please do not ask for any details about their illness.

Sign in & Out Procedures

Identifying Parents

If an adult comes to pick up a child that you do not recognize then you must to ask to see their driver's license or some sort of picture identification. If their name is on the sign out sheets they are free to take the child. If their name is not on the sheets and you did not receive written permission from the parent that they could pick up the child, you must then try to call the parent to see if they can pick up the child. If you cannot contact a parent, the child may not leave with the unidentified person. You must wait until the parent can come and pick the child up.

Proper Sign In/Out

If physical sign in is needed for a child, they must be signed in by a parent or guardian. Children cannot be dropped off without being signed in. A parent must sign the child out on the correct sign out sheet after being identified by the counselors. They must initial or sign their name in the box specified. It is the counselor's responsibility to make sure each parent signs out his or her child properly. If a child runs out the door and leaves with the parent without the parent signing the child out, you must call the parent immediately and notify them that the parent must come in and sign the child out. If this continues the child may be suspended.

Suspicion of Being Under the Influence at Pick-up

If you may suspect that a parent is under the influence when they are picking up their child. Please try to detain the parent if possible call 911 and tell them of the circumstance. If the parent leaves with the child, please get the make and model of the car and watch what direction they are leaving. Provide the police with this information. Please call your supervisor to inform them of this issue.

Late Pick-up Policy

The ASAS hours are from 3:00 p.m. - 6:30 p.m. every weekday that school is in session. The following late fee policy is in effect. If a child is not picked up by 6:30 p.m., a late charge of \$10.00 will be charged until 6:45 p.m. After 6:45 p.m., parents are charged an additional \$1.00 per minute. Payments for late fees are due within 3 days. At 6:35 p.m., if the parents have not picked up the child, emergency contacts will be attempted to be notified. If at 6:35 p.m., the child has not been picked-up and/or emergency contacts have not been reached, the counselor will notify the supervisor. If no one has picked the child up by 7:30 p.m. the supervisor needs to be notified by phone. The leader will be responsible for staying until 7:30 p.m. After that time a supervisor will stay with the child and try to contact the parents or guardians. If by 8:30 p.m., the child has not been picked up, contact the Denton Police Department. The Denton Police Department will make a report of the incident and will take custody of the child to transport them to Child Protective Services.

Child Abuse

It is our obligation as a provider of recreational services to children to report any suspected child abuse to Texas Health and Human Services. If you suspect that a child in your care is being abused, you must report it to the Recreational Care Supervisor. Follow this procedure:

- With the assistance of the Recreational Care Supervisor or Recreational Care Coordinator, the employee will call 1-800-252-5400 or go online to <https://www.dfps.state.tx.us/> to report.
- The employee will complete an Incident Report and include the following:
 - Write down everything you put in the CPS report. Do not leave out any details.
 - Include the case number and the person's information that you reported it to.

- Turn the report into the Recreational Care Supervisor within an hour so the information is fresh.
- The Recreational Care Supervisor will email the Incident Report to the Program Area Manager and Assistant Recreation Director within 24 hours.
- The Assistant Recreation Director will make a police report if necessary.

Hazardous Situations

Custody Situations

From time to time, counselors are placed in custody dispute situations. PLEASE NOTE: PER STATE LAW, IN THE ABSENCE OF A COURT ORDER, BOTH PARENTS HAVE EQUAL RIGHTS. It is imperative that all enrollment forms are completed with both custodial parents' information for emergency purposes. A copy of a child's birth certificate may be requested at the Rec Care Supervisor's discretion.

Without a court order, City of Denton staff cannot deny a parent access to his or her child. Full custody or divorce decree documents stamped by the court with a section that states a parent cannot have access to a child, must be reviewed by the City's legal department. Upon review, staff will notify the parent/guardian of any contact made by an unauthorized parent. Staff will not put themselves or children in harm's way to mediate a family dispute or attempt to enforce a court order. If a custody dispute takes place on our property, the local police will be called and asked to handle the dispute. If a custody issue creates a risk for our facility or staff, the city has the right to terminate enrollment.

If you encounter a custody questions or situations report them to the Rec Care Supervisor or Coordinator immediately.

Children's Extreme Behaviors

There may be times when children's behaviors or reaction to situations become extreme. Remember, we are not trained to restrain a child. Do not put your hands on a child. Some of these situations could be:

- Running away
- Jumping out of a moving vehicle
- Throwing large items (chairs, tables, rocks, etc.)
- Fist fights between campers
- Attacking staff (kicking, slapping, punching, etc.)
- Threatening to harm themselves or others (i.e. cussing someone out, saying they will jump from the 3rd floor, running into traffic)
- Hitting themselves
- Pushing someone or trying to jump in the deep end of the pool for a non-swimmer

If any of these situations occur, stay calm. No two situations will be the same and you cannot plan for every situation. Here are some things to remember:

- Do not restrain a child
 - Block them from the dangerous situation with your body

- Do not use your hands
- Get other campers away safely
- Call 911 if needed
- Call parents
- Call the Rec Care Supervisor and/or Coordinator as soon as it is safe to do so
- Expulsion may be needed for the child on the first incident

Extreme Weather

Tornado

All staff are required to sign up for Denton County Alert at <http://dentoncounty.com/emergencynotifications>. You will need to create an account with your phone number and/or email.

If a tornado watch is in effect for Denton County, all participants are to stay indoors. If a tornado warning is issued for Denton County, the office will call each site. When you receive this call, immediately have the children follow the tornado procedures:

- Have the children line up silently.
- Walk to the designated Safe Zone that is indicated at each center.
- When at the Safe Zone, have the children line up against the wall/walls, face the wall, duck down sitting on their knees and place their head as far in their lap as possible.
- Have all the children place their hands over their heads covering their ears and necks. Take your flashlight with you in case of power failure.

When the tornado warning expires for Denton County, the office will call each site with that information. When you receive this call, the children may return to what they were doing.

Extreme Hot or Cold

If severe weather exists in the area, such as a tornado, fire, flash flood or hail storm, the recreation center emergency procedures will be in effect. In the case of a snowstorm, or icy road conditions, we may close down the sites early or we may change the pick-up location to another center. We will try to call as many parents as possible but please leave work early or provide other arrangements for pick up when these severe conditions exist.

We will cancel outdoor programs during an Excessive Heat Warning. During colder weather, we will make a decision based on all the environmental factors.

Lock-Down Procedure

If someone, adult or child, enters the center with a gun or weapon, please follow these procedures:

- Make sure that all student report to a meeting place as quickly as possible. All children should be accounted for by doing a head count.
- Close and lock all doors and windows in the room.

- Stay away from the doors and windows. Cover the windows with paper, if possible.
- Do not open doors or windows until you have received a signal that everything is all right.
- Do not evacuate the room until told to do so.
- Under no circumstances is the leader to leave students unsupervised. Leaders are to remain with students.

Finding a child with a weapon

If you find a child with a weapon (knife, gun, stun gun, fire crackers) in their backpack or on them, seclude the child immediately. Call a supervisor. The supervisor may recommend calling the police. Wait for the police to arrive and follow instructions.

Fire Safety and Fire Drill

If the fire alarm goes off at your site, have a leader look outside to see if the door of the gym leading outside is clear. Have all the children line up at the door and a leader should lead them outside as far away as possible. This should be done quickly without running and quietly.

Fire Drill procedures should be practiced every three months during the school year. You should time your children and make sure they do it under a minute depending on how long your escape route is. Always check your fire safety equipment such as the extinguisher.

Reports

Activity Schedule

An activity schedule will be given to each parent/guardian on the first day of the month. These schedules provide a detailed list of activities to assure that the parent/guardian know what the child is doing throughout the day. It is very important that the schedule is followed, but if an activity is not working adjustments need to be made.

Minor Injury Log

The Minor Injury Log should be kept at the site and is for recording any minor injury that occurs. An injury that is recorded on this log is a scrape that is not bad or does not need a lot of first aid.

Accident Reports

Accident reports should be filled out when a child is given an ice pack, suffers any head, neck or back injury, has an injury that may cause any permanent skin damage or anything that has to do with a bone or a limb. Parents should be aware in detail of any injury sustained by the child at the site.

Accident Reports are turned in the day they are filled out. The report is on carbon copy paper all both should be turned in. The next day you will receive the yellow copy back. Place the yellow copy in the administration book.

Minor Behavioral Log

The Minor Behavioral Log is to help let children know of behavior problems that need correction or improvement. Children can receive up to 3 minor behavioral reports before an Incident Report is considered. Please ask for guidance if you are unsure of what report to write. Parents must initial the Minor Behavioral Log.

Incident Reports

An Incident Report should be given to children that have been warned at least two times for the same incident. If the child has not responded to the warning and you have put them in time out for the same behavior, an Incident Report should be written.

Bathroom accidents and accidental nudity incidents (i.e. changing in public at the pool) should be written on an Incident Report and the word, “non-behavioral” written below the title. A child is allowed 3 of this type of reports before it becomes a Discipline Report. Children must be potty-trained to attend our programs.

An Incident Report should be turned in the same day that it is filled out. You will turn in both copies and will receive the yellow copy back. Place the yellow copy of the form in the administration book.

Discipline Reports

A Discipline Report is filled out when the child has already received an incident report or is causing bodily harm to themselves, others, or any property at the school. They may also receive a report for leaving the site without permission.

Before this report is filled out, call a supervisor order to confirm that the incident warrants a Discipline Report. The 2nd time the child receives a discipline report, please do the same procedure. The 3rd Discipline Report, follow the same procedure, however the child will be suspended from the site for 3 business days. The 4th report you will use the Expulsion form.

A Discipline Report should be turned in on the same day it was filled out. All the duplicate sheets are turned in with the parent's signature. You will receive the report back intact and a copy for the parent, if requested.

Expulsion Reports

An Expulsion Report is very similar to a Discipline Report. The child, in order to receive one, inflicts bodily harm upon himself, others or property, violates the Zero Tolerance or Bully Policy, or has 3 discipline reports.

Before this report is filled out, contact a supervisor to approve the report and then call the parents to come and pick the child up from the site. When a child is expelled, they could be suspended from all DPARD activities for 6 months to 1 year from the date of occurrence.

Volunteers

No volunteers are allowed to work at the ASAS sites at this time except for UNT and TWU students who have been criminally background checked. Administrative staff will let you know if a person has been approved to work at a site in advance. If a person shows up at your site and states that they are an ASAS volunteer, immediately call the administrative numbers.

KDO & Special Events

Special Events

Recreational Care sponsors many special events and KDOs over the course of the year. These special events are mandatory to work. Below is a tentative special event calendar for the 2022/23 year. However, we do reserve the right to add to or delete from this list at any time.

Special Events are a large part of our department. It is part of your job to attend and work these events. Staff is required to exhibit a positive attitude to staff, supervisors and the public. All staff is required to stay until released by the Administrative staff.

There are times that we do not need all staff to work a special event. We either pick names out of a hat or we ask for staff to volunteer to work. Unless one of the Administrative Staff has told you that you are not working an event, expect to work even if you did not offer to work.

Tentative Special Events Calendar

*Means all staff required to work

If you are unable to work a majority of the starred dates, you will not be considered for Special Events staff. This list may be added to in the future.

August 1-10	KDO/TDO 7:00 a.m. – 6:00 p.m.
October 11-12	KDO/TDO 7:00 a.m. – 6:00 p.m.
*November 21, 22, 23	Thanksgiving Camp 7:00 a.m. – 6:00 p.m.
*December 19 – January 2	Holiday Camp 7:00 a.m.-6:00 p.m.
*January 3	School starts back at DISD
February 20	KDO/TDO 7:00 a.m. – 6:00 p.m.
*March 13-17	Spring Break Camp 7:00 a.m.-6:00 p.m.
April 7	KDO/TDO 7:00 a.m. – 6:00 p.m.
*TBA	Easter Eggstravaganza 8:00 a.m.-1:00 p.m.
*May 26	Summer Camp Setup Day 12:00 p.m. – 6:00 p.m.

Early Release Days

There are several Early Release days this school year. On Early Release days, staff will report at 11:45 a.m. If you cannot make it, it is your responsibility to tell the Rec Care Supervisor. Early Release days are listed below:

Wednesday, August 31
Friday, September 2 – DC Only
Wednesday, September 21
Wednesday, October 19
Wednesday, November 16
Tuesday – Friday, December 13-16
Friday, January 13 – DC Only
Wednesday, January 18

Wednesday, February 15
Friday, February 17 – DC Only
Friday, March 10
Wednesday, March 22
Wednesday, April 19
Wednesday, May 17
Tuesday – Friday, May 23-26

KDO Procedures

During a KDO you will have many children that you are not familiar with. Many of the KDO's will be held at the Civic Center and run from 7:00 a.m. until 6:00 p.m. There will always be a field trip planned for the days. The following steps are to be followed when working a KDO.

You must always wear a staff shirt to a KDO. Event shirts are not considered staff shirts. Show up five minutes early to your shift so you can be filled in on what is going on. Follow the activity schedule exactly. The children should be busy at all times. There are people that work at the Civic Center so please make sure the noise is at a minimum.

KDO Daily Schedule

- 7:00 a.m. until 8:00 a.m. the children should be engaged in quiet, small group play. This means no balls. Lego's, drawing, crafts and board games should be out at this time.
- 8:30 a.m. the children should clean up the games and crafts and be gathered in the middle to eat snack. They must wash their hands before they eat snack. If some children need to go buy a snack from the vending machine a leader should accompany them.
- 9:00 a.m. the children should clean up their snack and gather back in the middle. Make sure the Center is clean. Explain the rules of both the field trip and the Civic Center. Give them a rundown of what will be happening.
- 9:15 a.m. the children should be in their van lines and ready to leave on the vans. Complete an overall head count and provide staff with the head count for the field trip. You should be ready to leave for the field trip at 9:30 a.m.
- 4:00 p.m. the children should be allowed to eat snack.
- 4:30 p.m. clean up time and then start structured activities. This is just like structure at the sites, however, you have both a game and a craft going on. The children should be doing one of these two things.
- 5:30 p.m. is when free play starts. Because people are still working this time must not get noisy. Section off the center for balls, games, crafts, and Lego's. One

person should be at the sign out table at this time. If you do not know a parent, you still must check ID.

KDO Rules

- No balls are to be kicked.
- Children must have permission to go to the bathroom.
- Children are not allowed to go into the closet.
- Children are not allowed to sit at the sign in/out table.
- If a child takes off seat belt while on van notify one of the Administrative Staff at that time. It will be a discipline report.
- The noise level should be kept down for the people who are working at all times.
- While on the field trip everyone should be respectful and on their best behavior.
- Children need to be in your sight at all times. If a child leaves the designated area on a field trip call one of the Administrative Staff immediately.

KDO Ice

On a day of a KDO and the roads are icy, we will still have the KDO. Only if the City of Denton closes will we not offer the KDO. To find out if the City of Denton is close you can call the non-emergency phone number.

Condition of Employment

Our program is funded from the direct payments we receive from ASAS participants. If our numbers become so low at a site than we can no longer afford to keep a certain number of staff at that site, we may have to reduce staff at that site. We will keep that person on payroll for special events, and we may call that person back if registration numbers increase.