# City of Ozark - Parks and Recreation

# Childcare Parent Handbook

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### THE OC CHILDCARE PROGRAMS AND FINLEY RIVER CAMPS EXPECTATIONS

- Ozark Parks and Recreation's Commitment to Parents/Guardians & Children...
  - Children are cared for in a safe, supportive environment
  - Parents/Guardians are welcome to visit with the Recreation Supervisor, Recreation Coordinator, or Staff Lead about concerns related to their child
  - Parents/Guardians will be informed about any issues with behavior from their child and be able to speak with the Recreation Supervisor, Recreation Coordinator, or Staff Lead to discuss and correct behavior
  - Parents/Guardians will be regularly informed about activities
  - o Parents/Guardians will be given opportunities to provide input about the program

### • Ozark Parks and Recreation's Expectations of the Parents/Guardians...

- Communicate with staff respectfully
- Support staff with discipline situations
- o Follow all policies outlined in this Handbook
- o Notify Recreation Supervisor or Recreation Coordinator of any changes with your child's records
- Sign your child(ren) in and out daily
- Read all information distributed via ProCare Connect, KidCheck, Email, Facebook, or as posted as applicable.
- Remain available during the day for communication should situations arise

### Ozark Parks and Recreation's Expectations of the Children...

- o Have fun in a safe environment
- o Treat all other children, staff, equipment, materials, and the facility with respect
- Make respectful choices and take responsibility for actions
- o Participate in all activities to the best of their ability
- Develop and use social skills
- Express emotions in an appropriate manner
- Follow all rules and guidelines given

# **General Childcare Policies**

### **Inclusive Recreation**

■ If your child requires accommodations for participation, please notify us at least two weeks prior to the program they will attend. A director or support staff may reach out to discuss how we can best serve your child.

### Insurance

■ The City of Ozark does not provide any accident or hospitalization insurance for program participants. We recommend that you review your own family policies for coverage information.

### Forms

### **■** Medical Authorization Form

- If your child needs to be given medication (prescription or over-the-counter) while at our programs, you must have a completed **Medical Authorization Form** on file. No Medication will be given without this form on file. For more information about administration of medication, please see Medication Policy below.
- Forms can be received by contacting the Recreation Department, or by searching for Missouri State form "BCC-11" on the internet.

### Toilet Training and Restroom Needs

- Children must be able to participate in group care with reasonable accommodations. Staff at The OC are not trained or authorized to assist in the use of the restroom. Staff are able to give reminders to the group, but are also not able to monitor your child's specific bathroom needs. The OC childcare programs do not assist in toilet training, nor are City of Ozark Parks staff authorized to assist or change your child when an accident happens.
- In the instance that a bathroom based accident happens, your child will be instructed to change themselves, and an incident report will be filed. If your child does not have a change of clothes with them, or are unable to change themselves (in the case of infants or toddlers), parents will be contacted to come and assist the child in that changing operation.
- For long term care programs such as Summer Day Camp, Kids Day Off, or After School, repeated accidents may result in the dismissal from the program as those situations can create strains on supervision (if two staff are pulled away to address a bathroom accident, that can reduce overall supervision on major field trips, etc).

### Emergency Action Plans (parental response)

■ In the event of an emergency while your child is in our care, it is important that parents follow the established protocol to ensure the safety of all involved. If an emergency arises, parents should immediately proceed to the designated meeting location, the First Baptist Church located at 1400 W Jackson St. in Ozark, and wait for further instruction from emergency services. Parents should not attempt to go to the facility their child is at, whether that be The OC or a field trip location. Instead, parents should wait to receive contact via ProCare Connect, which will provide updates and further instructions. Additional updates may also be posted on the City of Ozark's Facebook page ("Ozark Community Center" for The OC, and "City of Ozark, Missouri"). Following these procedures will help ensure a swift and safe resolution to any emergency situation.

### Waitlist Policy

- The purpose of this policy is to outline the procedures and guidelines for managing the waitlist for Parks and Recreation Childcare programs, when they exist. Primarily, this is utilized for our Finley River Camps program. The waitlist is utilized to allocate available spots in our programs and ensure fairness in the selection process, while also maintaining the highest level of utilization of our program.
- Waitlist Procedure
  - Initial Assessment
    - The waitlist will be managed on a first-come, first-served basis, starting from the first child on the list.

- Availability for each child will be assessed on a weekly basis, starting from the upcoming week.
- The availability status of each child will be reviewed sequentially until all available spots are filled.
- If a child has a confirmed spot or expresses no interest in a particular week, their name will remain on the waitlist accordingly.

### Filling Specific Weeks

- When attempting to fill a specific week, children who have partially moved off the waitlist will be evaluated first.
- If children from the partial off-waitlist group are not available or decline the spot for the specific week, the selection process will continue down the waitlist.
- Consideration will be given to children who align with the requirements of the age group being filled, as well as if the position being offered is a full summer commitment (per the program's registration policy) or a la carte weeks.

### Acceptance and Enrollment

- Once a child is accepted from the waitlist, they will be offered the available spot.
- Upon acceptance, efforts will be made to accommodate the child for the duration they desire, subject to availability.
- A deposit will be made for full commitment programs including the child's first and last week. The OC's standard cancellation policy will then apply, as well as full summer commitment.
- In the case of siblings, both groups will be assessed, and efforts will be made to enroll them in overlapping weeks whenever possible.

### Communication with Families

- Initial contact with families will be made via email.
- If no response is received within a reasonable timeframe, families will be contacted by phone.
- A specific time limit will be provided during the phone call, after which the parks department will proceed to the next child on the list if no response is received.

### Child Safety Policies

This is not a complete list of Child Safety Policies, but are instead the ones that parents ask most about. If you have any further questions, please feel free to contact the Camp Director and Assistant Camp Director – your question may very well be needed in next year's handbook!

### Supervision

- Our program utilizes "Rule of 3", meaning that no two people should ever be alone together. Whether this is at least one staff and two children, or two staff and one child, this helps build a safer environment for all.
- Children will always be visible by staff. In situations where a child needs space, or an environment where there is a lot of space (skating rink, etc), line of sight still must be maintained even if there is a physical distance between the two. In regards to the bathroom experience, staff will position themselves in a propped open doorway, allowing for children and their behaviors to be heard and addressed if necessary.
- Staff will conduct counts of children in their group on a frequent basis while in program areas. When transitioning from one location to another, staff will conduct a "name to face" check, meaning they will physically set eyes upon your child.
- When utilizing locker rooms, children are not allowed to use shower stalls without parental permission, which must be given to the appropriate program director in writing. Additionally, staff

will do walking sweeps of the locker room while children are changing to ensure safe practices. Staff will also conduct sweeps of the locker room area while swim time is occurring to ensure that children are not lingering in the restroom.

- For sign in and out, staff will check the ID of any parent who does not have their ProCare or KidCheck guardian receipt set up. Those people will need to be on the authorized pick up list for the child. If a person is not on the list, we will not allow the child to go with that person, and will contact the parents and potentially the authorities.
- Ozark Parks and Recreation staff members are discouraged from relating to children outside of non –
   Parks and Recreation activities (including babysitting). We ask that families who ask staff to babysit program participants submit notification of the request in writing to the Recreation Supervisor or Recreation Coordinator for KidZone.

### Child Interaction with the Public

- In order to maintain safety of our program participants, camper interaction with the public is extremely limited. This includes any individuals that the child has a relationship with outside of the childcare program. Whether it is a friend from their neighborhood, or their grandparent, children are actively kept away from members of the general public while signed into our care. Staff members have no way of knowing who these individuals are, and whether they are safe to be around the children within the program. With younger children, while they may not be at risk in the program, staff have no supervisory responsibility or authority to these kids, and would not be able to resolve any conflict that may arise. Keeping outside children allows staff to maintain a safe and orderly program.
- When utilizing public restrooms or locker rooms, staff will do a sweep (or in the instance that staff member does not match the facility, they will verbally check and announce themselves into the restroom) of the bathroom before and after the children utilize those facilities. If staff witness individuals in the restroom, they will hold the group back until those individuals are finished, or enter with the group (in a group restroom situation, maintaining rule of 3) of children to ensure the safety of program participants.
- Unfortunately, our program is often public facing, and we cannot control the actions of the general public. If any situation ever arises that would cause concern, parks staff will notify the parents and in the event that something inappropriate has happened, will contact the necessary authorities, keeping parents involved. Our commitment to parents in these situations is communication, so that we can resolve these things together.
- Children who are at risk to themselves or others

### Health Policies

### Staff Certification

■ All of our staff have certification from a recognized entity in administering CPR, AED, and First Aid (Red Cross, American Health and Safety Institute, American Heart Association, etc). Additionally, our staff take online training in child safety and mandated reporter status, and attend up to 20 hours of dedicated training. We do ongoing "in services" as the year goes on.

### Medication Policy

- If your child needs to be given medication (prescription or over-the-counter) while at a childcare program, you must have a completed **Medical Authorization Form** on file. *No Medication will be given without this form on file*..
- All medications must be in the original, properly labeled container when sent to the program. Medications must be given to staff (including inhalers and epipens) and stored with the staff person for the safety of all children in the program. Individuals found in violation of this policy may no longer be able to attend the program. In the instance of a severe medical need, we ask that you reach out to the staff to make a plan to ensure your child receives their necessary medication as soon as they need it (in the instance of an inhaler or epipen).

- Staff are not able to administer medication that is considered "invasive" or that requires certain storage conditions (medications are not able to be refrigerated, and can be subjected to high/low temperatures, high UV radiation, and high humidity).
- Forms can be received by contacting the Recreation Department, or by searching for Missouri State form "BCC-11" on the internet.
- Medical Authorization form is required for the use of Aerosol sunscreen (and notes that it must be provided by the parent), Ibuprofen, and topical Benadryl ointments for itch.

### Sunscreen

- Appropriate sunscreen use is important to protect your child from burns. Our Summer Day Camp operates primarily outside, and campers will be exposed to more sunlight than their body may be used to. Campers are required to have sunscreen with them each day while at Finley River Camps. Notification will be sent to parents if they do not send sunscreen with their child. Parents will be notified on the door if the Kidzone intends to go outside, and should apply sunscreen at that time.
- Staff are not responsible to hold sunscreen for your child, nor are they permitted to assist with the application of lotion based sunscreen. Should your child need assistance with sunscreen, we ask that you send them with aerosol spray.
- Staff will document the spray of sunscreen, and will attempt to do so every 80 minutes while outside, based on the recommendation of sunscreen manufacturers.

### Head Lice

Ozark Parks and Recreation has adopted a "No Nit" Policy. If live lice and/or nits (eggs) are detected, the child's parent/guardian will be contacted and the child will have to be picked up immediately. Children are then checked, and any appropriate phone calls are made. Parents must verify in writing that they have conducted treatment on their child. The child may be able to return to the program the following day after treatment and a recheck is done by program staff to verify that live lice and/or nits are gone prior to admission to a childcare program. Periodic rechecks will be done by staff to verify that infestation did not occur. No refund will be given if a camper misses any time due to head lice.

### Sick Child

- Please do not send your child to a program with a fever or an illness.
- If your child exhibits symptoms of illness or fever, you will be called to pick up your child. This includes, but is not limited to, a temperature of 99.1 degrees or more, vomiting, a rash, or other symptoms that may be contagious.
- Your child will be able to return when they are cleared by a doctor, once they have been "fever or vomit free" for twenty four hours, or as deemed appropriate by the Department of Elementary and Secondary Education "Prevention and Control of Communicable Diseases".
- We ask that your child is picked up within the hour after initial contact. After that initial hour grace period, the late fee policy applies.

### Incident Reports – Injuries and Accidents

■ Staff will fill out incident reports when a child gets hurt either physically (paper based) or electronically and must be signed by guardians.

### Aquatic Safety

- A lifeguard will be on duty whenever a child engages in an aquatic program with The OC. These may be City of Ozark staff, or staff of the facility that we are utilizing. Additionally, counselors will be patrolling the deck as well to ensure safety while at the pool.
- All policies and procedures for the aquatic facilities apply to your child when they are at those facilities. Those are available upon request from the aquatics department at The OC/ Grubaugh Aquatics Facility. Lifeguards are authorized to make immediate adjustments to behavior to children

- engaged in the childcare program, but further disciplinary action (behavior reports, suspension from swimming, etc) will be referred to the counselor.
- Staff conduct a "swim test" for each child in their camp to verify their ability to swim. This consists of jumping in feet first, swimming freestyle or breaststroke (25 yds), floating on their back for ten seconds, and finishing their swim. They must be able to climb out of the pool without stairs or ramp. If a child is unable to do so, they will be considered a "non swimmer". These children are isolated to shallow areas at the aquatic facilities we visit, and if unable to touch, will have to wear a life jacket. Children's swim status is identified through the use of a wristband or breakaway.

### Camp Code of Conduct and Discipline Guidelines

### Participation in Group Care

- Participation in group care is a vital aspect of our Camp program. It is important that children possess certain skills and behaviors to ensure they have a safe and enjoyable experience, and allows staff to share their attention between all of the children in our program. Firstly, children should be able to maintain focus and follow directions given by camp leaders. This includes being able to listen attentively and follow instructions carefully without the need for immediate reminders. Secondly, children should be capable of positive interaction with peers and authority figures, and resolve conflict with minimal assistance. This involves being able to communicate effectively, participate in group activities, and show respect towards others. Finally, children should have the ability to manage their bathroom needs independently. This includes knowing when they need to use the restroom and being able to take care of personal hygiene without assistance. Additionally, children must be able to change themselves in and out of their swimsuit, dry off, and store their clothes appropriate. They must also be able to keep track of their belongings independently throughout the day. By meeting these guidelines, children will be able to fully participate in all activities and make the most of their time at camp.
- Participation in group care is a difficult topic to define however, ultimately if one child is requiring the attention of a single staff member disproportionately to what other children are needing, and it is to the detriment of the camp program, staff will reach out to the parents to see how best to serve that child. Our program maintains at least a 1:12 ratio, and is not able to provide one on one care.

### Discipline Guidelines

- Children are expected to display satisfactory behavior while at the program. If behavior problems arise, the child's behavior will be documented and parents will be notified. If the problems are persistent or severe, the child can be suspended or expelled from the program.
- Depending on the severity of the incident or number of occurrences, EACH documentation can include any or all of the following:
  - Verbal Warning
  - Safe Seat (Time away from activity/group)
  - Visit with the Director
  - Conference with Parents
  - Suspended for X number of Days
  - Expulsion
  - No refunds due to suspension or expulsion for the current week will be approved.
- Please note that "Behavior Reports" are simply a report allowing us to communicate with the parents as to what behaviors we are seeing from their child. While at times these may be alarming, these are simply a tool that we use to collaborate and partner with the family as we work towards keeping their child safe and happy.

### Personal Items

### Cell Phones / Electronic Equipment

 Children are not allowed to use Cell Phones, Handheld Gaming Devices, Smart Watches, or other electronics at Summer Day Camp. Ozark Parks and Recreation accepts no responsibility for loss or

- theft of student property. Children using any such items may have them confiscated and given to the parent upon pick-up.
- Personal items from home, such as toys, games, cards, etc. should not be brought to Summer Day Camp, but are the child's responsibility if they do. Staff are authorized to confiscate these toys should they become a distraction. If your child has an identified need for a recreation item, communicate with staff to let us know. That accommodation may be able to be made as long as it does not come at the detriment of the program (a "poppit" has much less impact on a group of children as the need for a child to have a "tablet" with them throughout the day).

### Personal Photography Devices

- Digital cameras and disposable cameras are allowed at the appropriate time at Camp. If a child uses a personal photography device at an inappropriate (in the locker room, bathroom, etc), the device will be confiscated, and reported to appropriate authorities. Staff should be alerted by the parent that morning that their child has a personal photography device, otherwise, it may be confiscated for the end of the day.
- Additionally, we do not allow for concealed photography devices (smart watches, cell phones see above rule, etc). If these are discovered, the device may be confiscated, and the child may no longer be allowed to attend the program. This is to protect all children while in the locker room, bathroom, etc.
- The policy for children bringing money to camp is designed to ensure a safe and enjoyable experience for all campers. Although the program does not take responsibility for any money brought by children, parents should advise their children to keep track of their money and not bring more than necessary. In the event that money is lost or stolen, the program will not investigate but will assist in recovery if possible. The City of Ozark program highly encourages a digital currency for their children, such as "Greenlight Card" which allows parents to control access to their child's money, has their child's face on the card, and can be remotely shut off if lost. In the event that a parent does not wish to place the responsibility of currency with their child, a concessions card at the indoor and outdoor pool may be purchased for your child's use at the Neal Grubuagh Pool and/or The OC indoor pool. The cost is \$10 per card. These can be purchased at The OC. Separate cards are required per facility.. The program's top priority is to provide a fun, safe, and memorable camp experience for all children.

### Licensing

- The OC's Afternoon Kids Club is licensed by the Department of Elementary and Secondary Education. A
  copy of the licensing policies is available for review at the parent's request. Snow Day Programs will need
  to be registered for in advance, and are held under the after school program license, and will be
  considered school closure dates per the licensing rules.
- As required by Section 210.211.3 RSMo, which defines what childcare programs are required to be licensed in the State of Missouri, parents should be aware that the Ozark Parks and Recreation Summer Day Camp Program, Spring Break Camp, Kids Day Off, Kids Night In, and Kidzone are considered license exempt, and are therefore not licensed. Parents should recognize under the same section that I am entitled to receive the policies of this program, as well as disciplinary policy of this program. They may do so by requesting them via email from the appropriate program director. While these programs are not licensed, we do follow those best practices so that they are universal across our programs.

### Parental Conduct

As we view childcare programming as a partnership between the child, the staff, the program, and of
course the parents, there are expectations for all involved. The following are included in our "Parent
Contract", or essentially some guidelines that all parents are held to when participating in our program.

- Parents must abide by all the policies listed within this childcare manual.
  - This includes picking their child up within the timeframe designated above, as well as when sick as defined in the illness section. This can result in dismissal if parents are extremely late.
- Late fees will apply if a parent or guardian picks up outside of the designated program window. There is a five minute grace period. At 6:05, the family will be charged \$5 per child and \$1 for each additional minute thereafter. The fine must be paid with the next tuition payment due in order for my child to continue to attend. There is a thirty minute grace period for pick up when a child is dismissed for illness or discipline.
- Parents or guardians must pay for Parks and Recreation Childcare prior to the attendance/billing period. Their child may not be able to attend until that has been completed.
- Violent, aggressive, or threatening actions will not be permitted by any child or any parent/guardian to any leaders or other children, or to themselves. In the event that this does occur, action will be taken such as suspension, or termination from the program of the child/ren involved, without refund. This policy applies to extreme behavior not otherwise defined above.
- All families and children in the OC Childcare program have a right to confidentiality, and recognize that if any issues arise between another child or family, OC Childcare staff will handle it. I understand that I am not allowed to address or interact with other children in the program in honor of that confidentiality
- Regardless of parent or guardian who signs registration forms, all individuals picking a child up will be held to the same code of conduct. Deviation from these polices above may result in a suspension or termination of a child's participation in the program.
- It is the parent's responsibility to download and maintain the "ProCare Connect" application on my mobile device or desktop computer, and that additional information is available in the Parks and Recreation Childcare parent manual.
- There are no tuition adjustments for non-attendance, absences, or early cancellations from the program.

# Finley River Camps - Summer Specific Policies

Mission Statement: "Our mission at Finley River Camps is to prioritize relational experiences and prioritize the emotional and physical safety of every child, creating a welcoming atmosphere where every camper feels valued and included."

Philosophy Statement: "At Finley River Camps, we believe that relational experiences are key to creating a sense of belonging for children in Ozark. We strive to create a welcoming atmosphere where every camper feels valued and included. We prioritize the emotional and physical safety of every child, ensuring that they can explore, learn, and have fun in a secure and supportive environment. We strive to create an environment that respects the rights and dignity of all campers, regardless of their backgrounds or abilities."

### **Operating Days and Hours**

### Days of Operation

- Summer Day Camp follows the Ozark R-VI calendar and will only be offered on business days between the final day of school, and the initial day of the following school year, from 7AM-6PM. Our Summer Day Camp program operates at The Finley River Park, located at pavilions on the north end of the park. On days when the park is deemed to not be a good fit for childcare, a ProCare connect message will be sent to parents notifying of a location change to The OC. We ask that parents do not assume a location change, and what for that message before changing their intended drop off destination.
- During the school year, Ozark Parks and Recreation provides after school care, snow day care, holiday and spring break camp, and other miscellaneous child care programs. These programs all take place at The OC, and will be available for pre-registration usually four weeks prior to date of program, or more. For Snow Days, registration is available once it is decided that care will be offered and then can be done over the phone, or in person. Space is limited for this program, so parents must make payment at time of registration.

### Snow/Heat/Emergency Days Off

■ If The OC facility closes due to any extreme condition (illnesses, extreme weather, natural disaster, etc), Summer Camp will not be available. These updates will be sent out via ProCare Connect and The OC's Facebook page.

### • Enrollment, Payment, and Forms

### Summer Day Camp Enrollment

- Registration forms can be found at:
  - Registration is available online prior to the start of Summer.
  - Registration Packet must be fully completed, and payment must be received five business days prior to the child attending.
  - Billing for Summer Day Camp, Winter Break Camp, and Spring Break Camp is all done through ProCare Connect. Payment cannot be made or accepted by Front Desk Staff, and should be done with a childcare supervisor if unable to do so within your ProCare Connect application. Visa and Master Cards are accepted for childcare tuition.
  - Payments will not be accepted by general childcare Staff
  - Children may not be able to attend if a payment has not been made by the Monday of the unpaid session.
  - If the program is full, the child may be placed on a waiting list.
- **DECLINED CREDIT CARDS** —In the event of a declined credit card, a call and/or email notification may be given in an effort to make other payment arrangement. The autopay agreement will also be

suspended at this time, and the family will be responsible for paying in an alternate way. If an alternate payment is not received by the start of the unpaid session, the child may not return to the program until payment has been made.

### Cancellation Policy

- Registration fees offset the cost to plan and schedule the program. When you sign up for a class, we depend on your enrollment for that class to succeed. Please plan your schedule carefully, as responsibility cannot be accepted for personal circumstances.
- A \$10 processing fee will be applied to all *paid* registrations.
- If you must *CANCEL* your registration, *you* must notify the Recreation Supervisor *in writing* (inperson, or by email) no later than two weeks prior to the start of your intended final date of attendance for your child in order to cancel payment (minus the \$10 processing fee for paid registrations). *Cancellation forms are available at the The OC front desk. Your beginning of Summer Deposit may not be returned, as this is a full Summer commitment.*
- No credits or refunds will be approved for absenteeism, suspension, or expulsion from the program.
- Note that this Camp is a 13 week commitment with up to 2 weeks (5 consecutive days each) of vacation allowed. You will be required to pay for the full 13 weeks, less any vacation weeks your child takes. Note: Requests for any changes must be submitted in written form on our website OzarkMissouri.com on the Summer Camp tab.

### Vacation Week Notification Form

• The Ozark Parks and Recreation Summer Day Camp program is a full summer commitment, with payment being due at the beginning as a non-refundable deposit for the first weeks and last week of Summer. With enrollment in this program, a family is eligible to take up to two weeks (consisting of five consecutive business days each) off from my commitment, "vacation weeks". These weeks must be submitted in writing, whether on the online form for vacation weeks, or in email to Recreation@OzarkMissouri.org. A family has fourteen days to notify Ozark Parks and Recreation Summer Day Camp that they intend to utilize those vacation weeks, or they may be subject to a \$25 dollar "hold my spot" fee. This fee will offset any costs that may have been accrued by failure to notify (field trip deposits, scheduled staff expenses, program supplies, etc). A verbal notification is not considered acceptable, and will not result in tuition being removed for that week.

## • Sign in and Out Procedures

- Parents and other authorized individuals must sign in their children every morning, and sign out their child(ren) every afternoon.
- Only authorized individuals will be allowed to pick up a child from the program. No child will be released to leave with someone who is not listed on the Pick-Up Authorization Form. Sign in and out will take place from 7:00AM-8:30AM, and 4:30PM-6:00PM, at the designated zone. However, parents may pick up and drop off at any point during the childcare program, they will however need to meet their child's group where they are scheduled at that time.

### Procare Connect

Our childcare program utilizes a service called "Procare Connect". This allows for us to take electronic signature for sign in and out, eliminating the need to carry large binders with emergency contact and sign in/out sheets around to program. This service also allows parents to message staff, and staff to message parents (though all illness/emergency/disciplinary communication will still be attempted by phone first), and parents to update contact and pick up information for their child. There is no requirement for parents to download the application, though they may miss out on some photos/videos for their child. This also allows for private communication between parents and staff – specifically keeping information regarding the location of large groups away from the public eye. Procare Connect is not an acceptable place to do vacation week notifications.

- Photo identification must be presented at time of pick-up. No child will be released to anyone who refuses to show identification when asked. Parents will be contacted from ProCare Connect, and the police may be notified at that time. If a parent refuses to show identification, they may be found in violation of the program's parent contract, as well as the parent expectations and may have their child removed from the program.
  - Children must be picked up by 6pm. A **\$5 LATE FEE** will be charged after the first five minutes, and then a dollar per minute after that. This is charged on an individual per child basis.
  - Late fees will be charged to authorized card.
  - Children will not be allowed to return to the program until all late fees are paid.
  - Authorities will be notified if children are not picked up by 7:00 p.m., or if contact has not been made with a guardian for the child by 6:30 p.m.

### Parental Communication

- Parent Communication will take place in three methods. Phone calls will be for disciplinary, illness, and emergency related issues. Changes in schedule or mass updates will be sent out via Procare Connect.
   Smaller updates on your child that are not urgent, or notification of end of day paperwork, will be sent out via ProCare Connect.
- Camp Schedules are done in January-March, and may be changed as Summer goes on. The latest version
  of the schedule will be emailed via ProCare Connect. Any changes that happen after Monday of that week
  will be sent out on Procare Connect. Minute by minute schedules are available via ProCare Connect, and
  by request at <a href="mailto:Recreation@OzarkMissouri.org">Recreation@OzarkMissouri.org</a>., but are subject to change. An overview of the Summer
  Schedule is available on our website, OzarkMissouri.com.

### Emergency Situations

- THE OC Phones will be answered during their regular business hours. These can be found online.
  - (417) 581 -7002 ext. 2005 (Supervisor) or ext. 2004 (Coordinator).
- The Recreation Supervisor or Coordinator will be notified by the office to return your call. If it is not an emergency, they will take down your message and someone will return your call as soon as they can.
- When in the field, those extensions above are not always answered. We have established a "Camp Hotline" which rings our cell phones, and then goes to our desk/voicemail. That number is **417-429-4571**
- In the event of an emergency where Summer Day Camp staff need to contact a parent, the expectation is that someone from the emergency contact list is available to take the call and handle whatever the needs may be. If The OC staff attempt to reach individuals from the contact sheet, and are unable to do so, the child's participation in the program may become limited.

### What to Bring to Camp, Personal Items, and Lost and Found

### What to Bring to Camp

- Campers should bring the following every day: sack lunch, snacks, drink, water bottle, swim suit, towel, extra shirt to swim in, sunscreen, and a backpack to put this all in.
  - Campers do not have access to refrigeration or cooking tools. Food should be nonperishable or with an ice pack. If the schedule calls for them to be at the concession stand, food items may be purchased here. Children will be able to visit the concession during their scheduled swim time.
  - All items brought to Camp should be labeled with the child's name to assist in lost and found situations. This includes meals and snacks.
  - Campers should be dressed according to the day's activities and weather. Closed toed shoes are recommend for all activities. Campers are asked to wear their Camp shirts on field trip days. Field trip shirts, socks, and closed toed shoes will not be provided for the activities. Please refer to the weekly schedule for assistance in planning.

### Lost and Found (Summer Day Camp Specific)

•	Lost and Found for the week will be kept at the Camp Table. If Items are not claimed within 1 week, they will be taken to The OC by the following Monday and then sorted into The OC's Lost and Found.