YOUTH PROGRAMS

PARENT HANDBOOK

700 Town Center Drive, Suite 320
Newport News, VA 23606
757-926-1400

https://linktr.ee/nnyouthprograms

newport news
PARKS & RECREATION
YOUTH PROGRAMS

WELCOME

Youth Programs is the ideal place for your child to develop socially. We offer a caring, compassionate environment that fosters 'teachable moments' where your child learns how to interact in a group setting.

Youth Programs' mission is providing opportunities for building social character, promoting healthy lifestyles, and developing creative thinking through recreation and leisure activities. We are passionately committed to your child's enjoyment of their Youth Programs experience. We wholeheartedly know that by understanding our policies and procedures, you will be better equipped to enjoy your child's satisfaction by knowing exactly what it is that we do.

Newport News Parks and Recreation would like to take this opportunity to welcome you and your child to Youth Programs. We understand that choosing a childcare provider is a difficult decision to make and we don't take that lightly! We have an "open door policy" for parents to visit sites any time and we welcome any constructive feedback.

AGREEMENTS

By making the choice to be part of Youth Programs, you have agreed to abide by the policies as stated in this packet. If you have any questions regarding the program or policies, ask your Center Supervisor or contact the Administrative Office at the Department of Parks and Recreation, 700 Town Center Drive, Suite 320 (757-926-1400). Thank you for giving us the opportunity to serve you! As always, suggestions, compliments, and concerns are welcome at all times.

OUR MISSION

Providing opportunities for building social character, promoting healthy lifestyles, and developing creative thinking through recreation and leisure activities.

OUR VISION

To become the premier destination for out of school time activities.

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PROGRAM REGISTRATION

LICENSING REQUIRED DOCUMENTS

Youth Programs sites are licensed by the Virginia Department of Education (VDOE) Office of Child Care Health and Safety. The Standards for Licensed Child Day Centers requires the following documents be provided as part of the child's registration.

Required for Everyone: *These documents must be received before the application will be approved.*

- **Original birth certificate:** Can be verified in person at City Center or can be faxed or e-mailed. *We do not keep printed copies – copies received are deleted or shredded once verified.*

  An original birth certificate is the preferred method of verifying the child's identity; however in lieu of the birth certificate, we will also accept your child's passport, a notarized letter from a local school district, a court document that verifies the child's name, sex, date of birth and legal guardian).

- **Current physical** – A copy of your child's most recent physical examination using the Virginia School Entrance Physical Form dated and signed by a licensed physician, his/her designee, or an official of the local health department.

  NOTE: We must have an updated physical when:

  1. *Your child enters the Early Childhood Program. Must be within 12 months of the date of enrollment for ages 3 years to 5 years.*
  2. *Your child is transitioning from the Early Childhood Program to Kindergarten. Must be within 12 months of the date of enrollment for ages 3 years to 5 years.*
  3. *Your child is transitioning to the 7th grade. Must include updated immunization for T-Dap.*

- **Current up-to-date shot record** – dated and signed by a licensed physician, his/her designee, or an official of the local health department

  NOTE: We must have an updated immunization record when your child receives the T-Dap shot. (Usually by 7th Grade)

Required as Applicable: *These documents must be received before the application will be approved.*

- **Custody papers –** Please note that parents who can provide proof that they are a biological parent (i.e. birth certificate) will be allowed to pick up children even if they are not listed on the registration paperwork unless there are custody papers on file.

- **Medication Consent Forms** – Dated and signed by a licensed physician, his/her designee, or an official of the local health department; medications CANNOT be accepted on site or administered without current completed medication consent forms. Must be updated annually.

- **Asthma Action Plan** – Dated and signed by a licensed physician, his/her designee, or an official of the local health department. Must be updated annually.

- **Allergy Action Plan** – Dated and signed by a licensed physician, his/her designee, or an official of the local health department. Must be updated annually.

All forms can be downloaded from the Youth Programs website https://nnparksandrec.org/youth-programs-2/ or the parent portal at https://www.ezchildtrack.com/nnprt/parent. Call the main office at (757) 926-1400 if you have any questions or can't access the forms.

NEW REGISTRATIONS:

1. Visit www.ezchildtrack.com/nnprt/Parent
2. Select the "Register" button under Open Account
3. Select the school year or summer camp program you want
4. Complete the application. Please note the following:

   - Be sure to enter the best e-mail for communication.
   - The parent or legal guardian of the child should be the account holder.
   - You must provide two (2) different emergency contacts other than the legal guardian(s).
     - They must live within 50 miles of the center that your child will attend.
     - They must have different contact information.
     - If a parent/legal guardian is listed as an emergency contact instead of the second account holder, then a total of three emergency contacts is required.
   - All fields with a red indicator are mandatory and must be completed.

5. Upload all required licensing documents or email to ypezchildtrack@nnva.gov. (see page 4 for list).
   NOTE: Parents may only upload during original registration process, once application is submitted, documents can be submitted via ypezchildtrack@nnva.gov.
6. Once you have uploaded documents and submitted your online registration, our administrative team will review your application and documents for approval. When your application is approved, you will receive an email confirmation and information to set up your account online.
7. The Registration Fee will be due at this time to complete the process.

RETURNING PARTICIPANTS:

1. Login to your account at www.ezchildtrack.com/nnprt/parent
2. Select the "Register" link for the school year or summer camp program you want
   - Verify your e-mail for communication.
   - Verify or update your child's information: school, grade, emergency contacts, t-shirt size, etc. (choose the schedule that your child will attend during the school year)
   - Verify that the required documents are uploaded (see page 4).
   - The Registration Fee will be due at this time to complete the process

LIMITED SPACE & WAITLIST:

* Space is limited at our programs. **Registration information must be complete to receive a space.** Registration is not complete until all documents have been submitted and approved by the administrative office.

* The administrative staff will let you know the start date once your registration is complete and approved.

* We will have a waitlist once programs are full, and we will contact you when space becomes available.

Please Note: *If you do not provide us with current information and required documents, your child will be removed from the program until such information is submitted/updated. You will be added back on the waitlist. Send an e-mail through your parent portal account if you have uploaded new documents to your account. You can also update child, parent, and emergency contact information by sending an e-mail through your parent portal account, by emailing documents to ypezchildtrack@nnva.gov, or by contacting our administrative office at (757) 926-1400. The information will be updated within 2 business days.*

HEALTH & SAFETY

The health and safety of the children in our care is a priority. **As licensed childcare providers, Youth Programs employees are also Mandated Reporters for any suspected signs of abuse and/or neglect.**

ILLNESS

A health check will be performed as children arrive to the program.

On days where your child is not feeling well, we ask you to keep him/her at home to ensure that the illness does not spread. Please notify your Center Supervisor via email or site cell phone when your child will be absent due to illness. If your child becomes ill at the center, we will contact you and you must come pick them up. In the event of any serious accident or illness, an ambulance may be called.

Your child must be fever free for 24 hours without the aid of medication to return to the program.

COMMUNICABLE DISEASES/RESPIRATORY VIRUSES (COVID-19, FLU, RSV, Hand, Foot & Mouth, etc.)

If a child is absent because of a communicable disease, they are not permitted to return to the program without a note from a physician stating that the child's condition is no longer contagious. You are required to inform your Center Supervisor within 24 hours or the next business day after your child or a member of your immediate household develops a communicable disease as defined by the State Board of Health (See Reporting below). A list of most common communicable diseases can be downloaded from:

https://www.vdh.virginia.gov/content/uploads/sites/13/2016/03/Communicable_Disease_Chart.pdf

If a child or employee tests positive for a respiratory virus (COVID-19, INFLUENZA, RSV) they must stay home until their symptoms improve and they are fever free for 24 hours without the aid of fever-reducing medications. When symptoms improve and the child/employee has been fever-free for 24 hours without the aid of fever-reducing medications they may return to the program. Upon return they must continue to use prevention tools such as masking while indoors and being diligent about handwashing/hygiene.

If there is a reported case of a respiratory illness or another communicable disease the center staff will do a deep cleaning and sanitation of tables, chairs, toys, and other surfaces at the center.

https://www.cdc.gov/respiratory-viruses/prevention/precautions-when-sick.html

REPORTING

We will keep you informed of any reported cases of communicable diseases/respiratory viruses affecting children/staff at our program and we ask that you do the same. Parents will be notified via eblast and a posted letter at the site.

Please report all cases to YPHealth@nnva.gov. Please include the following information in the e-mail:

- Child's name
- Center they attend
- Last day they attended
- Doctor's note with the illness and expected return date

MEDICATION

Our full-time staff receive Medication Administration Training. If your child requires medication, there are certain requirements that must be followed to ensure that medication is administered safely.

1. **Complete Medication Administration Form (MAT):** Written permission must be provided to ensure we administer medication in a safe and healthy manner in accordance with licensing standards. Medication cannot be accepted or administered without current and correct MAT forms. ***Each child and medication must be on a separate form.*** The MAT form can be downloaded from our website at https://nnparksandrec.org/youth-programs-2/ or through the parent portal at www.ezchildtrack.com/nnprt/parent under the "FORMS" tab.

    - Short-Term Medication (to be administered for 10 days or less) requires written permission from the parent (*except Nebulizer or Epi-Pen).
    - Long-Term Medication (to be administered/or for as needed medication kept on site) requires written permission from a parent and a physician. ***(Must be updated every 12 months).***

    **Nebulizer and Epinephrine auto-injector medications must always have written permission from both the parent and physician.*

2. All medications (including over-the-counter) MUST be in the original container with all written instructions included.
    - Over-the-counter (OTC) medications must be labeled with the child's full name. OTC medications cannot be shared among siblings. A separate container must be provided and labeled for each child.
    - OTC medications must be administered according to the manufacturer's instructions for age, duration, and dosage.
    - Prescription medications must have a readable pharmacy label attached.

3. Provide all necessary tools needed to administer the medication (i.e. dosing cup, spoon or syringe, spacer for inhalers, etc.) Label all tools with the child's full name.

4. Medication MUST be given to your Center Supervisor. **Children cannot carry any medication with them.**

Medication will be refused if the following criteria are not met. **The medication label AND medication consent form must match exactly.**

- Child's first and last name
- Medication name and strength ***(medication name on label and form must match exactly; generic name cannot be accepted if only the name brand is listed on the label.)***
- Time to give the medication or indicate symptoms for as needed medication
- Medication dose
- Route of Administration
- Discontinue Date
- Healthcare Providers Name & Signature (Who prescribed the medication)
- Pharmacy Name and phone number
- Date prescription was filled
- Date Medication expires

PLEASE NOTE: *Medications may not be transported between sites by Youth Programs staff. If your child is attending a consolidation or alternate program, it is the responsibility of the parent/guardian to transport the medication. Any abandoned medication ~~left at a site~~ will be disposed of after 14 days or the medication expires, whichever comes first.*

ASTHMA

If your child is diagnosed with asthma, we require a Virginia Asthma Action Plan to be on file. This form requires a physician's signature and can be obtained from your child's physician. If your child's plan includes the administration of medication, see the medication policies section of the handbook. (Medication, page 7)

MEALS

Proper nutrition is very important for active and healthy children. Youth Programs collaborates with a partner agency to serve meals/snacks that follow USDA requirements during our program.

During the school year:

- A nutritious afternoon supper will be provided at the after-school programs and at full day consolidations
- Parents should provide a morning snack and a re-fillable water bottle
- Parents will need to provide lunch on full day consolidations and inclement weather days

During the summer:

- A nutritious lunch and afternoon snack will be provided
- Parents should provide a morning snack and a re-fillable water bottle
- Parents will need to provide a non-perishable lunch on field trip days and consolidations

If the partner agency is unable to provide this free service, you will be required to bring a lunch and/or snack for your child.

For safety reasons, **our staff are not allowed to heat up or refrigerate food for participants**. We cannot ensure that meals brought from home are heated thoroughly; and therefore, cannot ensure safe food handling protocol. If your child requires food at a certain temperature, you must send it in a thermos or similar container.

Youth Programs is a "nut sensitive" program. Please limit any products containing nuts or nut ingredients to help decrease the risk of severe allergic reaction amongst our participants and staff.

Hands are washed before and after mealtime. All surfaces of tables and chairs are cleaned and sanitized before and after mealtime. If your child has a food allergy, precautions are taken to minimize the risk of exposure/ingestion.

ALLERGIES

If your child has a diagnosed food allergy, an allergy care plan signed by your child's physician is required. You will also need to identify any diagnosed food allergy, sensitivity or dietary restrictions on the registration form. ***If a food allergy is listed on the child's medical forms, we must have a Food Allergy & Anaphylaxis Emergency Care Plan form detailing the steps to follow in case of exposure or ingestion.*** The F.A.R.E. form can be downloaded from our website. https://nnparksandrec.org/youth-programs-2/ If emergency medication is required, see the medication policies section of the handbook. (Medication, page 7)

All program locations designate an allergy sensitive area/table during mealtimes, and all surfaces are cleaned and sanitized before and after eating.

If your child has seasonal allergies and requires medication to be administered during our programs hours, see the medication policies section of the handbook. (Medication, page 7)

SUNSCREEN/INSECT REPELLENT

Youth Programs will administer sunscreen and insect repellant if the following are met:

- Parent/Guardian provides sunscreen and/or repellant labeled with the child's first and last name. The product must be in the original container, **not expired** and handed to a staff member upon arrival.
- Parent/Guardian signs "Authorization to Apply Sunscreen & Insect Repellant" in the Parent Agreement at time of registration.
- Parent notifies the center if the child has ever had an adverse reaction from either medication.

Parents should note the following:

- Licensing requires that staff members apply sunscreen and insect repellant for children under age nine (above criteria must be met).
- Children over nine may apply their own sunscreen/repellant. They must be supervised by staff.
- Youth Programs recommends that parents apply sunscreen and repellant prior to bringing children to the program, especially before events or activities that will be held outside.

DRESS CODE

As a recreation-based program, we are very active and do not like to see kids excluded from or hurt during activities. Please ensure your child(ren) come prepared to play in non-skid, athletic shoes and active clothing. **For safety reasons, children are required to wear skid proof shoes. The toe and back must be enclosed. Flip flops/crocs/water shoes may be worn *during water play only*;** however, your child will need an appropriate change of shoes/clothes for before and after water play.

Our program supports the policies of NNPS Student Rights and Responsibilities. Therefore, the following dress practices are not permitted:

- Any article of apparel which displays obscene words, pictures, or designs.
- Clothing that is transparent or exposes the midriff, back, navel, or has a low-cut neckline.
- Tank tops, tube tops, halter tops, one shoulder tops, spaghetti straps, strapless or backless tops (unless covered). Tank top straps should be at least two fingers wide to be worn uncovered.
- Dresses, skirts, or shorts that do not reach to at least two (2) inches above the knee. Pants, skirts, or shorts worn below waistline or inside out.
- Garments that are excessively tight, clothing that resembles leggings, jeggings, tights, or yoga pants unless worn underneath a shirt, shorts, dress, or skirt that is at mid-thigh length.

As the weather changes, please be sure to provide appropriate outdoor clothing as we like to explore and play outside. Weather permitting, we schedule outside play every day.

PROGRAM OPERATIONS

AGE ACCOMODATIONS & RATIOS

Youth Programs offer activities for participants between 3 years of age through 8th grade. Children must be toilet trained and able to use the restroom independently. Staff may not assist a child in the toileting process beyond escorting the child to the restroom and offering verbal direction. Supervision is always provided by trained staff throughout the process. Staff utilize sight, sound, and hourly head counts of children to ensure that all are always present and safe.

- Early Childhood (3-4 years old) 1:10 ratio
  - Participants must be toilet trained. Staff cannot assist beyond escorting the child to the restroom and offering verbal direction.
  - The full-day early childhood program provides an afternoon naptime daily. Youth Programs will provide bedding for each participant which will be washed at the end of each week. Participants may bring pillows and/or stuffed animals for comfort. (See the section regarding participant belongings)
- School Age (K-5th grade) 1:18 ratio
- Teens (6th-8th) 1:18 ratio

HOURS OF OPERATIONS

All programs operate Monday-Friday between 6:00 AM and 6:30 PM unless otherwise noted. *See the Inclement Weather section for adjusted program hours.*

- Full Day Early Childhood programs: 6:00 AM-6:30 PM
- Before School Programs: 6:00 AM-School Dismissal
- After School Programs: School Dismissal-6:30 PM ***This includes early release and half days.*
- Full day consolidations: 6:00 AM-6:30 PM

LOCATIONS

Please refer to the Youth Programs Website for a current list of locations, ages served and transportation routes (School-year only). Program locations are listed on the current program flyer and updated prior to each school year and summer camp. https://nnparksandrec.org/youth-programs-2/

CITY HOLIDAY CLOSINGS

Youth Programs will be closed for the following City recognized holidays*:

- Labor Day
- Thanksgiving (Thursday and Friday)
- Christmas Day (Friday before or Monday after if it falls on a weekend)
- New Year's Day (Friday before or Monday after if it falls on a weekend)
- Memorial Day
- Juneteenth
- 4th of July

**Additional days may be added around holidays if City Council approves them. Youth Programs will notify parents as soon as we are aware of the additional dates/changes.*

SCHOOL CLOSED & HOLIDAY CONSOLIDATIONS

Consolidated care will be provided at Brittingham-Midtown Community Center (BMCC) and Denbigh Community Center (DCC) for school closings and holidays except for the "City Closings" listed. Parents will receive information about consolidations and deadlines via several methods. An eblast will be sent out using the e-mail listed for the Primary Account Holder, signs will be posted at the centers, center staff will share the information at least once when participants are dropped-off or picked-up, and notices will be posted to our social media accounts.

- Single day consolidations are included in the weekly fee; however, participants *must register* for the dates in their account by the deadline. **NOTE:** *ALL Full-Day early childhood participants must be registered for the consolidation dates to ensure adequate staffing and programming supplies.*
- Holiday programs for Winter Break, Spring Break, and the last two weeks of summer camp are paid consolidations. There is a daily rate for these consolidations, and parents must register their child(ren) for the dates needed by the deadline.
- After the registration deadline, requests will be considered on a case-by-case basis provided there is space available. Please call the administrative office at 757-926-1400 to check availability.
- No registrations will be accepted the day of the consolidation.
- Participants must bring a lunch for consolidation dates. An AM Snack and refillable water bottle are also encouraged.
- All school closing dates can be found on the NNPS school year calendar.

INCLEMENT WEATHER SCHEDULE

- **School Delay:** If school is delayed due to inclement weather, our programs will adhere to the same delay.
- **School Closed Early**: If school is closed early due to inclement weather, our staff will be there for the early dismissal, and our programs will close at 5:00 PM.
- **City Closes Early**: If the City closes early (before 5:00 PM) due to inclement weather, our programs will close at the earlier time. Parents/guardians will receive a call from staff stating that the program is closed and participants need to be picked up as soon as possible.
- **School Closed**: If school is closed due to inclement weather, Youth Programs will offer care at Brittingham-Midtown Community Center (BMCC) from 8:00 AM-5:30 PM. Participants must bring their own lunch and snacks.
- **City Closed**: If the city is closed, Youth Programs will be closed and no care will be provided.

TRANSPORTATION

Parents are responsible for arranging transportation with NNPS. Please refer to the NNPS Childcare Transportation Request Website for the most up to date information. http://sbo.nn.k12.va.us/bus-stops/. *Childcare Transportation requests MUST be resubmitted EVERY school year by the deadline*. Once approved by the NNPS Transportation Department, parents/guardians are responsible for notifying the school office and teacher in writing of transportation arrangements.

Yellow Cards: Parents must provide a yellow card for any Pre-K and Kindergarten participant to the Youth Programs staff at the after school program prior to the child(ren) attending. Staff will not be able to receive the participant off of the bus without the yellow card.

Hines Middle School students attending the Brittingham-Midtown Community Center Program will walk to and from the program accompanied by a staff.

ABSENCES

Payment for the upcoming week is our indication that your child will attend and secures their spot. No credits will be issued for children who have paid but do not attend. (Exception: Illness - when proper documentation is provided.) Please make note that refunds will NOT be given for suspensions resulting from misbehavior within Youth Programs.

If your child will not be participating in the program on a certain day, please be sure to notify your Center Supervisor in person, via email or by leaving a voicemail on the center cell phone. When our staff must search for children who were supposed to be in attendance, it takes them away from the interaction they should be having with the children at the program.

PICK-UP

Children will be released to the Parent/Guardian or Authorized Pick-ups listed on the child's registration form. Individuals on the "authorized to pick up" list must be at least 16 years old. A photo ID will be required for verification against the registration form. Children will not be released without a proper ID. *As staff become familiar with parents, they may not check IDs as often; however, photo IDs should always be available ~~when~~ in case the program is being covered by staff who are not usually there. Parents may provide us with a copy of their picture ID if they would like that information on site.*

Staff must have written notification with explicit instructions if someone other than those listed on the registration form are picking up. The written permission must include the date, the full name of the child(ren) being picked up, the full name of the person picking up, and the parent/guardian's signature.

In the event of an emergency, only the Primary Account Holder can verbally approve a person not listed on the registration form. *Written and verbal approval is only valid for the date it is provided; additional permission will be required for additional dates unless the individual is added to the authorized pick-up list on the registration.*

Changes to Pick-Up Information: Only Primary Account Holders can make changes to the Authorized Pick-Up List (adding or removing individuals). These changes may be submitted to the Administrative Office by calling 757-926-1400 or by e-mail through the Parent Portal. Parents are responsible for alerting Center Supervisors of any changes to their registration forms.

Unauthorized Pick-Up: Children will not be released to individuals not listed on the registration form. Staff will notify the Primary Account Holder if an 'unauthorized person' tries to pick up their child.

Custodial Restrictions: We will enforce the 'unauthorized persons' list on a non-custodial parent; however, to call the authorities, a copy of the court order must be kept on file. Staff will notify the Primary Account Holder if an 'unauthorized person' tries to pick up their child. Please note: If a non-custodial parent is not listed on the registration or is listed as an unauthorized pick-up, but they are able to bring proof that they are a child's parent (i.e. child's birth certificate and their photo ID), we cannot refuse to release the child(ren) without a copy of the court order on file.

Late Pick-Up: Our programs close promptly at 6:30pm (Exception: inclement weather). If you are unable to pick up your child by the scheduled closing time, please make alternate arrangements and call the center to inform staff of who will be picking up your child. Please Note: Three (3) occurrences of being late without prior communication, will require administrative review and is grounds for removal from the program.

A late pick-up fee will be charged for any child(ren) picked up after the scheduled closing time. *Please Note: If the parent or emergency contact cannot be reached and the center has not heard from you by 6:30 P.M., Child Protective Services will be called.*

FINANCES

PROGRAM FEES

Each school year and summer is considered a separate program registration. All payments should be made through our online registration site prior to bringing child(ren) to the program site.

Registration Fee: a non-refundable fee for holding a space(s). See the current Youth Programs flyer for rates.
** If a program is full and you are on the waitlist, the registration fee is not applied until you are approved for a space at the program.*

Weekly Fee: Weekly fees are applied to each account on the Wednesday prior and must be **paid in full by 11:59 PM on Sunday.** Weekly fees are not refunded if participants do not attend the program. See the current Youth Programs flyer for weekly rates.

Late Payment Fee: Accounts not paid in full by 11:59 PM on Sunday will receive a $25.00 charge. Each week that a balance is due, accounts will be charged an additional late fee of $25.00.

Late Pick-Up Fee: Participants picked up after our program closes will be charged a late fee of $1.00 per minute after 6:30PM. (Exception: Inclement Weather)

NSF Fee: There will be a $35 fee for each check/e-check that is returned for any of the following reasons

- Insufficient funds
- No account or Unable to locate account

**Youth Programs will not accept any future payments by check until the old debts are cleared (including fees). We reserve the right to refuse payment by check if more than one check is returned for non-payment.*

DISCOUNTS

Please note that discounts cannot be combined. You will only receive one discount per account.

Corporate Discounts: City of Newport News Employees are eligible for a 10% discount off the weekly fee only. Only the primary or secondary account holder can receive the discount and must show acceptable proof of employment to our Administrative Office at City Center for the discount to be applied. The discount will only apply to children who reside in the household of the primary or secondary account holder.
**Teachers are employed by Newport News Public Schools and are not City of Newport News employees.*

Youth Programs Staff: Youth Programs staff are eligible for a 50% discount off the weekly fee and will be exempt from the registration fee. The discount will only apply to children who reside in the household of the primary or secondary account holder.

Sibling Discount: Accounts with 2 or more children will receive a discount of $5 off the weekly fee for every child after the first child. The discount will only apply to the primary or secondary account holder.

PAYMENTS

To focus center activities on relationship building, children, and to ensure safety of staff and participants, payments are not accepted at Youth Programs' Sites or by Youth Programs' Center Staff. Weekly payments are made in advance and are due by 11:59 PM on Sunday to avoid a late payment fee.

Payment methods:

- Log-in to the online account by Sunday at 11:59 PM weekly to make a credit card or e-check payment.
- Choose the auto-pay option to have the balance paid automatically by Sunday at 11:59 PM. Be sure to update e-check and/or credit card information periodically to ensure that transactions are completed on time and do not receive a late payment fee.
- Check or Money Order made payable to the City of Newport News.
    - Put your driver's license number and expiration date or social security number on ALL checks.
    - Put your child's name(s) and your account number in the memo section of ALL checks and money orders to ensure payment is credited to the correct account.

Payment Locations:

- Payments are accepted by Youth Programs' Administration at our City Center office from 8:30 AM to 4:30 PM Monday through Friday.
- Payments made by check or money order are accepted via "Drop Box" at Brittingham-Midtown Community Center and Denbigh Community Center. These "Drop Box" locations close at 6 p.m. on Saturdays, are closed all day on Sundays, and anytime the community center is closed.

Late Payments:

Payments for program services are due in advance. Any check, money order, credit card or e-check payments received after the deadline will incur an automatic late payment fee of $25. An additional $25 penalty fee will be assessed for each week the payment is late.

Any outstanding balances (including late payment fees, late pickup fees and weekly tuition charges, etc.) that are two weeks past due will result in the participant being withdrawn from the program for the remainder of the year and the debt submitted to the City Attorney's office for collection. To re-enroll, the participant must re-register and will be placed at the end of the waitlist. The outstanding debt must be paid to include tuition, late fees, and new registration fee prior to re-enrollment.

The City of Newport News assumes no liability for children whose fees have not been paid in full prior to attendance.

RECEIPTS & TAXES

Tax statements and payment receipts can be obtained through your parent portal account. Our **Federal ID # is 54-6022059**. Receipts are always emailed to the email address provided once payment is received.

GENERAL INFORMATION

COMMUNICATION

Youth Programs uses a variety of communication methods to pass on information to families in addition to daily face-to-face interactions with staff.

- Fliers and reminders are posted near the sign-in/out area. (i.e. Parent Table/Board & Dri-erase Board)
- Fliers are posted on our website at https://nnparksandrec.org/youth-programs-2/ and on our social media accounts (Facebook, Instagram and X). QR codes are available at the centers for easy access.
- Parent bulletin boards are located near the sign in/out area at each center to provide current information about the program, safety, and child advocacy issues. Please review the parent board regularly for important and interesting announcements.
- Parents will receive email communication from nnprt@ezchildtrack.com regarding important program information. Please make sure that the e-mail on your account is current and accurate. Also, check to make sure that Youth Programs e-mails are not being sent to SPAM.
- If you have any questions or concerns, please direct them to the administrative office at 757-926-1400 or send a message through your parent portal account "Contact Us" button. DO NOT attach comments/concerns to your weekly payment.
- Please notify the administrative office to update any information on the child's registration forms. Be sure to notify the center staff that the information has been updated so they can print the most current information for their records. To update, call 757-926-1400, email ypezchildtrack@nnva.gov, or send message through parent portal.
- Each program has a cell phone to communicate directly with staff during program hours. The number is provided during the parent meeting at the beginning of each session via the site contact card.

MEETINGS AND DISCUSSIONS

Communication is an ongoing process in the care of your child. Constant communication can keep misunderstandings from arising. Feel free to speak with your Center Supervisor if you have any concerns or to discuss specific behavior issues that may arise from divorce, death of a loved one, general changes in the household, etc. To provide you with the focus and attention needed for the conversation, an appointment may be required so that staff can ensure the program is staffed adequately to maintain our required ratios while they are meeting with you.

PARTICIPANT BELONGINGS

Each child is assigned a tub-trug or cubby for storing their personal belongings. Please be sure your child's belongings are clearly marked with their first and last name. Newport News Parks and Recreation does not accept responsibility for lost or misplaced items, including but not limited to electronic devices, gaming consoles, toys, clothing, tennis shoes, etc.

Youth Programs discourages children from bringing their toys from home to our centers. Items are brought at the participant's own risk. Youth Programs is **NOT** responsible for these items if they get lost, broken, or stolen. If you have a suggestion for a type of toy or activity that you would like to see us offer, please communicate with your Center Supervisor.

Per licensing requirements, participants will receive a date sticker for any bags, lunch boxes, or water bottles with food or drink in them. Please ensure that all food items/lunch bags/water bottles are clearly labeled with your child's first and last name.

RULES OF CONDUCT & DISCIPLINE

RULES OF CONDUCT

In light of our goal of having a safe out-of-school time community, Youth Programs does not permit offensive conduct, threatening behavior, fighting, the possession of weapons (including toy items), or any other actions deemed inappropriate by administration. Participants are never permitted to leave the sight & sound of counselors. Any behaviors that require staff to break from the rest of the group unexpectedly or requires constant one-on-one intervention will not be permitted as it compromises the staff/child ratios required by licensing. Each disciplinary action will be determined case-by-case based on the severity of the offense.

We practice progressive discipline. For minor incidents, parents will be informed and provided documentation. For major incidents, a child may be suspended. The first suspension will result in removal from the program for one full day. Subsequent suspensions may increase in length up to 5 days. Typically, a second suspension will result in the child's removal for 3 days. The third suspension results in removal for 5 days. The child may be dismissed from the program after the five-day suspension. Depending on the severity of the offense, the administration reserves the right to suspend or dismiss the child at any point.

Our program supports the Code of Conduct Rights and Responsibilities Handbook for Newport News Public Schools. As such, if your child has been suspended from Newport News Public Schools, they will not be allowed to attend Youth Programs until such suspension is lifted. If a child is removed or expelled from an NNPS location, they will not be allowed to attend Youth Programs at said location.

If your child's behavior is influenced by a disability, we may take this into account when determining our disciplinary action. In the event a participant becomes physically aggressive towards themselves or others, staff may physically redirect them for safety reasons. If this happens, parents will be notified and required to pick-up immediately.

DISCIPLINE

Youth Programs has a hands-off policy (unless child/staff safety is at risk). Youth Programs uses a positive approach to discipline in an attempt to redirect behavior; however, physically acting out and destruction of property are not permitted at any time.

- Participants: Our goal is to help children succeed and learn to make appropriate choices for their overall social and emotional well-being while maintaining a safe environment. Our program uses an approach of teaching children problem-solving techniques.
- Warnings & Redirection: Staff will give participants warnings and redirect participants to other activities to remove them from triggers and aggressive situations. This may include loss of privileges at the center.
- Parent Communication: Staff will communicate with parents about behaviors. The goal is to create a partnership with parents to identify patterns or triggers, to create structure and consistency, and to develop a cooperative, unified strategy to help with the child's development and ultimate success. Parents will be provided a disciplinary log for minor incidents.
- Written Documentation: Repeated behavior issues or actions that endanger the child or another child in the program will result in written documentation which could also include suspension.
- Suspension & Removal: Violent or repetitive behaviors that affect the safety and quality of care for other participants in the program will result in suspension. Parents/guardians may need to meet ~~must meet~~ with the Inclusion Team and Center Supervisors before the child(ren) can return to the program.

Staff will reach out to parents/guardians to let them know of any serious behavior issues or concerns before pick up. They will discuss any behavior concerns or documentation when the parent/guardian arrives to pick up their child(ren). For the safety and privacy of all participants and families, staff will only discuss the information that pertains to your child(ren). The names, information, and communication regarding any other participants and their families will not be shared.

INCLUSION~~/BEHAVIOR~~

STATEMENT ON INCLUSION

The City of Newport News Parks and Recreation encourages everyone to participate and enjoy all programs and facilities. We feel it is imperative to ensure that the City's organizational values of commitment, caring, and collaboration are evident at all times. This is especially true as we provide inclusive leisure activities to our citizens. We are committed to providing accessible programs and facilities because we care about improving the quality of life of our citizens.

We encourage participants with disabilities to register for any recreation program currently offered. We will make reasonable accommodations, in accordance with the Americans with Disabilities Act, to enable participants with disabilities to participate in and enjoy recreation programs. Failure to provide information about a child's disabilities or unique needs prior to registration may result in an interruption in services if accommodations are needed.

For more information or to answer any questions that you may have, please feel free to call us anytime.

INCLUSIVE SERVICES ~~OUR PROGRAM~~

Inclusion offers the opportunity to participate in our programs and facilities in an inclusive environment. This means, there will be no separation of services, as we will strive to make accommodations that allow for optimum success in our programs and facilities. We will make every reasonable effort to assist individuals who experience ~~have~~ barriers (i.e. physical disabilities, behavioral/mental health issues, and cognitive impairments~~deficits~~) to empower and foster optimum participation.

While we offer reasonable accommodations to support an individual's success, we may not be an appropriate program for all. There are a few things that must be noted. Upon registration or through a prescreening process, it will be asked whether an individual has the ability to do the following:

- Ambulate independently (without the need of another individual)
- Independent toileting
- Possess communication skills
- Independent feeding

Applicants with diagnosed disabilities and/or special needs will undergo the following process before being accepted into the program:

- A prescreening will take place based on the application submitted for approval.
- If the child qualifies for care based upon the prescreening, the parent and child must attend an in-person assessment to define the child's needs for their success in our program.
- In some cases, the child may be subject to a two-week trial to determine if our program can adequately meet their needs.

For any questions pertaining to our Inclusion practices, please contact (757) 926-1454.

SUMMER

The YP Summer Jams summer camp will offer a variety of recreational activities, special events and field trips throughout the summer. Each week will have a different theme focus.

- Send an AM snack and a refillable water bottle with your child daily.
- Send a lunch if your child will not eat the lunch provided. Menus are posted on the parent board.
- If your child will attend Summer School or SPARK, you are responsible for arranging transportation.
- There is no alternate care on fieldtrip days. Summer School/SPARK participants must attend field trips or arrange alternate care.

OUTSIDE

Our staff will provide as much outside time as possible during the summer. However, the safety of our participants is paramount. The following considerations are made:

- Outside play time is scheduled earlier in the day to avoid the extreme heat.
- Shaded areas are provided.
- Frequent water breaks are provided to keep participants hydrated.
- Daily health observations are continuously made while outside.
- Heat and pollen advisories are considered daily before taking participants outside.
- Outside time later in the day will be contingent on temperatures and any advisories. Activities will often involve less exertion such as nature walks. Participants will bring their water bottles outside with them.

Please see the sections on sunscreen, bug repellant and dress code. Many centers have water play day on Fridays.

FIELD TRIPS

Each participant will be issued a summer field trip T-shirt. Participants **MUST** wear their field trip shirt on all field trips. Participants without field trip shirts **will not** be allowed to stay at the program while a parent goes to get the shirt. *New shirts can be purchased, if available, at the Administration Office, 700 Town Center Drive, Suite 320 between the hours of 8:30AM – 4:30PM (sizes are limited).*

Participants must arrive at the centers on time for field trips in order to attend, ensuring proper check in, group assignment, and bathroom break prior to departure.

- If the program is boarding the buses when you arrive, the participant will not be allowed to sign-in and attend the field trip. They can be signed in to the camp once the group returns from the field trip.
- **Participants MAY NOT be dropped off at the field trip location**. A parent or guardian can bring them to the field trip, stay with them and then bring the child back to the center afterward to sign them in. Staff will not accept your child(ren) at the field trip location. If a child is dropped off without speaking with the staff, this could affect their ability to attend in the future and could result in a report for child endangerment and abandonment.
- Participants can be signed-out at a field trip if necessary. Please notify the Center Supervisor so they can be prepared for your arrival. The Center Supervisor will have the program cell phone.
- Parents may attend field trips, but they must drive themselves. They must stay with their child's group at the field trip unless they sign the child out. They may not ride with any children other than their own.

Participants who repeatedly display disruptive behaviors that could risk the safety of themselves, or others may be excluded from a field trip.

Make note of any deadlines for field trip payments or waivers. Failure to meet a deadline could affect a child's ability to participate in the activities.

AGREEMENTS MADE VIA REGISTRATION

*The following agreements are acknowledged during the registration process. It is the responsibility of each parent/guardian to read and become familiar with these agreements as well as the program policies and procedures as stated in the parent handbook. If you have any questions regarding the program or policies, ask your Center Supervisor or contact the administrative office***.**

1. My child must be signed in and out daily by authorized guardians.

2. Children will not be released to anyone except parents or guardians without specific written permission. A picture ID is required. Please make sure to have it when signing out your child. We will try to enforce the 'unauthorized persons' list, however, to call the authorities we will need the court order on file.

3. Payment is due in advance for each week, regardless of attendance. There will be NO adjustments, credits or refunds due to non-attendance. (Exceptions: A credit may be issued when no services are rendered due to injury, illness, family emergency, or inclement weather.) All refund communication must go through the parent portal, YPHealth@nnva.gov, or by contacting our administrative offices at 757-926-1400. Refund requests must be accompanied by written documentation.

If paying by check or money order at a drop box location, the payment deadline is Saturday by 6:00pm. If paying online using your checking account, Visa or Mastercard, the payment deadline is Sunday by 11:50 pm. Any payments received on Monday will be considered late and your account will be assessed a late payment fee of $25. Each week that a balance is due, your account will be charges an additional fee of $25.

4. All program locations close promptly at 6:30pm (Exception: inclement weather). A late penalty fee is billed to the account holder if your child is not picked up by the scheduled closing. If you are unable to pick up your child by the scheduled closing time, please make alternate arrangements and call the center to inform staff of who will be picking up your child. If the parent or emergency contacts cannot be reached and the center has not heard from you by 6:30 pm, Child Protective Services will be called. Please Note: Three (3) occurrences of a late pick-up without prior communication, will require administrative review and is grounds for removal from the program.

5. Transportation is the responsibility of the parents.

6. Youth Programs' sites are licensed by the Virginia Department of Education Office of Child Care Health and Safety. The minimum Standard for Licensed Child Day Centers requires that each child be up to date on immunizations. A physical examination by a licensed physician using the School Entrance Physical Examination form and a current immunization record signed by the physician must be provided prior to registration approval. Without these forms on file, our program will receive a violation. For this reason, if you haven't provided us with current information, your child may be removed from the program until such information is submitted.

7. Medication will only be administered with written permission in accordance with licensing standards. Medication must be kept in the original prescription bottle and a medication form must accompany each medication. Please note: Siblings cannot share over the counter medications.

8. The center agrees to notify the parent(s)/guardian(s) whenever the child becomes ill, and the parent(s)/guardian(s) will arrange to have the child picked up as soon as possible if requested by the center.

9. I will inform the Center within 24 hours or the next business day after my child or a member of my immediate household develops a communicable disease, or a respiratory virus as defined by the State Board of Health. Please send all documentation for illness to the following email: YPHealth@nnva.gov

10. In case of an emergency, Youth Programs' staff has my permission to call my family physician or another physician when the family physician or I cannot be reached. The staff is authorized to do first aid or emergency care or take my child to the emergency room of the nearest hospital and its staff has my permission to provide treatment which a physician deems necessary for the well-being of my child.

11. I give Youth Programs permission to apply sunscreen and/or insect repellant, when necessary, as deemed by staff members who supply care to my child.

12. Any child who is unable to respond positively to the program will be dismissed. You will be called to pick up a child who is uncontrollable or uncooperative.

13. I agree on behalf of myself, my child, or our heirs, successors and assigns, to hold harmless and defend Youth Programs, its officers, directors and agents, and the City of Newport News, or representatives associated with Youth Programs from any and all actions, claims, demands, damages, costs, expenses, and all consequential damage arising from or in connection with any illness or injury occurring on a field trip given by Youth Programs or the cost of medical treatment in connection therewith, and I agree to compensate Youth Programs and the City of Newport News or representatives associated with Youth Programs for reasonable attorney's fees and expenses arising therewith. I give my child permission to attend any and all field trips that occur off site that are given by Youth Programs.

14. Throughout the program, there may be activities, events, or media releases that could result in your child being photographed. The Program may use these photographs in promotions for the program, publish them with local articles, or use them to produce center yearbooks or videos. If you would NOT like your child to participate in activities such as these, you must notify your Center Supervisor in writing, and they will ensure that your child is not photographed in the program.

15. I understand that this registration form and all the provisions contained herein also serves to cover my child in the event they participate in consolidated, or specialty programs held at Brittingham-Midtown Community Center or Denbigh Community Center. These specialty programs close promptly at 6:30 P.M.

16. I have reviewed the 'Youth Programs' Parent Handbook and agree to abide by its policy and procedures (See Link). I may also access the Youth programs Parent handbook from the following site: https://nnparksandrec.org/

17. I have reviewed the "Subsidy Agreement" and will adhere to all policies associated with it, if applicable.

Newport News Parks and Recreation
700 Town Center Drive, Ste. 320
Newport News, VA 23606
757-926-1400
https://nnparksandrec.org/youth-programs-2/
https://linktr.ee/nnyouthprograms