

The OC's
Summer Day Camp



**A Destination
For Recreation**

PARENT HANDBOOK

1530 W Jackson St, Ozark MO 65721 (417) 581-7002

Recreation@OzarkMissouri.com

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Summer Camp Hotline – 417-429-4571

THE OC AND SUMMER DAY CAMP EXPECTATIONS

- **Day Camp'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 Camp 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 Camp Lead to discuss and correct behavior
 - Parents/Guardians will be regularly informed about activities
 - Parents/Guardians will be given opportunities to provide input about the program

- **Day Camp's Expectations of the Parents/Guardians...**
 - Communicate with staff respectfully
 - Support staff with discipline situations
 - Follow all policies outlined in this Handbook
 - Notify Recreation Supervisor, Recreation Coordinator, or Camp Lead of any changes with your child's records
 - Sign your child(ren) in and out daily
 - Read all information distributed and written on the parent board
 - Remain available during the day for communication should situations arise

- **Day Camp's Expectations of the Children...**
 - Have fun in a safe environment
 - Treat all equipment, staff, materials, and the facility with respect
 - Make respectful choices and take responsibility for actions
 - 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

Operating Days and Hours

- **Days of Operation**
 - 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
 - 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.
- **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.

● Enrollment, Payment, and Forms

- **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.
 - Check or Cash Payments will only be accepted at The OC front desk and must be received by **Thursday** prior to the start of the next week the child will attend. Checks should be made out to "The City of Ozark"
 - Payments will not be accepted by Camp Staff
 - Children may not be able to attend if a payment has not been made by the Wednesday of the unpaid session.
 - If the program is full, the child may be placed on a waiting list.
 - **RETURNED CHECKS** – Individuals whose checks are returned may result in a cancellation of their enrollment. \$25 will be charged in addition to the program fee. If the returned check is not rectified by the tenth, there may also be the \$5 dollar late fee.
 - **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.
- **Inclusive Recreation**
 - If your child requires accommodations for participation, please notify us at least two weeks prior to the week they will attend. A director may reach out to discuss how we can best serve your child.
- **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** (in-person, or by email) no later than 5:00 pm on the Monday prior to the start of your child's next billing period to attend in order to cancel payment (minus the \$10 processing fee for paid registrations). Cancellation requests submitted after Monday

will not be eligible for a refund. ***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.
- **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 camp, 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.
 - **Auto-Draft Enrollment Form**
 - In order to draft your child's Camp payment, we ask that you fill out the auto-draft enrollment form. This gives us written permission to draft your balance that is due from your credit card on file.
 - **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.com. 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).
- **Sign in and Out Procedures**
 - Parents and other authorized individuals must sign in their children every morning, and sign out their child(ren) out 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.
 - **Procure 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. All major and important information communicated through Procare Connect will also be posted on The OC's Facebook page (location changes, schedule changes, etc). 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.
 - 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.
- **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 and on The Ozark Community Center Facebook page. 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 Recreation@ozarkMissouri.com, 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.
- **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 trainings in child safety and mandated reporter status, and attend up to 20 hours of dedicated training. We do ongoing "in services" as summer goes on.

- **Medication Policy**
 - If your child needs to be given medication (prescription or over-the-counter) while at camp, 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.
 - All medications must be in the original, properly labeled container when sent to program.
 - Forms can be received by contacting the Recreation Department, or by searching for Missouri State form "BCC-11" on the internet.
 - Your parent contract authorizes use of Aerosol sunscreen (and notes that it must be provided by the parent), Ibuprofen, and topical Benadryl ointments for itch. We will still document the use of these via ProCare connect.
- **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 at Camp. Notification will be sent to parents if they do not send sunscreen with their child.
 - 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 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 Camp the following day after treatment and a recheck is done by Camp staff to verify that live lice and/or nits are gone prior to admission to camp. Periodic rechecks will be done by camp 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 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 100 degrees or more, vomiting, a rash, or other symptoms that may be contagious.
 - 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
- **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 non-perishable 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.
- **Personal Items**
 - **Cell Phones / Electronic Equipment**
 - Children are not allowed to use Cell Phones, Handheld Gaming Devices, 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.
 - **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. Additionally, we do not allow for concealed photography devices (smart watches, cell phones - see above rule, etc). If these are discovered, the child may no longer be allowed to attend the program. This is to protect all children while in the locker room, bathroom, etc.
 - Money should not be sent with your child to Camp, and it is not the responsibility of the park staff to investigate lost money, or keep track of money sent with your child. For concessions at the indoor and outdoor pool, a pre-paid concession card 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.
- **Lost and Found**
 - 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.
- **Camp Code of Conduct and Discipline Guidelines**
 - **Camp Code of Conduct**
 - **Discipline Guidelines**
 - Children are expected to display satisfactory behavior while at 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
- Visit 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.

● 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.
 - Staff will conduct counts of children in their group on a frequent basis while in program areas. When transition 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 permission. 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 connect 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.
- **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.
 - Staff conduct a "swim test" for each child in their camp to verify their ability to swim. This consists of swimming the length of our lap lane at The OC. 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.