



2020 Virtual Learning Hubs Parent Manual

PARKS AND RECREATION ADMINISTRATION

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Recreation Office Phone # 210-207-3047

The mission of the San Antonio Parks and Recreation Department is to provide exceptional parks, facilities, programs and services to improve the quality of life for all.

This handbook was designed to inform parents of the policies and procedures of the San Antonio Parks and Recreation Department's Virtual Learning program. To ensure a safe, healthy, and fun environment for all our participants, we ask that you familiarize yourself and your child(ren) with the rules and guidelines. If at any time you have questions or concerns, please call (210) 207-3047.



REGISTRATION AND ENROLLMENT

ENROLLMENT

The Parks and Recreation Department Virtual Learning Hubs are located at various community centers in San Antonio and provide connectivity for participants to access the virtual learning through their school district. Staff is not available for one-on-one assistance. Please discuss any special needs accommodations with the program staff at 210-207-3047 prior to registration in the Learning Hubs, as prior approval is necessary. Participants need to be able to function in a one (1) staff to ten (10) participant ratio. The Parks and Recreation Department is not responsible for a child missing any portion of their designated learning time due to WiFi or power outages or a child refusing to follow their school schedule.

Parents must request any accommodations with the Parks and Recreation Administrative Office or Center Supervisor with **at least two weeks advanced notice** prior to registration in the virtual learning program. Staff will review accommodation requests for approval.

Reasonable accommodations **do not** include changing diapers or clothing, administering medication (prescribed or over the counter), or providing one-on-one care. For any participants that have care givers accompanying them during the program, the care giver is required to complete a background check and be cleared prior to participation in the program.

***Failure to disclose pertinent information at the time of registration or failure to request accommodations with at least two weeks advanced notice may result in dismissal from the program.**

REGISTRATION

Registration is completed on-line on a first come, first served basis, depending on space availability. It is the responsibility of the parent/guardian to keep their child's file updated with current information. Parents must certify that all information provided to the Parks and Recreation Department is true and complete to the best of their knowledge. If it is necessary, parents agree to submit additional information and documentation to support any information provided. Parents understand if they falsify any information, their child will be removed from the program.

LEARNING HUB PROGRAMMING HOURS

The virtual programming at the Learning Hubs will be offered Monday through Friday from 7:30 am – 4:00 pm. Age-appropriate programming after the school day will be offered for participants enrolled in the virtual learning program.

DAILY LEARNING HUB INFORMATION

SIGN-IN/SIGN-OUT PROCEDURES

Only registered participants will be authorized to take part in the program. No visitors (youth or adults) will be permitted to enter the facility. All participants must be checked in/out daily. Parents must stay in their vehicle while checking participants in/out daily. Prior to a participant checking into camp, their temperature will be taken, and they will be asked if they are experiencing any COVID-19 symptoms. Any participant that answers yes to



experiencing symptoms, exhibits symptoms, and/or has a temperature greater than or equal to 99.6 degrees will not be allowed to attend the program.

To ensure the safety of the participants in the program, parental authorization is required for anyone other than a parent or guardian to pick up a child. Children will only be released to those individuals designated by the parent at enrollment or by providing written notification to site staff.

Photo identification will be required at time of pick-up. Please notify Parks and Recreation Administration if staff does not request to see your Photo ID when picking up your child.

A person with a legal right to the child may pick them up at any time.

ATTENDANCE POLICY

The Learning Hubs allow no more than **8 total absences** during the program. If participants exceed 8 total absences during the registered period, they will be removed from the program if the site has a registration waiting list.

LATE PICK UP POLICY

If a participant has not been picked up by a parent/guardian at the end of the regular program time, the following will occur:

- Step #1 – Call to the parent/guardian and any emergency contacts designated.
- Step #2 – If there is no response and attempts have been made to reach all telephone numbers provided and 30 minutes has passed since the daily program ending time, a call will be placed to the City of San Antonio Police Department (Non-emergency Number: 210-207-7273). At the discretion of the officer, if the child is not picked up in a reasonable time, Child Protective Services may be notified.
- Parents and staff must sign a Late Pick Up Form when the child is picked up.
 - 1st Late Pick Up – Warning
 - 2nd Late Pick Up – One day suspension from the virtual learning program
 - 3rd Late Pick Up – Two-day suspension from the virtual learning program
 - 4th Late Pick Up – Removal from the virtual learning program

MEALS PROVIDED

All sites will receive one free meal daily. Food will be provided by the Parks and Recreation Department. Sites will receive a hot lunch. Meal service time will vary by site. Children that leave the program before serving time will not receive a meal.

INCLEMENT WEATHER POLICY

The Parks and Recreation Department follows the City of San Antonio Weather Advisory. If the City of San Antonio is closed the entire day, then the Parks and Recreation Department will cancel all programs. If the City of San Antonio posts a weather-delay, then all programs will follow and open accordingly. If your child is



registered for a program, and the weather becomes dangerous, please be prepared to pick up your child IMMEDIATELY.

STAFF RATIOS

The staff to child ratio is one (1) staff to ten (10) participants. Participants will be grouped according to age/grade level.

COVID 19 PRECAUTIONS

Every parent must agree to the policies and procedures implemented by center staff pertaining to the COVID 19 Precautions. Curbside Drop-Off and Pick-Up will be implemented with health screenings every day. The center doors will be locked to prevent visitors from entering facilities. **All youth are required to wear a mask daily, except when they are eating or engaging in physical activity that is socially distanced. Parents must supply their child(ren) with a face mask daily.** Participants will wash their hands upon entry of the center each morning and after restroom breaks and each activity. All virtual learning and activities will be done with social distancing in mind. Participants are subject to the discipline policy if these precautions are not followed.

PARTICIPANT DRESS CODE

Learning Hub participants should dress in casual comfortable clothing or if applicable follow the school district's dress code. Participants should:

- Wear tops and bottoms that fit appropriately and allow the child freedom of movement without restriction.
- Wear closed toe athletic shoes – no sandals or flip flops.
- Not wear suggestive, indecent or revealing attire including short shorts.
- Wear clothing that is free of logos representing tobacco, alcohol, or illegal substance products, gang affiliations, and inappropriate language.

VIRTUAL LEARNING

Participants will participate in virtual learning throughout the day. Please send your child(ren) to the center with an electronic device (ex. iPad, Laptop) daily as well as with headphone, ear buds, etc. The center will not provide an electronic device for virtual learning, nor will they provide headphones. On the first day of programming provide a copy of your child(ren) school schedule and log-in credentials your child(ren) will use when logging into virtual learning.

Cell phones are brought at the discretion of each participant and are to be used for safety purposes only. Centers will have regular check-in times for parents to contact participants if needed. If a participant needs to contact their parent outside of these designated check-in times, center staff must be made aware of this occurrence. Parents are encouraged to talk to their children about safety measures and about leaving all additional valuables at home, for example: toys, purses, money, etc. **Note: Parks and Recreation Staff will not be held responsible for items that become lost, broken, or stolen.**

ILLNESS AND MEDICATION INFORMATION

In the event of illness, parents must have alternative plans for childcare. Children not well enough to follow the day's routine (including outside activities) must not attend. This includes, but is not limited to children with the



following symptoms of illness:

Fever

Sore Throat

Active Rash

Diarrhea

Discharging eyes

Nausea

Stomach Pain

Early Cold

If a child becomes ill and/or has an accident during the program, a parent/guardian will be notified and asked to pick up their child. Parents should establish an alternate plan for their child if they are unable to pick up a sick child or if they cannot be reached by telephone during the workday. Failure to pick up a sick and/or soiled child on more than one occasion may result in removal from the program.

CONTAGIOUS DISEASE

Parents are to inform a site supervisor IMMEDIATELY, when their child contracts a contagious disease (including, but not limited to, **chicken pox, conjunctivitis [pink eye], mumps, measles, viral infections, and lice**) or is exposed to one. We will then post a notice to alert parents. Children being treated with antibiotics for a contagious disease may not return to our facility until the danger of infecting others is over.

ADMINISTRATION OF MEDICINE

Prescription and non-prescription medications **will not** be administered by Parks and Recreation staff. If necessary for a child to administer their own medication, then it must be brought to the site in its original container CLEARLY labeled with the child's name, description of medication, physician's name, dosage, and kept on their own person. Parents/Guardians are asked to notify staff if their child will be bringing medication to the site.

Note: Parks and Recreation staff will not be held responsible for medications that become lost, broken, or stolen.

INJURIES

Our staff will treat all minor injuries, and parents will be notified at the time of pickup. If the staff determines that the child should receive medical treatment, a parent/guardian will be notified immediately.

Emergency Procedures

In case of serious illness or injury the following procedures will be used:

1. Contact 911
2. Contact parent or emergency contact
3. Transport to nearest hospital (if necessary)
4. Complete a Parent Notification Form

DISCIPLINE POLICY

The San Antonio Parks and Recreation Department recognizes that positive discipline teaches and encourages the healthy development of a young person's self-esteem. Staff will employ positive discipline techniques, which include praising, calling attention to appropriate behavior, and acting as positive role models to influence and reinforce positive behavior. The staff set limits that are developmentally appropriate and consistently enforced. The Parks and Recreation Department does not allow the use of corporal punishment.



In organizing and maintaining a safe and cooperative program, it is necessary to have specific policies and limitations that govern our facilities, program/staff and the behavior of each child. The following procedures will be used when handling discipline situations:

First incident of continued disruptive behavior:

- A warning will be issued, and the child will be encouraged to continue with their virtual learning.
- If the situation continues a staff person will talk with the child informing them that their behavior is not appropriate and to think about their actions. A parent/guardian will be contacted regarding the behavior.

If the situation/problem continues:

- The child will be separated from the group.
- An Area Supervisor will be consulted to discuss the situation.
- A parent/guardian will be contacted and asked to pick-up their child immediately.
- The child will be issued a suspension for the balance of the day's activities and be issued a one day suspension.
- Parents will be notified that further situations/incidents may result in a two-day suspension.

If the situation/problem continues following the one-day suspension:

- The steps outlined above will again be followed.
- The child will be suspended from the program for two days.
- Parents/guardians will be notified that further situations/incidents will result in a three-day suspension and/or dismissal from the program.

If the situation/problem continues following the two-day suspension:

- The steps outlined above will again be followed.
- The child will be suspended from the program for three days.
- Parents/guardians will be notified that further situations/incidents will result in permanent dismissal from the program.

The Parks and Recreation Department reserves the right to escalate disciplinary action up to and including immediate dismissal of a child if extreme discipline problems are exhibited. Such problems may include, but are not limited to, bringing weapons or ammunition of any kind, fighting, bullying, cursing, physical violence toward participants or staff, sexual harassment, physically or verbally threatening others, and putting themselves, other participants, and staff members in an unsafe situation.

Bullying, cyber-bullying and harassment will not be tolerated in Parks and Recreation programs and facilities. Retaliation or threats of retaliation meant to intimidate the victim of bullying, harassment, or cyber-bullying, or toward those investigating incidents thereof, are also prohibited.



“Bullying”, as described by the American Psychological Association, is a type of aggressive behavior where someone causes injury or discomfort intentionally and repeatedly to another person. We further define bullying as written, verbal or physical conduct that adversely affects the ability of one or more youth, adult, or spectator to participate in or benefit from the Parks and Recreation Department’s programs or activities by placing the youth, adult or spectator in reasonable fear of physical or emotional harm. This includes conduct that is based on a youth, adult, or spectator actual or perceived race, color, national origin, sex, disability, sexual orientation, gender identity or expression, religion or any other distinguishing characteristics that may be defined by the City of San Antonio. This also includes association with a person or group with one or more of the abovementioned characteristics, whether actual or perceived.

“Cyber-bullying” means any use of digital communication technology, including use of social media to bully or harass, as defined above, one or more youth, adult, or spectator regardless of location or the type of electronic communication device used.

“Harassment” means verbal or physical conduct designed to threaten, intimidate or coerce; verbal taunting or bullying which, in the individual’s opinion, impairs his/her ability to participate in or benefit from the Parks and Recreation Department’s programs or activities.

ZERO TOLERANCE

The San Antonio Parks and Recreation Department has a zero tolerance policy for the following actions:

- Giving drugs/medications to other participants
- Bringing a weapon or ammunition to the program site

- Running away from the program site
- Hitting, biting, spitting, or throwing objects at a staff member
- Intentionally injuring another participant
- Gesturing or touching another participant in a sexual manner. Note: Any observation or report of sexual contact will require IMMEDIATE law enforcement intervention.
- Theft
- Damaging program equipment and facility

Children that engage in any of the above actions will IMMEDIATELY be removed from the program and will not be allowed to return. Law enforcement may also be contacted.

DISCIPLINARY INTERVENTION

At no time shall a parent or guardian approach, touch, make comments and/or engage in discussion with participants regarding any alleged or observed problems involving the parent’s/legal guardian’s child(ren). DO NOT attempt to take matters into your own hands. Parent concerns must be addressed directly through program staff or the area supervisor. Violation of this policy will result in banning the parent or legal guardian from the program site and may result in removal of the parent or legal guardian’s child(ren) from the program.



CUSTODY AGREEMENTS

A person with a legal right to a child may pick them up at any time. Parks and Recreation Department center staff is required to abide by court-approved child custody agreements. In the event a parent or legal guardian registers their child(ren) for the virtual learning program but does not authorize a co-parent or other legal guardian(s) to pick up the child(ren), the unauthorized co-parent or legal guardian(s) will become authorized to pick up the child(ren) immediately upon producing a court-approved custody agreement that identifies and appoints the co-parent or legal guardian(s) as having legal custody rights over the child(ren) at the requested date and time of pick up. Parks and Recreation staff cannot prevent or delay release of a child or children to a co-parent or legal guardian(s) during periods when their court-approved custody is in effect.

In cases where no court approved child custody agreement exists, any individual who can show proof as a parent or legal guardian may pick up the child(ren) regardless of who registered the child for the program.

RESPONSIBILITY FOR DAMAGES

It is important to maintain the cleanliness and safety of the building so that we can preserve it for years to come. If your child damages any part of the building, such as, puts holes in wall, uproots trees, breaks windows, etc., the City of San Antonio reserves the right to bill parents/guardians for the repair costs.