



Parent Handbook

Revised 2/16/2016

Dear Parents and Campers:

We're so glad you decided to let your child spend their time with us. The City of Mansfield Parks and Recreation Kids Zone program is committed to ensuring that your child's time here is safe, fun, and filled with a lifetime of memories and friendships. We are looking forward to another exciting year of fun. This program is intended to provide a safe and entertaining atmosphere for campers ages 6 to 11 years old.

Please take the time to go over this handbook with your child, even if you've read it before. This handbook provides important information about the program, policies and procedures, as well as basic information about what to bring and which phone numbers to use.

Thank you for choosing Kids Zone. We hope your child's experience will be as rewarding as ours!

Kids Zone Contact Information

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About Our Program

Kids Zone Mission Statement

To provide parents with a quality child care program at an affordable price in which the children can have fun, make friends, learn, play, exercise, and gain new experiences in a physically and emotionally safe environment.

Weekly Activities

Arts & Crafts: Art projects vary from week to week, and offer activities such as painting, pictures, lanyards & more.

Field Trips: Our major field trip each week will be on Wednesday. These field trips will be at different locations throughout the Metroplex. We will take other smaller field trips throughout Mansfield and the South Arlington area.

Swimming: One day a week, typically Fridays, Kids Zone will go swimming at a local aquatic facility. Please remember your child will need a swimsuit, a towel, and sunscreen on swim days.

Special Guests: Our program takes advantage of some of the MAC instructors and their programs and other local programs. Throughout the week, these special guests will come in to host a shortened version of their program with Kids Zone or we may go to other locations. These include such things as boot camp, environmental education, tae kwon do, etc.

Camp Rules

- Listen and follow directions given by Kids Zone staff the first time.
- Ask permission to go to the bathroom or leave an activity.
- Be polite and courteous to others.
- No running or yelling inside any building (unless told otherwise).
- Raise your hand if you have a question or comment.
- Be respectful of other campers and staff.
- No foul or rude language.
- No arguing – only discussions about problems.
- No negative comments or attitudes directed towards anyone at camp.

Kids Zone Policies and Procedures

The following pages contain the policies and procedures to be followed by parents, staff, and children of the Kids Zone program. This information is very important to the overall safety and success of the program. **Registration is NOT complete until parents have signed and submitted the Enrollment Form, Safety Information, and the Policies Agreement stating that they have read and understand all the Kids Zone policies and procedures stated in this handbook.** Parents must also sign stating that they have reviewed these policies with their child and that he/she fully understands all the information before attending the program.

Section 1: Program Details

1. Days & Times Offered

The Kids Zone program is offered most MISD Holidays and each week, Monday-Friday, during the MISD summer break. The program operates from 8am - 6pm, with structured activities from 9am - 4pm. An early drop-off time of 7:30am is available for an additional fee.

2. Daily Activities

Activities can include nature education, park trips, pools, small local field trips, movies (only G or PG), gym games, art & crafts, outside instructors, etc. Counselors will have weekly schedules available to you on Monday of each week. Please note that all schedules are subject to change without notice.

3. Age Requirements

Children attending Kids Zone must be between the ages of 6 and 11 years old. For example, the earliest a child can attend would be the week of their 6th birthday and the latest they could attend would be the week of their 12th birthday. The Kids Zone program is geared toward children ages 6-11 who function well in a 12:1 ratio.

4. Staffing

Everyone knows that counselors are the key to a great day at camp. Therefore, we look for the very best when we hire. Characteristics that we look for in a Kids Zone counselor are:

- Good role model
- High moral values
- Experience and education working with children
- An outgoing personality
- Leadership abilities
- Desire to work with children

Staff remain on a 12:1 ratio with campers. We typically send extra staff when leaving the facility. All staff completes First Aid, CPR, and Defensive Driving courses.

Section 2: Registration, Payment, and Fees

1. Times & Fees

Summer Drop-Off	8am - 6pm	\$135/child per week
Early Summer Drop-Off	7:30am - 6pm	\$150/child per week
One-Day Holiday Drop-Off	8am - 6pm	\$30/child per day
Early One-Day Holiday Drop-Off	7:30am - 6pm	\$33/child per day

2. Registration Process

- a. MAC Card Required: Each child registered for the Kids Zone program is required to have a current MAC card during the time attending. Youth MAC cards are \$10 per year for Mansfield residents (76063) and \$17 per year for non-residents.

- b. Where to Register: Kids Zone registrations may be done in person at the Mansfield Activities Center or online at www.mansfieldparks.com. To register online, you must have already established an account with the MAC.
 *Your personal Log In information can be obtained from Front Desk staff during operating hours by calling the MAC at 817-728-3680 or emailing MAC@mansfieldtexas.gov. Or, if you supplied an email for your MAC account, you can use the 'Forgot My Password' feature.
- c. Required Paperwork: Separate paperwork must be filled out for EACH child. We require new paperwork at the start of each summer session. All paperwork must be completed before a child may be dropped off with us. Paperwork may be found at the MAC or online at www.mansfieldparks.com and filled out beforehand. **It MUST be submitted at least 3 days before the campers first time attending Kids Zone.**
- d. Waitlists: If any day or week of Kids Zone is full, you may put your child on the waitlist at no cost. During the summer, once a spot becomes available, the \$10 non-refundable deposit is due promptly by the date given when notified. Parents/Guardians will be contacted by phone and will be given a specified timeframe to respond. If no response is heard, the next person on the waitlist will be contacted. Each week's waitlist is independent of other weeks; securing an open spot in one week does not guarantee a spot in additional weeks.
 No paperwork is required to get on the waitlist. **However, we do need the best and most up-to-date contact information on your account.** The more information you can provide the better. If you are already in our system, please ensure that your contact information is correct. If you are not in our system, you must complete a MAC Liability Waiver. Add the best contact information on your Liability Waiver. **This is the information we will use to call you if your child receives a spot from the waitlist.** If you make other arrangements for your child after being placed on the waitlist with us, please give us a call and we can remove your child from the waitlist.

3. Payments

- a. One-Day Holiday: For daily Holiday registrations (fall and winter breaks), payment is due in full at time of registration. We do not allow daily registrations for the summer Kids Zone program.
- b. Scheduled Payments & Reserving Your Spot: For the summer session, we offer scheduled payments for the entire summer. You may reserve your child's spot in any week by paying a \$10 non-refundable and non-transferrable deposit. The remaining balance for those reserved spots will be due by 9:00pm on the Monday one week prior to the week registered. For example, if you have a spot reserved for Week 5, the remaining balance for that week will be due the Monday of Week 4 by 9:00pm.

Summer 2016 Schedule Payments Due Dates	
Spot reserved for	Scheduled payment balance due
Week 1: Jun 6-10	Mon, May 30 at 9pm
Week 2: Jun 13-17	Mon, Jun 6 at 9pm
Week 3: Jun 20-24	Mon, Jun 13 at 9pm
Week 4: Jun 27-Jul 1	Mon, Jun 20 at 9pm
Week 5: Jul 5-8 *MAC closed 7/4	Mon, Jun 27 at 9pm
Week 6: Jul 11-15	Tue, Jul 5 at 9pm *MAC closed 7/4
Week 7: Jul 18-22	Mon, Jul 11 at 9pm
Week 8: Jul 25-29	Mon, Jul 18 at 9pm
Week 9: Aug 1-5	Mon, Jul 25 at 9pm
Week 10: Aug 8-12	Mon, Aug 1 at 9pm
Week 11: Aug 15-19	Mon, Aug 8 at 9pm

- c. Missed Scheduled Payments: If a scheduled payment is not made on time for any reason, your child will be dropped from the program and the spot will be offered to the next child on the waitlist. You will be called and notified that your child has been dropped from the program.
- d. Online Payments: Current and future balances may be viewed and paid online by following these steps:
 1. Visit www.mansfieldparks.com.
 2. Click on the large yellow 'Online Registration' link.
 3. Click on the blue SIGN IN button and enter your information.
 4. Click on MY ACCOUNT.
 5. Click on the PAY ON ACCOUNT link under 'Payment Details' and select the balance you would like to pay at that time.
 6. Continue through to proceed to checkout and input your payment information.

*Your personal Log In information can be obtained from Front Desk staff during operating hours by calling the MAC at 817-728-3680 or emailing MAC@mansfieldtexas.gov. Or, if you supplied an email for your MAC account, you can use the 'Forgot My Password' feature.

4. Registration Discounts

- a. Multi-Child Discount: After the first child, any other child in the same household registering for the same weeks may receive a 10% discount.
- b. Full Payment Discount: If you pay for 6 or more weeks in full on the day of registration, you may receive a 10% discount. This discount applies in addition to the Multi-Child Discount and to the first child. Discount only available in person at the MAC.

5. Refund/Withdrawal Policy

- a. Withdrawal Fee: The \$10 deposit is automatically forfeited when you withdraw your child, regardless of reason or timing. Depending on the timing of notification, you may be charged an additional administrative fee up to \$40.
- b. Program Refunds:
 1. One-Day Holidays: Full refunds will be given up to 3 business days before the first day you are attending (Saturday is considered a business day for the MAC). Two days before, \$10 will be withheld from the refund. One day before, \$15 will be withheld. Once the day you have registered for has begun, no refunds will be issued.
 2. Summer: Due to the active nature of our program and the planning involved, communication is extremely important. If you have paid in full for a week, but find you must cancel for any reason you must notify MAC/Kids Zone staff as soon as possible. **The amount refunded will be determined by the amount of notification given.** Please see the table below for details. However, we do understand that emergencies happen and we will try to be as accommodating as possible depending on the situation.

Withdrawal Notification Refund Schedule		
Day of the Week	Time	Fees Retained
Monday of week prior to attending, before	9pm	\$10 deposit only
Tuesday of week prior to attending, before	5pm	\$10 deposit + \$10 admin fee
Wednesday of week prior to attending, before	5pm	\$10 deposit + \$20 admin fee
Thursday of week prior to attending, before	5pm	\$10 deposit + \$30 admin fee
Friday of week prior to attending, before	5pm	\$10 deposit + \$40 admin fee
Friday of week prior to attending, after	5pm	NO REFUNDS

Section 3: Daily Operations

1. Daily Drop-Off & Sign-In Policy

- a. Each child **MUST** be signed in with a parent/guardian signature at time of drop-off each day. Children are not officially the responsibility of the Kids Zone staff until they are signed in each day. Other information about the day may also be distributed to parents at this time.
- b. Late Drop-Offs: Kids Zone is a very active program. We schedule daily trips between the hours of 9am - 4pm. We often plan things early in the mornings in order to avoid the hottest parts of the summer days. We provide parents with weekly schedules in advance. We do not allow parents to drop their children off at locations other than the MAC or one of the local parks and advanced arrangements must be made in order to do so.

2. Daily Sign-Out & Release Policy

- a. Each child **MUST** be signed out with a parent/guardian signature and time at time of pick-up each day.
- b. During-the-Day Pick-Ups: If your child must be picked up during the middle of the day for a doctor's appointment, etc., you must notify the Recreation Coordinator or Kids Zone Specialist in advance so we can make proper arrangements. You will need to sign your child out even if they will be coming back shortly. You will also need to sign them back in with Kids Zone when they return.
- c. Pick-Up Requirements: The Kids Zone staff's #1 priority is each child's safety and well-being. For this reason, anyone picking up a child from Kids Zone must be listed on the child's *Pick-Up List* that was filled out on the Enrollment Form. A valid driver's license or photo ID will be **REQUIRED** from anyone picking up a child from Kids Zone, **including parents/guardians**. Staff may not ask for an ID once they are personally familiar with parents/guardians of individual children.
- d. Policy Awareness: Please make sure **ANYONE** picking up your child from Kids Zone is aware of these policies. For example, if Grandma comes to pick up Johnny but she doesn't have her photo ID, we will not release Johnny to her. Even if she is wearing a shirt with a picture of Johnny on it that says "I love my grandson." Again, this is for the safety of your child.
- e. Late Pick-Up: The Kids Zone program ends promptly at 6pm each day. If any child is picked up late, there is an initial \$15 late fee per child for the first 15 minutes and an additional late fee of **\$5 for every additional fifteen minutes**. For example, pick up at 6:05pm is \$15, pick up at 6:17pm is \$15+\$5, pick up at 6:32 is \$15+\$10, etc. Any late fees assessed will be due immediately at time of pick-up.
- f. The MAC after 6pm: MAC policies state that "any child under the age of 12 years old in the building after 6pm must be accompanied by a parent/guardian." Children may not stay at the MAC by themselves after 6pm. Children cannot sign themselves out of Kids Zone for any reason.

Section 4: Dress Code and Personal Items

1. Dress Code Policy

- a. Why We Have a Dress Code: We consider Kids Zone to be an organized and structured program similar to any classroom, just more fun. The Kids Zone dress code policy was adopted from the Mansfield ISD policy. Clarification regarding apparel should be obtained prior to wearing it to the program.
- b. Staff Recommended Attire for Kids Zone Campers: Kids Zone is a very active program and often outdoors or playing games on the floor. For your child's safety and comfort, we suggest children dress in light colored, flexible and comfortable clothes with tennis shoes. No flip flops except for water days.

- c. Dress Code Exceptions
 - i. Children may wear sandals, age appropriate bathing suits and tank tops on water days. A change of clothes is suggested. Parents will be given advanced notification of such events.
 - ii. Caps, hats, and sunglasses may be worn outdoors for sun protection, but may not be worn inside any buildings for any reason.
 - iii. Any approved personal items, i.e. hats, lunch boxes, etc., that are brought to Kids Zone are not the responsibility of the Kids Zone staff or the MAC. ALL items must be labeled.

2. Personal Items

No personal items of any kind are allowed during Kids Zone. Things not allowed during Kids Zone include, but are not limited to the following:

- Electronics of any kind (cell phones, music players, video games, etc.)
- Purses
- Backpacks (except on water days)
- Pillows
- Blankets
- Toys/balls
- Anything that could be deemed a weapon (pocket knife, etc.)

If any of the above items or any other items deemed inappropriate by staff are brought to Kids Zone they will be sent home with parents at time of sign-in. If a staff member sees a child with any of these items during camp, the item will be taken up immediately and will only be given back to a parent at time of sign-out.

Section 5: Behavior and Discipline

We take our discipline policies very seriously and believe in being firm and consistent.

1. Expected Behavior

- a. Kids Zone staff uses positive reinforcement and corrective discipline at all times. All participants must demonstrate appropriate behavior during Kids Zone activities.
- b. Main Kids Zone Rules:
 - Listen and follow directions given by Kids Zone staff the first time.
 - Ask permission to go to the bathroom or leave an activity.
 - Be polite and courteous to others.
 - No running or yelling inside any building (unless told otherwise).
 - Raise your hand if you have a question or comment.
 - Be respectful of other campers and staff.
 - No foul or rude language.
 - No arguing - only discussions about problems.
 - No negative comments or attitudes directed towards anyone at camp.
- c. Kids Zone staff will not tolerate inappropriate behavior. Examples of “inappropriate” behavior include, but are not limited to, the following:
 - Disobeying staff’s directions
 - Not keeping your hands, feet, and objects to yourself
 - Bullying/gossiping
 - Possession of anything that could be deemed a weapon or using items in a way that they are not intended

Severity of discipline based on behavior is determined by staff.

- d. Our program is designed so that all participants have a fun and enjoyable time in a physically and emotionally safe environment. We are in the recreation business and want both kids and parents to remember their time with Kids Zone as a fun and happy experience. With a child-to-staff ratio of 12:1, staff will not be able to tolerate misbehavior that is detrimental to the program. When discipline is required, a verbal warning or time-out will usually solve the problem. At no time will the staff apply physical force to a child. Our program is geared toward children that function well in an environment with a child-to-staff ratio of 12:1. Any child requiring one-on-one staff time multiple times throughout the day will be addressed as a discipline issue.

2. Guidance

The Kids Zone staff utilizes a Reward Chart. Each camper will start out on green. On Friday’s, campers that have a total of 3 or more days ending on green for the week will receive a special snack or prize.

- a. Reward Chart Colors

Green: Good behavior

Yellow: Warning or time out and a discussion with parents.

Orange: Discussion with Recreation Coordinator or Kids Zone Specialist and Discipline Report sent home to parents.

Red: Repeated offenses or a major offense, Discipline Report sent home, discussion with Recreation Coordinator, immediate pick-up.

Three Discipline Reports will result in a suspension from the Kids Zone program. Length of the suspension is at the discretion of the Recreation Coordinator or Activities Center Supervisor. Major offenses could result in an immediate suspension from the Kids Zone program without a refund.

- b. Severe Cause: If a child should become unmanageable or jeopardize the safety of other children, that child will be separated from the group immediately and his/her parents will be called to have the child picked up immediately with no refund given. The child may or may not be allowed to attend the program in the future depending on the severity of the situation.
- c. Physical Violence & Aggression: We DO NOT tolerate physical violence in any way. If a child hits, kicks, punches, or anything else considered physical violence toward another child or staff, they will be removed for the day. One severe instance or several lesser instances may result in a multi-day suspension up to permanent dismissal from the program.

Section 6: Lunch and Snack Times

1. Lunch Time

- a. Each child is required to bring their own lunch every day. Our scheduled lunch time is from 12-1pm, but may change slightly depending on our daily schedule of activities. We recommend a nutritious lunch and drink that will supply plenty of energy. When packing a child’s lunch and snack, please consider the following:
 - No glass containers allowed.
 - Please use reasonable size lunch boxes or recyclable paper sacks.
 - No coolers or ice chests.
 - Refrigerators and microwaves are not accessible.
 - Please clearly label any lunch boxes, water bottles, etc.
- b. Forgotten Lunch: A lunch will be provided if it is forgotten; however a fee will be incurred. For subsequent occurrences, the fee will build.

- c. Some of the field trip locations do provide lunch as part of the trip. Parents will be notified of this information in advance through the weekly Kids Zone schedules.

2. Snack Times

A snack time is provided every day around 3pm, but we do not always provide the snack. Please provide a nutritious snack along with your child's lunch. Food and drink items are available for purchase at the MAC front desk. Please do not send large bills. Staff will collect all money at sign-in and will be responsible for keeping up with it. Please note, if a child opts NOT to turn in his/her money, the staff CAN NOT be responsible for it.

Section 7: Communication

1. Contacting Your Child While at Camp

The best way to contact your child while they are attending Kids Zone is to simply call the MAC (817-728-3680) and leave a message with the front desk staff. The front desk staff will contact the Kids Zone staff and relay the message to your child, or if necessary, your child will be able to call you back as soon as possible.

2. Child Phone Access

If a child becomes upset, sick, or has a serious concern, staff will allow the child to place a phone call to a parent under staff supervision. We do not allow children to place a call without staff supervision. Cell phones are not allowed during Kids Zone for any reason.

Section 8: Travel and Field Trips

1. Vehicles

Your child will be transported by either City of Mansfield 15-passenger vans driven by city staff or a standard MISD school bus driven by MISD staff. All van drivers are licensed, 20 years or older, have passed a one-hour training on driving passenger vans, a one and a half hour defensive driving course, and at least one hour of hands on driving prior to transporting Kids Zone participants.

2. Booster Seats

The City will provide booster seats for all children that need one, but you may provide your own booster seat or safety vest if you wish. Children will not sit in the front passenger seat of the vans while being transported for any reason. The Texas Transportation Code 545.412: "Requires all children younger than 8 years old unless already 4'9" tall to be in the appropriate child safety restraint system (car seat/booster seat/safety vest) anywhere they sit in a passenger vehicle."

3. Parent Participation

To maintain the structure and discipline of our program, parents may not travel with the Kids Zone program or attend field trips with the program.

4. Out of the Building

Our program is very active and we schedule daily trips between 9am - 4pm. If you will be dropping off your child after 9am or wish to pick them up before 4pm, you MUST make advanced arrangements with the Recreation Coordinator (817-728-3680). Children may not be picked up from a field trip location unless it is a true emergency and permission from the Recreation Coordinator or Activities Center Supervisor has been given.

Section 9: Medical

1. Notification

For the health and well-being of children and staff, parents are responsible for informing staff daily of any special needs, concerns, or information regarding their child's health, including:

- Any illness or condition that might prevent the child from participating comfortably in scheduled activities.

- Any illness that results in a greater need for care than the staff can provide without compromising the health, safety, and supervision of other children.
- A temperature of 100 degrees or more in the last 24 hours.
- Any kind of skin rash (we cannot allow a child to attend with a rash unless the cause is known).
- Diarrhea, vomiting, headache, stomachache, pulled muscle, painful joints, etc.

2. Illness at Camp

If a child becomes ill during Kids Zone, they will immediately be separated from the other children and the parents will be contacted to pick up the child as soon as possible. If parents cannot be reached, the emergency contact will be notified.

3. Emergency Situations

In case of an emergency situation, parents will be notified immediately. If a parent/guardian cannot be reached, the emergency contact will be reached. Should a child require emergency medical attention, 911 Emergency will be called and the staff will follow any directions given by emergency staff.

4. Medication Policy

Participants bringing any medication to Kids Zone must complete a Medical Form & Waiver and adhere to the following procedures:

1. Medications must be in the container issued by the pharmacist for that specific medication.
2. Different types of medication may not be in the same container and the container must have instructions for the time, dosage, and administration of the medicine on the bottle label.
3. Medication must be given directly to camp staff at drop-off.
4. Only medication to be taken that day may be accepted in the container.
5. Staff accepting medication will complete the following: give parent/guardian Medical Form & Waiver to complete, store medication appropriately, speak with parent/guardian about any other special instructions, and sign the Medical Form & Waiver as receipt of the medication.
6. Staff giving the medication will complete the following at time given: (first, they will check to make sure the child's Safety Information Form and Medical Form & Waiver are complete) date, note time of administration, sign, and make any notes, if necessary, on the Administration Log.
7. Kids Zone staff may not administer any type of injection to participants as stated in the Kids Zone Standards of Care.
8. Medication will only be administered at **12pm or 4pm**. Doctor's instructions will be required for medication to be administered at any time other than 12pm or 4pm.

Section 10: Tax Information

The City of Mansfield and the Mansfield Activities Center would like to remind you that the Mansfield Activities Center is not a licensed daycare facility, but you may request a tax receipt at the end of the calendar year by contacting the Activities Center. They are not automatically mailed.