

City of Mansfield



**PARENT  
HANDBOOK**

Revised 03/2019

## KIDS ZONE MISSION

Inspire community. Build independence. Unleash fun.

Our Kids Zone program is growing! Did you know that we offer more than just summer camp? Check out all the different options we have:

### DAY CAMP

Available to 6-11 year olds during all Mansfield ISD extended breaks.

### COUNSELOR- IN-TRAINING

Join Day Camp in their activities while also learning how to become a counselor. Limited availability for 12-15 year olds.

### KIDS DAY OFF

Available to 6-11 year olds during one-day Mansfield ISD holidays.

### KIDS ZONE AFTER DARK

Leave your kids with us while you enjoy a night out!  
Offered once per quarter.

### AFTER SCHOOL

Be on the lookout for this upcoming program!

Dear Parents,

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 with us is safe, fun, and filled with memories and friendships. We are looking forward to another exciting year of fun in all our different options. This program is intended to provide a safe and entertaining atmosphere for kids ages 6 to 15 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

**Mary Jones**

Program Coordinator

[Mary.Jones@mansfieldtexas.gov](mailto:Mary.Jones@mansfieldtexas.gov)

**Coco Garcia**

Activities Center Manager

[Coco.Garcia@mansfieldtexas.gov](mailto:Coco.Garcia@mansfieldtexas.gov)

**Fantaye McCann**

Camp Director

[Fantaye.McCann@mansfieldtexas.gov](mailto:Fantaye.McCann@mansfieldtexas.gov)

**Mansfield Activities Center**

106 S. Wisteria St.

Mansfield, TX 76063

[MAC@mansfieldtexas.gov](mailto:MAC@mansfieldtexas.gov)

[www.mansfieldparks.com](http://www.mansfieldparks.com)

# KIDS ZONE POLICIES AND PROCEDURES

The following pages contain the policies and procedures to be followed by parents, staff, and children of all Kids Zone programs. This information is very important to the overall safety and success of the program. Parents will also be required to agree 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 Day Camp program is offered during Mansfield ISD breaks (spring, summer, fall, winter) and Kids Day Off is offered on one-day holidays. The program operates from 7:30am - 6pm, with structured activities from 9am - 4pm.

### 2. Daily Activities

Activities can include nature education, park trips, swimming, small local field trips, movies (only G or PG), gym games, arts & crafts, outside instructors, etc. Daily/Weekly schedules will be available before the start of each program. Please note that all daily schedules are subject to change without notice.

### 3. Age Requirements

Children attending Day Camp/Kids Day Off 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 6<sup>th</sup> birthday and the latest they could attend would be the week of their 12<sup>th</sup> birthday.

### 4. Staffing

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 camp specific training.

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 campers and parents to remember their time with Kids Zone as a fun and happy experience. Our program is geared toward children that function well in an environment with a child-to-staff ratio of 12:1. This program would not be suited to children requiring one-on-one staff time multiple times throughout the day. Staff will not be able to tolerate misbehavior that is detrimental to camp.

### 5. Sites

- a. Mansfield Activities Center (106 S Wisteria St, Mansfield): You will enter through the side doors between the MAC and the Mansfield Public Library BEFORE 9am. You may park in the circle drive in front of the MAC. After 9am, you may enter through any entrance.
- b. Erma Nash Elementary School (1050 Magnolia St, Mansfield): This will be our primary summer location. You will enter through the back of the school near the playground (the entrance faces west). The school's address (via GPS) will be difficult in getting to where you should be; we recommend using Helados Handcrafted Ice Cream (1007 E Broad St) to get you to the correct entrance. Once registered you will be provided a map to get there and show where you can drop off and pick up your child.

**\*Kids Zone will only be at Erma Nash Elementary School from May 28 – August 2. Kids Zone will be held at the Mansfield Activities Center all other days.**

## Section 2: Registration, Payment, and Fees

### 1. Times & Fees

Day Camp and Kids Day Off are offered from 7:30am - 6pm.

|                              |       |                          |
|------------------------------|-------|--------------------------|
| Summer                       | ----- | \$145/child/week         |
| Spring Break                 | ----- | \$130/child for the week |
| Fall / Winter / Kids Day Off | ----- | \$33/child/day           |

## 2. Registration Process

- a. **MAC Card Required:** Each child registered for any Kids Zone program is required to have a current MAC Card valid during the entire time attending. Youth MAC cards are \$10 per year for Mansfield residents (76063) and \$17 per year for non-residents. This must be purchased prior to enrollment.
- b. **One-Time Supply Fee:** SUMMER ONLY. A \$12 Supply Fee per child is due at time of registration. It includes a camp shirt for field trip days, a lunch bag, and water bottle. The **camp shirt is required on Wednesdays**, but can be worn any day.
- c. **Where to Register:** Kids Zone registrations may be done in person at the Mansfield Activities Center or online at [www.mansfieldparks.com](http://www.mansfieldparks.com).
  - i. For online registration:
    - Not sure if you have an account? Find out by calling our Front Desk staff during operating hours at 817-728-3680 or by emailing [MAC@mansfieldtexas.gov](mailto:MAC@mansfieldtexas.gov).  
***\*Be careful not to create a duplicate account if you have registered at the MAC before.***
    - If you forgot your login information, it can be obtained by using the 'Forgot My Password' feature.
    - You must fully complete purchase of a membership first before beginning the registration process.
- d. **Required Paperwork:** All of your paperwork will now be online! After registration is complete, you will be sent a link to complete important information about your child. This does NOT replace each family needing to be in our ActiveNET system for registration.

If any information changes after submission, please tell Kids Zone staff so we can update the information. **This information MUST be submitted and complete before attending your first day/week of camp this summer.**

- e. **Waitlists:** If any day or week of a Kids Zone program 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 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 and that it is the best information to reach you at. 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. **Payments must be made at the Mansfield Activities Center or online at [www.mansfieldparks.com](http://www.mansfieldparks.com).** Payments will not be accepted at Erma Nash Elementary School. Snack or field trip money will be accepted by Kids Zone staff at any location and is kept with Kids Zone staff.
- b. **Daily Registrations:** For daily registrations (fall/winter/Kids Day Off), payment is due in full at time of registration. We do not allow daily registrations for Kids Zone during spring or summer break.
- c. **Summer Only:**
  - i. **Scheduled Payments & Reserving Your Spot:** 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. We highly recommend signing up for automatic payments to ensure you don't miss out on your reserved weeks.

| Summer 2019 Scheduled Payment Due Dates |                                     |
|---|-------------------------------------|
| Spot reserved for                       | Scheduled payment balance due       |
| Week 1: May 28 - 31 *MAC closed 5/27    | Mon, May 20 at 9pm                  |
| Week 2: Jun 3-7                         | Mon, May 27 at 9pm *MAC closed 5/27 |
| Week 3: Jun 10-14                       | Mon, Jun 3 at 9pm                   |
| Week 4: Jun 17-21                       | Mon, Jun 10 at 9pm                  |
| Week 5: Jun 24-28                       | Mon, Jun 17 at 9pm                  |
| Week 6: Jul 1-5 *MAC closed 7/4         | Mon, Jun 24 at 9pm                  |
| Week 7: Jul 8-12                        | Mon, Jul 1 at 9pm                   |
| Week 8: Jul 15-19                       | Mon, Jul 8 at 9pm                   |
| Week 9: Jul 22-26                       | Mon, Jul 15 at 9pm                  |
| Week 10: Jul 29 - Aug 2                 | Mon, Jul 22 at 9pm                  |
| Week 11: Aug 5-9                        | Mon, Jul 29 at 9pm                  |

ii. Missed Scheduled Payments: If a scheduled payment is not made on time for any reason, your child will be dropped from the week and the spot will be offered to the next child on the waitlist. You will be 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](http://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.

*\*To obtain your login information see Section 2: 2.c.i.*

**4. Registration Discounts**

- a. Multi-Child Discount: After the first child, any other child in the same household registering for the same day(s)/week(s) may receive a 10% discount.
- b. Full Payment Discount: SUMMER ONLY. 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. Due to the active nature of our program and the planning involved, communication is extremely important. If you have paid in full for a day/week, but find you must cancel, you must complete a Kids Zone Withdrawal Form to be refunded (see Front Desk or Kids Zone staff; also available online at [www.bit.ly/KZwithdrawal](http://www.bit.ly/KZwithdrawal)). The amount refunded will be determined by the amount of notification given. Please see the tables below for details. However, we do understand that emergencies happen and we will try to be as accommodating as possible depending on the situation.

b. Daily:

| Daily / Kids Day Off Withdrawal Notification Refund Schedule |      |                |
|--|------|----------------|
| Day of the Week  | Time | Fees Retained  |
| 3 business days, before                                      | 9pm  | Full refund    |
| 2 business days, before                                      | 5pm  | \$10 admin fee |
| 1 business day, before                                       | 5pm  | \$25 admin fee |
| The day-of   |      | NO REFUNDS     |

c. Summer:

| Summer 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

- Please check our newsletter/schedule to find which location to drop off at and time to arrive by each day.
- Each child **MUST** be signed in with a parent/guardian signature each day. Children are not officially the responsibility of Kids Zone staff until they are signed in each day. Other information about the day may also be distributed to parents at this time.
- Late Drop-Offs: Day Camp/Kids Day Off are very active programs. We schedule daily trips between the hours of 9am - 4pm. We provide parents with weekly schedules in advance. **We do not allow parents to drop their children off at locations other than the MAC, Erma Nash Elementary School or one of the local parks and advanced arrangements must be made in order to do so.**

#### 2. Daily Sign-Out & Release Policy

- Please check our newsletter/schedule to find which location to pick up from and when we expect to return by.
- Each child **MUST** be signed out with a parent/guardian signature and time each day. Other information about your child's day or activities for the next day may also be distributed to parents at this time.
- 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 Program Coordinator or Camp Director 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 staff when they return.
- 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 provided in your child's paperwork. We will not release your child to anyone not on the Pick-Up List. **We do not allow parents to pick up their children at locations other than the MAC, Erma Nash Elementary School or one of the local parks and advanced arrangements must be made in order to do so.**

A valid driver's license or photo ID will be **REQUIRED** from anyone picking up a child from any Kids Zone, program including parents/guardians. Staff may not ask for an ID once they are personally familiar with parents/guardians of individual children, but be prepared to show your ID each day. Please make sure ANYONE picking up your child from any Kids Zone program is aware of these policies. Again, this is for the safety of your child.

- Late Pick-Up: Day Camp/Kids Day Off 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. Children may not stay at the MAC by themselves after 6pm per MAC policies. **Kids Zone staff will not stay at Erma Nash Elementary School past 6:15pm. Should you be later than 6:15p, children will be brought back to the Mansfield Activities Center and may be signed out there.** Children cannot sign themselves out of Kids Zone for any reason.

### 3. Field Trips

- a. **On field trip days, campers must wear their camp shirt and bring a disposable sack lunch with a drink, unless told otherwise.**
- b. **We do not provide accommodations for late campers. You should plan to arrive no later than 8:30am on Wednesdays for field trips, unless told otherwise.** Check the newsletter/schedule for additional information about the field trips, including departure and arrival times and any additional items needed. Field trips are booked months in advance with scheduled arrival times for our group. Failure to arrive on time could result in missed activities for campers or forfeiture of our field trip.

## Section 4: Dress Code and Personal Items

### 1. Dress Code Policy

- a. Campers should wear loose fitting, light colored, comfortable clothing with **tennis shoes**.
- b. Dress Code Exceptions
  - i. Children may wear sandals/flip flops and age appropriate bathing suits on water days. A change of clothes is suggested. Parents will be given advanced notice 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 any Kids Zone program 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 at any Kids Zone program, unless approved by Kids Zone staff.** We want your children to have fun and meet new friends. We have full days planned and restriction of these items is to prevent any losses of items – not to keep them from having fun. 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)
- Books
- 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

### 1. Camp Rules

- Listen and follow directions given by Kids Zone staff the first time.
- Be respectful of and courteous to other campers and staff.
- No foul or rude language, fighting or arguing.
- No negative comments or attitudes directed towards anyone at camp.
- Keep your hands to yourself.

### 2. Discipline

We practice a positive discipline philosophy. Prevention is key to a happy time for both campers and counselors. Campers that don't follow Kids Zone Rules will be administered the following consequences:

- Action 1: Explain to the camper what they did and why it was wrong.
- Action 2: Reiterate Action 1 and explain that Action 3 will be enforced if the behavior continues.
- Action 3: A time-out from activities is imposed for no more than five minutes.
- Action 4: Removal from activities is again imposed. The parent/guardian will be notified at pick up.

- Action 5: Camp Director will talk to the camper, attempt to redirect their energy, then complete a Discipline Report. The parent/guardian will be notified at pick up.
- Action 6: Camp Director will complete a second Discipline Report. The parent/guardian will be notified at pick up that the next Discipline Report will result in a three-day suspension.
- Action 7: Continued incidents will result in the camper being sent home with a three-day suspension. Communication with the Program Coordinator is required prior to returning.
- Action 8: Final disciplinary action is imposed as a summer-long camp suspension and parent/guardian is required to pick up camper within one hour of notification.

Depending on the severity of the action, campers may be suspended at any time.

### 3. Behavior

Kids Zone staff will not tolerate inappropriate behavior. Depending on the severity of the action, campers may be suspended at any time. 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

## 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. We recommend a nutritious lunch and drink that will supply plenty of energy. When packing a child's lunch, please consider the following:
- No glass containers allowed.
  - Please use reasonable sized 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. Some of the scheduled field trips provide lunch as part of the trip. Parents will be notified of this information in advance through the Kids Zone newsletters. If your child will not eat the provided lunch, please plan to send them to camp with a disposable sack lunch. Please be aware that some field trip locations do NOT allow outside food.

### 2. Snack Times

- a. Each child is required to bring their own snack every day. Our scheduled snack time is from 3-3:30pm, but may change slightly depending on our daily schedule. Please provide a nutritious snack along with your child's lunch.
- b. Food and drink items are available for purchase at the MAC front desk. Snacks will not be available for purchase at Erma Nash Elementary School. Please do not send large bills. Staff will collect all money at sign-in and will be responsible for it. Please note, if a child opts NOT to turn in his/her money, the staff CAN NOT be responsible for it.
- c. We will provide a snack (nutritious) and a treat (sweet) once each week during the summer. Parents will be notified of this information in advance through the weekly Kids Zone newsletters.

## Section 7: Communication

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 any Kids Zone program for any reason.

## Section 8: Travel

### 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, have passed a one-hour training on driving passenger vans, and have 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. 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 a child who is younger than 8 years old, unless they are already 4'9", to be in the appropriate child safety restraint system anywhere they sit in a passenger vehicle. We follow this law even if your child tells us they no longer use a booster seat.

### 3. Parent Participation

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

## 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 while participating in 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, prescription or non-prescription, to any Kids Zone program must complete a Medical Form & Waiver and adhere to the following procedures:

- Medications must be in the container issued by the pharmacist or original OTC container for that specific medication.
- 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 medication on the bottle label.
- Medication must be given directly to Kids Zone staff at drop-off.
- Medication will be accepted for a one week time frame at a time.
- **Kids Zone staff may not administer any type of injection** to participants as stated in the Kids Zone Standards of Care.
- **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.