



CITY OF CAPE CORAL PARKS AND RECREATION DEPARTMENT PROGRAM POLICIES AND PROCEDURES YOUTH RECREATIONAL PROGRAMS





CITY OF CAPE CORAL RECREATION CENTERS

Wm. “Bill” Austen Youth Center

315 SW 2nd Ave
Cape Coral, FL 33991
(239) 242-3950

Lake Kennedy Center

400 Santa Barbara Blvd.
Cape Coral, FL 33991
(239) 574-0575

South Cape Community Center

4544 Coronado Pkwy
Cape Coral, FL 33904
(239) 574-0806

Rotary Park

5505 Rose Garden Road
Cape Coral, FL 33914
(239) 549-4606

Four Freedoms Park

4818 Tarpon Ct
Cape Coral, FL 33904
(239) 574-0804

Cape Coral Art Center

4533 Coronado Pkwy
Cape Coral, FL 33904
(239) 574-0802



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PAYMENT PROCEDURES

Payment Procedures

- All programs must be paid in full the Friday before the program begins.
- Payments can be made by cash, check, money order, Visa, Mastercard, or American Express.
- Payment must be made by a parent or guardian. Payments made by children will not be accepted.
- Payments made in advance will ensure accountability and secure your child's placement.
- Failure to make payment may result in termination from the program.
- Late fees will be incurred for any payment not received by the due date.
- Any payment received during the week of attendance is considered late, and late fees will apply. Payments for late charges must be made within five days.
- Summer Camp: Prior to any vacation, a payment for the week your child will return is required.
- Program fees will be affected by program hours of operation.

Insufficient Payment

- Returned Check Fees:
 - Check Amount Fee
 - \$0-\$50.00 \$25.0
 - %50.00-\$300.00 \$30.00
- Further payments for programs will not be accepted until the returned check and service fee are paid. A child may not attend until the returned payment is paid.
- Upon return of a second check, program fees must be paid in cash, money order, Visa, Mastercard, or American Express for a minimum of one year.
- In the event that a credit card is declined twice, program fees must be paid by cash, check, or money order. Restitution for insufficient payments must be made at City Hall Cashier's office.



PAYMENT PROCEDURES

Camp Programs

Cancellations must be requested in writing seven (7) or more days prior to the start date to receive a credit or refund. If there is a waitlist and the campers spot is filled prior to the start of any given camp week, camper may receive a partial or full refund.

Refund requests made after camp begins, due to medical conditions, life-altering situations, etc. will result in a pro-rated credit or refund based upon the number of days attended. Each request will be reviewed on an individual basis.

Classes/Programs

Refunds, credits or makeup options will be given for cancellations due to weather, instructor illness, facility condition, or other circumstances beyond our control. If applicable, these will be issued on a pro-rated basis.

A credit or refund will be issued for withdrawal requests made prior to attending a class or program that requires pre-registration.

Should a participant miss a scheduled class/program, there may be a makeup opportunity. If the makeup opportunity is not convenient or there is not a makeup class available, no credit or refund will be given.

Refund requests made after class/program begins, due to medical conditions, life-altering situations, etc. may result in a pro-rated credit or refund based upon the number of classes/programs attended. Each request will be reviewed on an individual basis.



ATTENDANCE & PICK UP

Attendance

- To ensure high quality programs, daily attendance is required.
- In the event your child will be absent from the program, advance notice is required.
- All enrollment forms must be complete and on site prior to the start date.
- Notify the Site Leader/Supervisor if there are any changes in your child's enrollment. (Vacation, change in pick up, contact info, etc.)
- Personnel will have access to each child's enrollment records.
- Please remember to check daily for field trip departure times.

Drop Off & Pick Up

- Children must be accompanied to the check-in daily.
- Children must be signed in by a parent or guardian.
- Photo identification is required when signing out a child from any facility.
- Persons not listed on your registration form will not be permitted to remove your child from any program. Any person signing out a child must be listed on the enrollment form.
- If the pick-up person will be different from the drop-off person, please be sure to notify staff when you check in (Make sure the person is listed on the enrollment form)
- Any custody and/or restrictions must be recorded on your enrollment form and backed up by court documentation. It is up to the parents or guardians to provide the program with particular schedules and documentation.
- Children will be called by an authorized staff member using 2-way radios, all parents or guardians should wait inside the facility until your child has arrived at the sign out location.

Late Pick Up

- A \$1.00 per minute penalty will be charged if children are still present past program hours.
- Late fee payment is due upon child pick-up, and if not paid, childcare will be under review.
- If more than two late pick-ups occur, your child's enrollment will be under review.
- If your child has not been picked up within a half hour of closing time, the Cape Coral Police Department will be notified, and the Florida Department of Children and Families will be contacted.



MEDICATION POLICY

Medication Policy

Parks & Recreation employees, volunteers, contractors, and representatives will not administer, dispense, distribute, or oversee the taking of any prescription or over-the-counter medications to or for participants.

Parents/guardians are solely responsible for providing all medications, including daily, as-needed, and over-the-counter medicines.

Staff may not hold or store medications for participants, except as allowed under a separate written emergency care or accommodation plan approved by Parks & Recreation administration and consistent with applicable law.

Participant and Parent/Guardian Responsibilities

Ensure all medications are taken before or after program hours whenever possible, so that medication is not required during program time.

When medication is necessary during program hours, a parent/guardian or other responsible adult designated by the parent/guardian must come to the site to administer the medication directly to the participant.

Inform Parks & Recreation staff of any medical conditions, allergies, or emergency medications (for example, inhalers or epinephrine auto-injectors) on registration forms or health forms required by Parks & Recreation. Participants with emergency medications are required to have a completed Health History and Emergency Care Plan, please ask a staff member for this document.



SUGGESTIONS, COMMUNICATIONS, TRANSPORTATION & CHILDREN'S RESPONSIBILITIES

Suggestions

- Label all of your children's belongings with first and last names.
- Check the lost and found often.
- Personal items, cell phones, tablets, and other electronic devices should not be used during program time. The City of Cape Coral will not be responsible for lost or stolen items.

Communication

- Cape Coral Parks and Recreation encourages all parents to get to know the staff.
- Our staff will make you aware of any concerns, commendable behavior, or accidents when they arise.
- If you have any concerns please address them with your Site Leader and/or program supervisor.
- Check weekly with your Site Leader/Supervisor on payments due or owed (Youth Programs Only).

Transportation

- When traveling in a city vehicle, children must wear their seatbelts, refrain from eating or drinking, and follow all van rules.
- When traveling in a Lee County School Bus, children are expected to follow all bus guidelines.

Children Are Responsible For

- Displaying good sportsmanship at all times.
- Taking care of their personal belongings.
- Helping with any and all clean up of materials or equipment.
- Being quiet and listening during attendance, while instructions are being given, and during transitions.
- Obeying all playground, classroom, and program rules.
- Bringing a daily lunch and snacks if required.
- Reporting any type of broken equipment to Parks and Recreation staff.
- Reporting an accident or injury of anyone to Parks and Recreation staff.
- Immediately reporting any strangers to Parks and Recreation staff.
- Treating all people and animals with respect, sharing all toys and equipment.
- Wearing appropriate clothing at all times.
- Using proper etiquette in restrooms, classrooms, hallways, recreational facilities, etc.
- Throwing all types of trash in appropriate receptacles.
- Never leaving their group without the counselor's permission.



DISCIPLINARY POLICY

It is the practice of the Parks and Recreation Department to empower supervisory staff with the authority to suspend persons from participating in its functions and activities because of poor sportsmanship, misconduct, or blatant disregard of the established and posted rules. Persons exhibiting behavior worthy of suspension may be immediately expelled from a field, park, swimming pool, recreation facility or any event sponsored by the City of Cape Coral Parks and Recreation Department.

Disciplinary Actions Will Result If

- Any staff member, participant, or program guest is not treated with respect.
- There is defacing, abuse, vandalism, tampering, or stealing of any property of others, the facilities, or Cape Coral Parks & Recreation. This includes all classrooms and equipment within a building, a school, all outdoor equipment, all Parks and Recreation equipment, all outdoor living habitats and wildlife. Parents/guardians will be financially responsible for damages caused by your child.
- There is use of profanity, foul or abusive language, or body gestures toward any person.
- There is fighting, hitting, or pushing of any person.
- Unauthorized departure from the grounds of the program.
- A rock, stick, sand, or any other dangerous object is thrown.
- There is possession, use, or sale of drugs, alcohol, tobacco, or weapons.
- Refusal to follow program policies.
- There is running or yelling in the classrooms, hallway, or any off-site trip locations.
- There is ball playing in the classroom or any interior hallways.
- A child leaves the group without permission.
- A child is chewing gum or eating candy without authorization.
- There is excessive talking, disruption, or not paying attention.



DISCIPLINARY POLICY

Disciplinary Actions To Be Used

The City of Cape Coral believes in using progressive disciplinary measures. Staff utilizes the following steps to ensure each participant is treated fairly.

- The situation will be documented and verbally discussed with the child/children involved.
- The child will be redirected to another activity.
- The child will lose time in an activity.
- Discipline reports will be issued for more severe situations and could include up to, but not limited to, a five-day suspension from the program. Suspension lengths will be under the discretion of the Supervisor.
- Parents will be contacted.
- After suspension, the child will be brought back to the program on a probationary period. Further problems will constitute grounds for permanent dismissal.
- No refunds or credits will be issued for suspension periods.
- A suspension may result at any time if the Supervisor feels it is warranted. Remember, removal from the program will occur when all other efforts have been exhausted or in the case of a serious offense. Under no circumstances will your child be spanked or receive any other kind of physical punishment.

Appeal Procedure

If a person wishes to appeal a suspension he/she has three (3) business days from receipt of the Notice of Suspension to submit an appeal to the Director of Parks and Recreation for review. Staff will submit all paperwork related to the event to the Parks and Recreation Administration Office. Staff may be requested to meet with the Director of Parks & Recreation should he/she require additional information or clarification.

Infractions/Consequences Behavior Chart

The intent of this section is to give Parks and Recreation staff a tool to enforce the rules by developing reasonable consequences for rule infractions or violations of the behavior management policy. The intent is also to educate the public that there is a consequence for rule-breaking behavior – especially behavior that adversely or violently affects another individual. These consequences should be reasonable but progressively serious depending upon the severity of the incident and the frequency of negative behavior from the same individual, group or team.

Behavior Chart: (Applies to any Park, field, swimming pool, facility or center and any activity sponsored by City of Cape Coral Parks and Recreation Department)

Infraction	Penalty
Engage in aggressive behavior that has resulted in physical violence against a game official, City of Cape Coral Parks and Recreation employee.	Immediate removal from the game/meet or facility and suspension from all City of Cape Coral Parks and Recreation facilities for a minimum 6 months and up to 5 years.
Engage in aggressive behavior that has resulted in physical violence against another player, game spectator, or program participant.	Immediate removal from the game/meet or facility and suspension from facility or activity for a minimum of six (6) months and up to five (5) years for Adults; Children 1 day and up to five (5) years, depending on severity.
Physically threaten a game official (umpire, referee, or site supervisor), City of Cape Coral employee, or another player, spectator, or program participant with intent to cause harm.	Suspension for a minimum of 2 games/meets and up to 2 seasons or up to 6 months.
Verbally abuse a game official (umpire, referee, instructor, or site supervisor), City of Cape Coral employee, another player, spectator, or program participant with intent to cause harm.	Suspension for a minimum of two (2) games/meets and up to one (1) season or trespass from the specific facility or program for a minimum of two (2) operating days and/or up to six (6) months.
Refusal to abide by a game official's or facility staff member's decision either with abusive and/or argumentative language or other forceful action.	Immediate removal from the game/meet and suspension up to six (6) games/meets or immediate removal from the facility for a minimum of two (2) operating days and trespass from the facility or recreation program for up to three (3) months.
Illegal activity: Participating in illegal activity, which includes solicitation of another to participate illegally activity that includes but is not limited to theft, vandalism, or gambling in or about City of Cape Coral Parks and Recreation Facilities, games, or sponsored activities. Intoxication or the appearance of being under the influence of alcohol or drugs.	Immediate removal from the game/meet, facility, or activity and trespassing, and suspension that can vary from two (2) to six (6) months from date of incident.
Sublet a permit intended for individual, league/team or tournament use.	Loss of permit for the leagues/teams/persons or individuals involved in unauthorized permit for one year.
Destruction of City equipment and/or removal of city equipment without city staff authorization will result in penalty. Examples include, but are not limited to, everything such as, move soccer goals, bat balls against fence, remove base anchors, lane lines, rims, chairs, tables, etc. without permission.	Loss of Permit for the leagues/teams/person(s) for one month and for up to one (1) year. This will also carry the penalty of payment for damages or replacement of damage property according to City specifications. ***A Police Report will be filled out in all cases***
Failure to abide by permit requirements or any use permit.	Loss of permit for the leagues/person one month to one year.



SUMMER CAMP FITNESS & NUTRITION POLICY & PROGRAM ATTIRE

City of Cape Coral

Summer Camp Fitness and Nutrition Policy

The City of Cape Coral is taking a step toward growing healthy kids through nutrition, wellness, and activity in our camp programs. Our daily schedules will include at least 60 minutes of physical activity and staff will encourage and emphasize the importance of healthy habits.

Our commitment: Provide at least 60 minutes of physical activity a day, staff will provide a positive attitude toward physical activity and healthy eating habits at camp and outside of camp, and provide nutritional options or lunch and snacks through the USDA Food Program.

Your commitment: Support your child in being physically active outside, remain positive towards physical activity and healthy eating habits, pack healthy snacks and lunches along with healthy drinks.

All summer camps will only offer healthy snack options for the campers, limiting the amount of “junk food” except on special occasions or camp projects. The only beverages served during the summer camp program will be water, juice, sports drinks, or milk.

Program Attire

- Closed toe shoes are a must. (with the exception of SunSplash field trips).
- Proper attire is required for each individual program.
- Comfortable, well fitted closed are recommended.
- Parents are responsible for applying sunscreen and insect repellent prior to arrival.
- City of Cape Coral Parks and Recreation staff are not permitted to apply sunscreen or bug repellent unless a Sunscreen Permission form is filled out by the parent or guardian.



SUNSCREEN POLICY

Sunscreen Policy

The City of Cape Coral Parks and Recreation Department will, as a courtesy, agree to administer sunscreen, to your son/daughter to help prevent the harmful effects of sun exposure.

The city of Cape Coral's policy on applying sunscreen is as follows:

Each child will be responsible for supplying and applying sunscreen to their skin personally. When necessary, a City of Cape Coral staff member will assist each child who may be unable to personally apply their own sunscreen. When a child needs such assistance, the staff member will apply sunscreen on only the exposed parts of the child's skin. Children will be requested to apply sunscreen along their suit lines. Also, the staff member will only apply sunscreen while another adult staff member is present.

Please initial the appropriate statement below:

_____ I give permission for the City of Cape Coral summer camp staff to administer sunscreen to my child in accordance with the policy above and the following conditions below:

I, as the parent or legal guardian of the above-named child, agree that, at certain times during the course of the summer, sunscreen may not always be necessary during all outdoor activities. I leave the decision to administer sunscreen to my child at the discretion of my child's summer camp director.

I, as the parent or legal guardian of the above names child, agree that a City of Cape Coral summer camp staff member may supervise the application of the sunscreen on my child, and when necessary, may actually apply the sunscreen on the exposed parts of my child's skin.

I, as the parent or legal guardian of the above-named child, understand the City of Cape Coral is not responsible for my child(ren) receiving sunburn despite applying sunscreen.

_____ I have read the above policy and DO NOT GIVE
PERMISSION for the city of Cape Coral summer camp staff to administer sunscreen to my child.

_____ My child will be bringing sunscreen to camp to use personally.

REPORTING CHILD ABUSE, NEGLECT, ABANDONMENT AND ABUSE, AND EXPLOITATION OF VULNERABLE ADULTS

The City of Cape Coral is mandated to report child abuse, neglect, abandonment and abuse, and exploitation of vulnerable adults.

Chapter 39 of the Florida Statutes (F.S.) mandates that any person who knows or has reasonable cause to suspect that a child is abused, neglected, or abandoned by a parent, legal guardian, caregiver, or other personnel responsible for the child's welfare shall immediately report such knowledge or suspicion to the Florida Abuse hotline of the Department of Children and Families.

The bill also states that the knowledge and willful failure of a Person who is required to report known or suspected child abuse, abandonment, or neglect is elevated from a first-degree misdemeanor to a third-degree felony. As a result, the potential prison sentence is raised from 1 year to 5 years, and the potential fine is raised from a minimum of \$1,000.00 to a maximum of \$5,000.00.





PROGRAM POLICIES AND PROCEDURES MANUAL AGREEMENT

I have read and gone over with my child/children the terms of this manual. We (parent & child/children) agree to the terms stated in the City of Cape Coral, Parks and Recreation, Program Policies and Procedure Manual. I have also reviewed and read the discipline and expulsion policy.

Signature of Parent / Guardian

Date

Parent / Guardian Printed Name

Relationship to Child

Signature of Child

Date

Signature of Child

Date

Failure to sign and return this to the Site Leader/Supervisor by the first day of the program will result in the removal of your child from the program.